



# 2022 Health Care Leaders Forum

July 19-21, 2022

## ***Finding the Silver Linings and Including Humility and Compassion***

at

Shangri-La Resort  
Monkey Island, OK



## Agenda

All Forum events will be held at Shangri-La Resort.

### Tuesday, July 19

2:00 p.m.  
OHA Board Meeting

6:00 p.m.  
Reception and Dinner

### Wednesday, July 20

8:00 a.m.  
Breakfast

9:00 a.m.  
"Silver Linings:  
Experimentation, Innovation  
and Opportunity"  
Craig Deao

11:00 a.m.  
Box Lunches

12:00 p.m.  
Golf

6:30 p.m.  
Reception & Dinner

### Thursday, July 21

8:00 a.m.  
Breakfast

9:00 a.m.  
"Humbitious: The Power of  
Low-Ego, High-Drive Leadership"  
Craig Deao

11:00 a.m.  
"Where We Have Been,  
Where We are Going"  
Patti Davis

11:30 a.m.  
Adjourn

**\*\*Attire for all events at  
the OHA Forum is casual**

The 2022 OHA Health Care Leaders Forum is bringing Oklahoma hospital leaders together at Shangri La resort on beautiful Grand Lake. This year the Forum will focus on the positive results that have come from the events of the last two years on the provision of health care in Oklahoma, our country, and the world. Even though we have experienced many hardships and negative events, many new and exciting changes have been accelerated by the issues we have worked through and endured.

Participants will hear about leadership traits that, when combined, seem to be the unlikely recipe for high performance for many health care organizations.

We will close the event with a recap of the 2022 Legislative Session, including the impact on and implications for Oklahoma's hospitals, along with updates on other important OHA activities.

\*The 2022 Health Care Leaders Forum is an OHA member-exclusive event.

### Education Sessions

#### "Silver Linings: Experimentation, Innovation, and Opportunity"

*Craig Deao, MHA*

Amidst the disruption and suffering caused by the pandemic, healthcare organizations find themselves in a rare moment of grand experimentation. Fueled by sweeping changes to regulation, reimbursement, and patient preferences, there has been an unprecedented wave of innovation, from the rise of telehealth to the flexibility of working from home. Which of these positive changes will sustain, and which will fade away? This session shares a perspective on where to look for innovation, how to nurture the positive changes, and practical advice for building trusting relationships with your employees and communities. Deao will moderate a panel of Oklahoma health care leaders as they discuss the challenges they've confronted during the last year or more through the pandemic and other events in Oklahoma, and lessons learned that will serve us well as we move forward. Leaders create better places to work, practice medicine and receive care. Deao serves as a trusted advisor to boards and executive teams on healthcare leadership, especially patient experience, employee engagement, and patient safety. He is the author of the book, *"The E Factor: How Engaged Patients, Clinicians, Leaders, and Employees Will Transform Healthcare"*.

## **"Humbitious: The Power of Low Ego, High-Drive Leadership"**

*Craig Deao, MHA*

Despite strong evidence of arrogance and narcissism in society, humility is making a surprising comeback in business and leadership. Based on research from different fields, this talk suggests that leaders who combine humility with ambition can lead themselves, their teams, and their organizations into high performance. Supported by real-life case studies and interviews, this talk is based on the book: "Humbitious: The Power of Low-Ego, High-Drive Leadership" that was published in January of 2022 and focuses on tangible take-home behaviors that leaders can implement right away.

### **Learning Objectives:**

- Understand the importance of humility and ambition in leadership
- Discuss the latest research evidence that shows how humility and ambition can lead to high performance
- Implement behavioral changes that are compatible with humility and ambition



## **"Where We Have Been, Where We are Going"**

*Patti Davis, president, Oklahoma Hospital Association*

Patti Davis will share the OHA journey over the past year. She will also provide a recap of the 2022 Legislative Session and the implications for hospitals.

### **Speaker**

#### **Craig Deao**



Craig Deao is the managing director at Huron Group as a senior leader for the organization's speaking and conferences teams, and he now directs thought leadership across Huron's broader healthcare practice. He is a highly regarded national speaker on leadership, engagement, quality, and patient safety. He works with medical staffs and healthcare executives to create highly reliable organizations where employees want to work, physicians want to practice, and patients want to receive care. He also co-led the organization's journey to become a recipient of the Malcolm Baldrige National Quality Award in 2010. In addition to his full-time work with Huron, he serves as faculty for the American College of Healthcare Executives (ACHE). Craig's career has been a blend of operational leadership and hands-on experience in the field. As a result, he is able to use, within the company, the same evidence-based leadership principles they teach their partners. He's seen firsthand the power of hardwiring a handful of practices that align goals, behaviors, and processes with employee engagement and customer loyalty His fieldwork focuses on partnering with senior leadership to achieve breakthrough transformation that actually sustains.

### **Target Audience**

Senior executive leaders, physician leaders, and trustees

## Corporate Education Sponsors

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## Hotel Information

### Shangri-La Resort

31000 S. Hwy. 25, Monkey Island, OK



Shangri-La Resort is a lakeside getaway and conference center on Oklahoma's premier golf course. The hotel has 120 guest rooms, a large resort pool and children's splash pad area, a luxury spa, a casual-style restaurant, and a bar with a roof-top patio overlooking the lake and conference space.

Shangri-La Golf Club, Resort & Marina, located at the tip of Monkey Island in the center of northeast Oklahoma's beautiful Grand Lake O' the Cherokees, provides the ultimate escape. Golf, boating, parasailing, yacht charters, luxury lodging, and unmatched concierge service make it a unique destination, no matter how you define your great escape. The prestigious golf course, including an elite-level clubhouse housing the Golf Shop, the Buffalo Bar, the Summit Restaurant, and a state-of-the-art fitness center, offer guests the ultimate golf escape. Newly opened, the Anchor Activities Park includes a new racquet club facility with outdoor tennis courts, pickleball, sand volleyball, a fishing pond, walking paths, an outdoor event area, and a Mini-Fenway Park replica offer WIFFLE BALL, providing fun for kids of all ages. The 11,000 square foot indoor facility features Hologate state-of-the-art virtual reality golf simulators, shooting simulators, escape room games, Arcade games, Pop-a-Shot basketball, billiards and ping-pong tables, shuffleboard, darts, and the most inviting indoor-outdoor bar & lounge on Grand Lake.

Grand Lake boasts over 1,300 miles of scenic shoreline, 45,000 surface acres of water, and wooded, rolling terrain in what is commonly referred to as Oklahoma's "Green Country." The golf course, lodging, Club House facilities, hotel, restaurant, lounge, marina amenities, and the waters of Grand Lake offer unlimited recreational opportunities for family, friends, and fun in an atmosphere of casual elegance and genuine service.

## Accommodations

Rooms are available for Tuesday, July 19 – Thursday, July 21.

\$164.00 King or 2 Queens

To make your reservations, call (918) 257-4204, and mention OHA.

**Reservations must be made by July 5, 2022, to receive the discounted rate.**

## Date, Time, and Location

July 19, 2022

OHA Board meeting begins at 2:00 p.m.,  
Dinner and Registration begin at 6:00 p.m.

July 20, 2022

Registration begins at 8:00 a.m.



OHA has reserved 12:00 p.m. tee times for those who would like to play the Shangri-La course. The cost is \$75 per golfer.

All Forum events will be held at the Shangri-La Resort, 31000 S. Hwy 25, Monkey Island, OK.

\*\*Meeting rooms are often cool, so bring a sweater or jacket.

## Tuition

**\$230 per person** (Includes dinner Tuesday and Wednesday evenings for registrants.)

**\$75 per person for golf** (Please list the names of golfers on the registration form.)

**\$45 per guest of a registrant per dinner** (The cost is \$90 for both dinners.)

Online registration is available. Employees of OHA member hospitals may register online with a credit card. Go to [www.okoha.com/educationcalendar](http://www.okoha.com/educationcalendar) and click on the meeting title.

**The Oklahoma Office of Rural Health is offering a limited number of scholarships to leadership team members from Critical Access Hospitals for the OHA Health Care Leaders Forum.** Director Corie Kaiser has made this very generous offer to CAHs for this event. The OORH works with rural communities to help ensure their health care infrastructure is economically viable and to broaden and improve the access and quality of health care services. The OORH offers a broad array of services that support this effort in four ways:

- Training physicians and other health care providers
- Stabilizing rural hospital finances
- Increasing access to quality health care
- Educating the public and policymakers about the importance and unique nature of rural health

## Dress Code

The dress code for all meetings and activities during the Health Care Leaders Forum is casual.

## **Substitutions and Transfers**

Registrants unable to attend may send an alternate. Report substitutions to Amanda Bowen (abowen@okoha.com) or Mary Winters (winters@okoha.com) at (405) 427-9537. Transfers from one OHA educational program to another are not permitted.

## **Cancellation Policy**

The registration fee, less a \$50 service charge is refundable if notice is received before 4:00 p.m. on July 5, 2022. No refunds will be issued for cancellations received after 4:00 p.m. on July 5, 2022. The cancellation/refund policy applies to registrations that indicate payment is being mailed. No refunds will be issued to those who do not comply with this policy and the full registration amount will be due and owed to OHA.

## **ADA Policy**

OHA wishes to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you require any of the auxiliary aids or services identified in the Americans with Disabilities Act to attend this program, please call OHA at (405) 427-9537, fax (405) 424-4507 or email abowen@okoha.com or winters@okoha.com.

## **Education Credits**

OHA is authorized to award 5 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for this event toward advancement, or recertification in the American College of Healthcare Executives. Participants in this series wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting an application to the American College of Healthcare Executives for advancement or recertification.

## **Confirmation Notices**

If you have not received a confirmation notice 48 hours before the program, please call Amanda Bowen at (405) 427-9537 or email abowen@okoha.com to confirm your registration has been received.



**Oklahoma Hospital Association  
Health Care Leaders Forum  
July 19-21, 2022  
Registration Form**

*Please print or type information. You may copy this form for additional registrants.  
This is an OHA member-exclusive event.*

**Online registration** is available. Employees of OHA member hospitals may register online with a credit card. Go to [www.okoha.com/educationcalendar](http://www.okoha.com/educationcalendar) and click on the meeting title. Email [mia@okoha.com](mailto:mia@okoha.com) if you need a User ID to register online. Our website is optimized for use with Google Chrome.

Name \_\_\_\_\_ Title \_\_\_\_\_  
Email \_\_\_\_\_ Spouse/Guest Name \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_  
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Name \_\_\_\_\_ Title \_\_\_\_\_  
Email \_\_\_\_\_ Spouse/Guest Name \_\_\_\_\_

Organization \_\_\_\_\_  
City \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

**General Registration** (fee includes education sessions, materials, and dinners for registrants)

**\$230 per person X \_\_\_\_\_**

**Dinner count for Registrants**    **Monday x \_\_\_\_\_**    **Tuesday x \_\_\_\_\_**

**Additional fees**

**All Golfers (July 20 at 12:00 p.m.) \$75 per person X \_\_\_\_\_**

**Names \_\_\_\_\_**

**Spouses and Guests**

**Monday night dinner**                      **\$45 per spouse/guest x \_\_\_\_\_**

**Tuesday night dinner**                      **\$45 per spouse/guest x \_\_\_\_\_**

**Total amount due \$ \_\_\_\_\_**

**Method of Payment**

**Check** in the amount of \$ \_\_\_\_\_ payable to OHERI is enclosed.

Mail all registrations accompanied by a check to OHERI, Dept. #96-0298, Oklahoma City, OK 73196-0298

**Oklahoma Office of Rural Health Scholarship** for CAH Leadership Teams. (Limited number available.)

**Please circle this option if your registration will be paid by the OORH scholarship offer.**

**Credit Card** amount authorized \$ \_\_\_\_\_

Credit Card # \_\_\_\_\_ Visa    MasterCard    Amex    Discover

Expiration Date \_\_\_\_\_ Name on card \_\_\_\_\_

Cardholder's Billing Address (including zip code) \_\_\_\_\_

Signature \_\_\_\_\_

Return your registration form to OHA. Registrations with credit card payment information included may be faxed to Amanda Bowen at (405) 424-4507 If you have any questions, please contact Amanda Bowen or Mary Winters at (405) 427-9537 or by email at [abowen@okoha.com](mailto:abowen@okoha.com) or [winters@okoha.com](mailto:winters@okoha.com).

Oklahoma Hospital Association  
4000 Lincoln Blvd, Oklahoma City, OK 73105

**Register now  
to attend the  
2022 Health Care Leaders Forum  
July 19-21, 2022**

**at**

**Shangri-La Resort  
Monkey Island, OK**



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