



**2018 Governor's Quality Award Healthcare Seminar**

***"Adapt and Overcome: Strategies for Agility in a Changing Industry"***

**Tuesday, June 19 | Embassy Suites Hotel, Little Rock | 8:45am - 3pm**

5.5 hours pending from the National Association for Healthcare Quality and Office of Long Term Care

**AGENDA**

- 8:45 - 9am**      **Welcome**
- 9 - 10:15am**    ***"Category 6 Hurricane: Our Baldrige Survival Guide for Weathering Any Storm"***  
**Jason Glover**
- 10:15 - 10:30am**    **Break**
- 10:30 - 11am**    ***"Recalculating Healthcare Transformation - Building a Patient-Centered Foundation to Allow Healthcare Providers Flexibility in Navigating New Models of Care"***  
**Rhelinda McFadden, RN, CPHIMS, PCMH-CCE**
- 11 am - 12pm**    ***"Value versus Volume"***  
**Beverly Nix-Stone, MHA, FACHE, CEO**  
St. Bernard's Medical Center, Jonesboro  
**Dr. Susan Ward-Jones, MD**  
East Arkansas Family Health Center, West Memphis  
**Dr. Angie Norman, DNP, GNP, ACNP**  
University of Arkansas Medical Sciences
- 12 - 1pm**      **Lunch**
- 1 - 2pm**      ***"How Data Analytics is Transforming Healthcare and Driving Agility"***  
**Amit Bhagat, MBA**
- 2 - 3pm**      ***"Organizational Transformation: Engaging the Head and the Heart"***  
**Martha Davis**

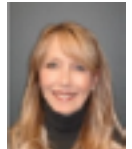
**FEATURED SPEAKERS**

**Jason Glover**  
VP of Operations  
Memorial Hermann Sugar Land Hospital –  
Recipient of the 2016 Baldrige National Quality Award  
Jason Glover joined Memorial Hermann Sugar Land Hospital as the VP of Operations in August 2017. He has been with the Memorial Hermann System for 4 years, most recently as Director of Operations at Memorial Hermann Greater Heights Hospital. Jason has over 10 years of experience spanning construction management and healthcare operations.



Find out what high reliability looks like for a small community hospital in Sugar Land, Texas that endured the 1,000-year flooding event created by Hurricane Harvey in 2017. Glover will share how Memorial Hermann Hospital's steady focus and agility helped them meet their challenge. You will come to understand how the elements of leadership, planning, workforce and customer focus, as well as strong process design and measurement systems can ensure your readiness to fact any storm.

**Rhelinda McFadden**  
Manager, PCMHPT/Quality Consultant  
Arkansas Foundation for Medical Care  
Rhelinda McFadden has more than 20 years of healthcare experience, with more than 15 years as a Registered Nurse (RN), and more than 10 years in healthcare quality improvement (QI) focused on primary care physician practices and government contracts. Mrs. McFadden is currently the manager of the AFMC patient centered medical home (PCMH) practice transformation team and has been with AFMC for more than 15 years.



**Amit Bhagat**  
CEO, Amitech Solutions, St. Louis, Missouri  
Amit has twenty-plus years of experience in helping clients succeed by developing information management, governance, business intelligence, advanced analytics, organizational design and performance management strategies and solutions. In an era of increasing change, Amit has worked extensively with clients in healthcare organizations to develop and implement growth strategies as well as drive measurable improvement in their operational performance by combining complex and innovative information-based technology solutions, culture, people and processes, all working in concert.



**Martha Davis**  
Consultant, Performance Excellence Healthcare  
Navigant Consulting, Inc., Chicago, IL  
Martha Davis joined Navigant in 2017 after close to twenty-five years of consulting self-employment. She offers extensive experience in leadership and talent management, patient experience, and change management to enable organizations to create a culture of high performance and connection to purpose. She is highly focused on assessing and understanding clients' needs and co-creating solutions that enable measurable improvement, which includes significant expertise using evidence-based leadership, the Malcolm Baldrige quality framework, and the Kotter model to support clients in accomplishing outstanding organizational outcomes.



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**For more information, contact Sue Weather at 501-372-2222 or sweatter@arkansasstatechamber.com or visit www.arkansas-quality.org**



# 2018 Governor's Quality Award Healthcare Seminar

June 19 | Embassy Suites Hotel, Little Rock | 8:45 AM – 3 PM

## Registration Form

Cost is \$50 per person and includes lunch. Please complete this form and return by June 15th, 2018.

Name \_\_\_\_\_

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5.5 hours pending from the National Association for Healthcare Quality and Office of Long Term Care

Email or fax this form to Carol Mugerditchian at 501-372-2722 or [carolm@arkansasstatechamber.com](mailto:carolm@arkansasstatechamber.com)

Or you may mail to: 2018 Governor's Quality Award Program Healthcare Seminar  
ATTN: Sue Weatter  
1200 West Capitol Avenue  
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