

## CONTINUING EDUCATION INFORMATION

### Arizona Institute for Healthcare Leadership (AIHL) Learning Objectives

Participants will be able to:

1. Provide a conceptual framework of the advanced leadership skills, behaviors and capabilities healthcare leaders need to succeed.
2. Improve emotional intelligence to strengthen relationships and communicate more effectively.
3. Explore leadership, communication, change tools and critical thinking as an effective means to influence and create change.
4. Review and practice an effective approach to managing difficult conversations.
5. Identify the benefits of building a collaborative environment between departments and organizations to improve outcomes.
6. Examine the legacy you are leaving and determine the legacy you want to leave.
7. Practice and use change tools to scope and lead a change project.
8. Identify ways to create engagement with all stakeholders, during times of change
9. Identify individual strengths using self-assessment tools, group exercises and a project to define and develop opportunities for personal leadership development.
10. Describe the basics of healthcare finance and productivity to improve decision making.
11. Articulate the importance of healthcare advocacy and how to begin.
12. Review types of organizational cultures and determine your organization's culture.
13. Recognize the costs and benefits of employee engagement and ways to improve.
14. Cite the importance of job benchmarking, selection, and interviewing on right fit.

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### Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and Rising Stars. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

### Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for a maximum of 39 contact hours.

*Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.*

### Healthcare Executives/ ACHE Qualified Education

ACHE Qualified Education credit must be related to healthcare management (i.e., it cannot be clinical, inspirational, or specific to the sponsoring organization). It can be earned through educational programs conducted or sponsored by any organization qualified to provide education programming in healthcare management. Programs may be sponsored by ACHE, chapters, or other qualified sources, whether the programming is face-to-face or distance offerings (webinars, online seminars, self-study courses, etc.). You will receive a certificate of completion for a maximum of 39 hours.

### AXIS Contact Information

For information about the accreditation of this program please contact AXIS at [info@axismeded.org](mailto:info@axismeded.org).

### Disclosure of Conflicts of Interest

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The **faculty**, Joanne Schlosser, Lori Linder and Greg Ensell report no financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity.

The **planners and managers**, Joanne Schlosser, Dee Morgillo, MEd, CHCP and Holly M. Hampe, D.Sc., RN, MHA, MRM reported no financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity

### Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Rising Stars, LLC at [Joanne@RisingStarsLLC.com](mailto:Joanne@RisingStarsLLC.com)

### Requirements for credit:

- Attend/participate in the entire educational activity series and review all course materials.
- The CE portal will open at the conclusion on the last session in October 2019. Complete the CE Attestation form online by **within 30 days on the full program conclusions**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.

## Faculty Bio Information



### **Joanne Schlosser, FACHE, MBA, SPHR, PCC**

President of Rising Stars, LLC, a management consultant, professional certified executive coach, speaker and facilitator who works with high performing healthcare leaders and physicians that want to grow their career, team and organization. She has over 13 years of healthcare experience. She serves on the American College of Healthcare Executives Board of Governors Exam Committee. Joanne served as Director, Talent & Organizational Effectiveness, for Banner Health for over seven years. She was responsible for leadership development, change management, facilitation, executive coaching and organizational development. Joanne served on the Administrative Team for three hospitals and was the change agent responsible for the opening of a new hospital. She provided executive and leadership coaching for high potential leaders and physicians. She played an integral role in creating and piloting the New Leader Experience, and helped roll out Performance Management and Talent Management programs. Joanne designs and delivers results generating, training on many leadership topics. She created a change agent certification program that developed over 200 confident, capable leaders to drive the necessary changes in today's health care environment.

Joanne co-authored a chapter titled, "Developing a Change-Ready Organization: Building Internal Capacity for Change", which was published in *Organizational Development in Health Care: High Impact Practices for a Complex and Changing Environment* in 2011. She has numerous other publications.

Joanne has delivered over two thousand high content, high energy presentations, workshops and strategic planning retreats nationally. Joanne has served over 200 clients including Abrazo Healthcare, Arizona Hospital and Healthcare Association, American Health Care Association/National Center for Assisted Living, AHCCCS, Banner Health, Crisis Response Network, TeamHealth, Summit Healthcare Regional Medical Center, Medavie Blue Cross, IDN Summit & Reverse Expo, Indian Health Service, PolyPeptide Laboratories, University of Arizona Health Plans, Terros Health, Fairmont Hotels and Resorts, Marriott, Walt Disney World and more.

Credentials include:

Masters in Business Administration, Arizona State University

Bachelors of Science in Production Operations Management, Arizona State University

Fellow of the American College of Healthcare Executives, FACHE

Senior Professional in Human Resources, SPHR from SHRM

Professional Certified Coach, International Coach Federation

Multiple certifications in assessments including: Behaviors, Driving Forces, and Emotional Intelligence



### **Lori Linder, MBA, CHC**

Lori is a healthcare executive with over 37 years of broad leadership experience in a multisite health system, community hospitals, and large private and national medical groups, serving in the roles of Chief Financial Office and Chief Operating Officer. Lori is recognized for knowledge of multi-layered healthcare environments and delivering results in challenging matrix-managed delivery centers. Lori's credentials include a verifiable record for bringing both operational and financial stability to organizations, and maintaining growth through improved internal process management and consolidation of administrative practices.

Lori's business acumen and leadership successes in the following areas: Healthcare Strategic Planning, Infrastructure development, Compliance Monitoring, Mergers & Acquisitions, Community Needs Analysis, Full-cycle P&L Management, Standalone & Multi-facility Healthcare Supply Chain, and Patient Satisfaction.

As a CFO for a 700 bed hospital campus for a multisite health system, Lori managed a budget of \$1.8B in revenue, and \$518M in total expense. She was an early adopter of a national benchmarking process that led to a focus in productivity reducing expenses by several million dollars. Lori also provided executive financial leadership in the development of a new Children's hospital in the Phoenix metropolitan area, as well as the start-up of a new hospital campus in Pinal County.

Lori was also Divisional CFO for a large national medical group that comprises the nation's leading providers of neonatal, anesthesia, maternal-fetal and pediatric subspecialty services. She managed a budget of \$1.3B in net revenue and \$405M in Operating Income from 150+ practices across 20 states.

Credentials include:

- Master's in Business Administration and Master's in Health Administration, Ohio State University

- Bachelors of Science in Accounting, Ohio State University
- Certified Health Care Compliance Professional

Lori's awards include:

- 2013 Arizona Business Magazine – 50 Most influential Women in Arizona Business
- 2014 Phoenix Business Journal – 25 Dynamic Women in Business



**Greg Ensell, Vice President, Government Relations,**

Arizona Hospital & Healthcare Association

- Government Relations
  - Participate in and lead successful lobbying efforts at state and local levels by:
    - o Directly lobbying elected officials and staff
    - o Persuading key stakeholder groups to support/oppose proposed legislation
    - o Quickly researching, learning and mastering complex issues
  - Monitor and assess regulatory threats and opportunities
  - Work with senior leaders to create short and long-term public policy goals
  - Build and strengthen relationships with numerous elected officials and staff
  - Cultivate elected officials and community leaders as third-party advocates
  - Communicate complex healthcare concepts to audiences without industry experience

Credentials include:

Masters in Business Administration, Arizona State University

Bachelors of Science in Economics and Political Science, Arizona State University