

CONFERENCE AGENDA

“Hitting the Jackpot” with Patient Experience NCAHAM 42nd Annual Fall Conference

Wednesday, September 6, 2017

9:00 a.m.	11:00 a.m.	CAM & CAA Exam
11:00 a.m.	1:00 p.m.	<i>Vendor/Business Partners Access Solution Showcase Set-Up</i>
12:00 p.m.	1:00 p.m.	REGISTRATION LUNCH: “Soup, Salad, & Potato Bar”
1:00 p.m.	1:15 p.m.	Welcome Remarks
1:15 p.m.	2:15 p.m.	KEYNOTE - Lucetta Zaytoun <i>How to Bring Your WOW!</i>
2:15 p.m.	2:45 p.m.	BREAK: Networking break and Vendor Exhibits Open
2:45 p.m.	4:15 p.m.	KEYNOTE - Eli Pagonis <i>Each Moment Counts</i>
5:00 p.m.	6:00 p.m.	Welcome/Presidents Reception - NCAHAM Happy Hour Networking break and Vendor Exhibits Open

Thursday, September 7, 2017

7:30 a.m.	8:30 a.m.	BREAKFAST: Omelet Station
7:30 a.m.	8:45 a.m.	Registration & Vendor Exhibits Open
8:45 a.m.	9:00 a.m.	Opening Remarks – NCAHAM Business Meeting
9:00 a.m.	10:30 a.m.	KEYNOTE - John Bentley <i>Empathy and Compassion Require You to Listen, Learn, and Lead</i>
10:30 a.m.	11:00 a.m.	Exhibitor Introductions and Spiffs
11:00 a.m.	11:30 a.m.	BREAK: Networking Break and Vendor Exhibits Open
11:30 a.m.	12:30 p.m.	KEYNOTE - Eli Pagonis <i>It Takes One to Know One, A Focus on Interpersonal Sensitivity</i>
12:30 p.m.	1:30 p.m.	LUNCH: “Beachside Picnic”
1:30 p.m.	3:00 p.m.	KEYNOTE - Lucetta Zaytoun <i>Uncovering Your Best Self – How to Feel Like a 10 Everyday of Your Life</i>
3:00 p.m.	3:30 p.m.	BREAK: Refreshments and Coffee Networking Break and Vendor Exhibits Open (Last call)
3:30 p.m.	3:45 p.m.	Exhibitor Door Prizes (Must be present to win)
3:45 p.m.	4:45 p.m.	Breakout Session - Hot Topic with Eli Pagonis <i>Leveraging Emotional Intelligence in the Workplace</i>
5:00 p.m.	5:30 p.m.	<i>Vendor Appreciation</i>
6:30 p.m.	10:00 p.m.	“Here’s the Deal” - Join Us for a Swanky Time with a Casino Night

Friday, September 8, 2017

8:00 a.m.	8:45 a.m.	BREAKFAST: "Sweet Sunrise"
8:30 a.m.	8:45 a.m.	Opening Remarks
8:45 a.m.	10:15 a.m.	KEYNOTE - John Bentley <i>Deliver on Your Promise – How to Build Trust and Create Safety When the Pressure is On and the Stakes are High</i>
10:15 a.m.	10:45 a.m.	Breakout Session – Hot Topics
10:45 a.m.	11:00 a.m.	BREAK: Networking Break with Hotel Check-out
11:00 a.m.	11:30 a.m.	Closing Remarks, NCAHAM Officer Installation, CAM/CAA Announcements & NCAHAM Door Prizes
11:30 a.m.	12:00 p.m.	Wrap-Up Executive Board Meeting