GI Endoscopy Unit Leadership: Breaking the Mold, Creating a High Reliability Practice

COURSE DESCRIPTION
Geared toward emerging and established GI endoscopy unit leaders, this course will focus on leaders’ roles and responsibilities to align teamwork around clinical and operational issues. Attendees will gain the essentials needed to become effective leaders, and to run an efficient, high-quality, and profitable GI unit. The program highlights practical approaches to the management and operations of an endoscopy unit and further takes a deeper dive into the core knowledge and competencies that leadership teams need to be effective managers, influencers, and advocates for their units. Presented by seasoned strategic thinkers in the management of GI endoscopy units, course topics include the role of unit leadership, instilling a culture of quality and safety, strategic planning and business development, using quality data for performance improvement and in payer negotiations, and meeting regulatory expectations. These components are interconnected and come together to provide high-quality, comprehensive training and team-building opportunities.

WHAT YOU WILL LEARN
• Discuss establishing and maintaining a culture of quality and safety
• Define how each leadership role contributes and complements each other to create the success and vitality of the unit/organization
• Discuss how to ensure the unit is safe, economically viable, and in compliance with all credentialing and regulatory requirements
• Describe, from a clinical perspective, how to make the unit the best environment for patients and the procedures performed
• Discuss the skills needed to effectively and comfortably address any topic and build productive relationships

WHO SHOULD ATTEND
This course will draw emerging, current and future team leaders of GI endoscopy units in all settings. The course content will also attract those aspiring to become a leader in an endoscopy unit, giving the attendees the knowledge of what the expectations, challenges and rewards would involve.

The course is designed for all sizes of GI units with a focus on ambulatory surgical centers and hospital GI units.

Are you renewing your EURP participation? This course includes completion of a quality requirement for renewing participation in the ASGE Endoscopy Unit Recognition Program (EURP).
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CULTURAL EVOLUTION OR REVOLUTION?
Shifting an organization’s culture requires commitment and purposeful management of the change process. During this series of talks, we will discuss:
7:45 – 8:05 am The ABCs of Endoscopy Leadership
8:05 – 8:25 am Endoscopy Unit Management: Nursing Perspective
8:25 – 8:45 am Creating a Safe Culture for Your Patients
8:45 – 9:05 am Knowing the Legal Parameters
9:05 – 9:35 am Roundtable: Cultural Evolution or Revolution?
9:35 – 10:05 am Break with Exhibits

PUTTING THE PIECES IN PLACE
With the right infrastructure, your team will not lose sight of the fundamentals upon which excellence is built. During this series of talks, we will discuss:
10:05 – 10:25 am Empowering the Team through Benchmarking and Report Cards
10:25 – 10:45 am The Patient Experience is The Customer Experience
11:05 – 11:35 am Roundtable: Putting the Pieces in Place
11:35 – 12:35 pm Networking Lunch

CRITICAL CONVERSATIONS IN GI UNIT LEADERSHIP
The stakes in today’s ever-changing healthcare environment are high. Success or failure can hinge on your ability to effectively communicate with all members of your team. During this series of talks, we will discuss:
12:35 – 12:55 pm Building Your Critical Conversation Skill Set
12:55 – 1:15 pm Dealing with Harassment
1:15 – 1:35 pm Addressing Burnout and Wellness among Your Healthcare Team
1:35 – 1:55 pm Personal Recruitment, Training, and Addressing the Disruptive Employee
1:55 – 2:15 pm Roundtable: Critical Conversations in GI Unit Leadership
2:25 – 2:55 pm Break with Exhibits

WE CAN HELP! BRING US YOUR TOUGHEST UNIT LEADERSHIP AND MANAGEMENT PROBLEMS
In our final segment of the day, we will discuss applying theoretical concepts to real world case scenarios provided by our renowned faculty and your own case studies. This highly engaging session will transform you into the confident unit leader you want to be.
2:55 – 4:25 pm Exchanging Perspectives on Today’s Challenges
4:25 – 4:30 pm Closing Remarks
4:30 pm Course Adjourned

AGENDA
SATURDAY, MARCH 2, 2019

7:30 – 7:45 am Course Directors Welcome

BREAKING THE MOLD, CREATING A HIGH RELIABILITY PRACTICE
It is recommended that you make your hotel reservations as soon as possible. However, you may want to wait to make your airline reservations until you have received confirmation of registration from ASGE.

Chicago Marriott Suites Downers Grove
1500 Oopy Place, Downers Grove, IL 60515
Marriott Reservations at 1-800-228-9290 or 630-852-1500
ASGE has arranged a room block for this course at $49 per night plus applicable tax. This discount is valid only if the reservation is made before February 8, 2019. Please contact the hotel directly to make hotel reservations. Please mention the name of the ASGE course when making your reservation.

A free shuttle will be provided between the hotel and the ASGE Institute for Training and Technology.

CONTINUING MEDICAL EDUCATION
The American Society for Gastrointestinal Endoscopy (ASGE) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

ASGE designates this live activity for a maximum of 7.0 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

ASGE CANCELLATION POLICY
Request for refunds must be submitted in writing, no later than three weeks prior to the course. Refunds are subject to an administrative fee of $100. Attendee substitutions are permitted with ASGE authorization. ASGE has the right to cancel a program at any time at its discretion.

Industry representatives interested in attending this course must contact Vanita Jordan Moore, Senior Manager, Sales and Business Development at 630-570-5625 or vmoore@asge.org. In compliance with ACCME guidelines, industry representatives may not participate in hands-on training or ask questions during a CME course.

For more information about this or upcoming ASGE educational courses, please visit www.asge.org, email education@asge.org or call 630-573-0600.

Photography: waiver: ASGE periodically takes photographs and/or videos during our educational courses and events, and reproduces them in ASGE educational, news or promotional material, whether in print, electronic or other media, including the ASGE website. By participating in this course, you grant the right to use your name and photograph for such purposes to ASGE. All postings become the property of ASGE.

ENDOSCOPY UNIT LEADERSHIP
BREAKING THE MOLD, CREATING A HIGH RELIABILITY PRACTICE

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10:05 - 10:25 am  Empowering the Team through Benchmarking and Report Cards
10:25 - 10:45 am  The Patient Experience is The Customer Experience
10:45 - 11:05 am  Showcasing Your Unit’s Excellence
11:05 - 11:35 am  Roundtable: Putting the Pieces in Place
11:35 - 12:35 pm  Networking Lunch

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2:35 - 4:30 pm  Closing Remarks
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ESSENTIALS

HOTEL ACCOMMODATIONS

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1500 Ogles Place, Downers Grove, IL 60515

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ENDOSCOPY UNIT LEADERSHIP

Breaking the Mold, Creating a High Reliability Practice

TWO WAYS TO PARTICIPATE

Attend in person or live-stream from your own device

EURP Members: Contact ASGE Customer Care at 630-573-0600 for special discounted pricing.

NUMERICAL RESPONSES

1. How many years have you been in your role?
2. How many trainees do you have?
3. What is your anticipated or past headcount?
4. What is your training program type?

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Four easy ways to register

1. Online at www.asge.org (Recommended)
2. Phone: 630-573-0600
3. Fax: 630-963-8332
4. Mail: Send your completed registration form and check for $_____________ made payable to: American Society for Gastrointestinal Endoscopy PO Box 809055, Chicago, IL 60680-9055

For all registration inquiries, email ASGE Customer Care at info@asge.org or call 630-573-0600.

Fax: 630-963-8332

Mail: American Society for Gastrointestinal Endoscopy PO Box 809055, Chicago, IL 60680-9055

Endoscopy Unit Leadership

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