



Forum Agenda

2:00 pm - 9:00 pm	Sunday, April 27, 2014
2:00 pm - 5:00 pm	CEO LLC Business Meeting <i>Only CEOs who are members of the LLC should attend</i> <i>Justice Room</i>
5:00 pm - 6:00 pm	Break
6:00 pm - 9:00 pm	23rd Best Practice Forum Welcome Dinner <i>Hotel Atrium</i>
7:30 am - 10:00 pm	Monday, April 28, 2014
7:30 am - 8:30 am	Breakfast <i>Atrium</i>
7:30 am - 8:30 am	HCCN Update (optional) <i>Arcadia will provide an update on the HCCN grant</i> <i>Liberty Board Room</i>
8:30 am - 10:00 am	Keynote Speaker <i>Charles Barnett, Executive Chair of Seton Healthcare Family and former COO of Ascension Health, and Norman Chenven, CEO, Austin Regional Clinic</i> <i>Lonestar Room</i>
10:00 am - 10:15 am	Break
10:15 am - 12:00 pm	Managed Care Contracts <i>Presenters: Richard Bettini, CEO, WCCHC, and Carlos Olivares, CEO, YVFWC</i> <i>Lonestar Room</i>

12:00 pm - 1:00 pm	Lunch <i>Atrium</i>
1:00 pm - 2:45 pm	Strategic Approaches to Recruiting, Retaining, & Developing the Healthcare Workforce of the Future <i>Presenters: Steve Hansen, CEO, PMS, and Manny Lopes, CEO, EBNHC</i> <i>Lonestar Room</i>
2:45 pm - 3:00 pm	Break
3:00 pm - 4:00 pm	Patient Satisfaction Strategies in the Emerging World of Patient-Centered Health Homes <i>Presenters: Name, Crossroads Group and Jay Duval, Press Ganey</i> <i>Lonestar Room</i>
4:00 pm - 4:30 pm	Reflection on Patient Satisfaction Strategies in the Emerging World of Patient-Centered Health Homes <i>Roundtable Discussion facilitated by Name</i> <i>Lonestar Room</i>
4:30 pm - 6:00 pm	Break
6:00 pm - 7:00 pm	Cocktails & Appetizers <i>The Historic Driskill Hotel</i> <i>(Located adjacent to the Omni Hotel)</i>
7:00 pm - 10:00 pm	Dinner & Murder Mystery <i>The Historic Driskill Hotel</i>
7:30 am - 10:30 pm	Tuesday, April 29, 2014
7:30 am - 8:30am	Breakfast <i>Atrium</i>
8:30 am - 11:30 am	The Evolving Application of Residency Programs in Health Homes <i>Presenters: Greg Brandenburg, CEO, CBHA; Dr. Alvin Thien, Chief Dental Officer, CBHA; Dr. Mark Koday, Dental Director, YVFWC; Larry McReynolds, ED, LFHC; Richard Bettini, CEO, WCCHC; and Margaret Flinter, SVP & Clinical Director, CHC, Inc.</i> <i>Lonestar Room</i>
11:30 am - 12:00 pm	Honor a Local Non-Profit <i>Presenter: Name, Title, Organization</i> <i>Lonestar Room</i>

12:00 pm - 1:00 pm	Lunch <i>Atrium</i>
1:00 pm - 2:00 pm	Evolving Traditional Operations into an Innovative Engine for Engaging Patients & Creative Outreach Approaches for Marketplace Enrollment <i>Presenters: Mark Masselli, CEO, CHC, Inc.; Kerry Hydash, CEO, FHCN; and Kathy Byrne, CEO, El Rio</i> <i>Lonestar Room</i>
2:00 pm - 3:30 pm	Behavioral Health in the Emerging World of Managed Care Organization <i>Presenters: John Santistevan, CEO, SFHC, and Doug Smith, EVP, PMS</i> <i>Lonestar Room</i>
3:30 pm - 5:00 pm	Break
5:00 pm - 6:00 pm	Load Bus & Travel to Salt Lick <i>Busses will be located at the back entrance of the hotel on 7th Street</i>
6:00 pm - 10:00 pm	A Night Under the Texas Stars <i>The Salt Lick, Pecan Grove</i>
10:00 pm - 10:30 pm	Load Bus & Travel to Hotel
8:00 am - 12:00 pm	Wednesday, April 30, 2014
8:00 am - 9:00 am	Breakfast <i>Atrium</i>
8:30 am - 10:30 am	CEO Breakfast & Meeting <i>Justice Room</i>
9:00 am - 10:30 pm	Breakout Groups <i>Lonestar Room</i>
10:30 am - 12:00 pm	Wrap Up, Evaluation, & Pass the Torch <i>Lonestar Room</i>