



Client Conference
San Diego, California
March 16-19, 2010


Tuesday, March 16, 2010

7:30 am – 8:00 am	Continental Breakfast Provided by Concerro Registration & Check-In
8:00 am - 12:00 pm or 1:00 pm – 5:00 pm Cunningham A&B	<p>Pre-Conference Session Separate registration is required</p> <p>**Conference registration also available from 12:30 pm – 1:00pm**</p>
5:30 pm - 7:30 pm Spa Pool or America’s Cup	<p>Welcome Reception and Cocktail Hour Provided by Concerro</p>

Wednesday, March 17, 2010

7:30 am - 8:00 am Randle Foyer	Continental Breakfast Provided by Concerro Registration & Check-In
8:00 am - 8:45 am Randle Ballrooms A&B	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> • General Conference Welcome • Overview of Sessions • Client Awards <p>Presenters: Graham Barnes, CEO Cindy Watson, MSCCC-SP, VP Client Services</p>
8:45 am - 10:15 am Randle Ballrooms A&B	<p>Keynote Address</p> <p>Presenter: Boris Groysberg, Harvard Business School Topic: “Leadership, Organizational Performance and Managing Talent”</p>

Wednesday, March 17, 2010

10:15 am - 10:45 am	Break	
10:45 am - 12:15 pm Randle Ballrooms A&B	Keynote Address Presenter: Liz Jazwiec, CEO, Liz, Inc. Topic: "Accountability: Turn Limited Resources into Results"	
12:15 pm - 1:30 pm America's Cup Foyer	Lunch Provided by Concerro	
1:30 pm - 2:45 pm Randle Ballrooms A&B	Keynote Address Presenter: Mike Meisel, President RES-Q and VP Marketing and Product Development Topic: "Acuity and Workload Measurement: An Overview"	
2:45 pm - 3:15 pm	Soda and Iced Tea Break **Move to Breakout of Choice**	
3:15 pm - 4:45 pm	<i>ShiftSelect</i> The Inside Scoop: Product and Process Tips & Tricks Randle Ballrooms A&B	<i>CommandAware</i> Using CommandAware for Emergencies and Non-Emergent Events Cunningham A&B
4:45 pm - 5:00 pm Randle Ballrooms A&B	Summary and Wrap Up Review of today and preview of tomorrows sessions	
Free Evening	St. Patrick's Day  See handout for information on "Shamrock" in the Gaslamp District!	

Thursday, March 18, 2010

8:00 am - 8:30 am Randle Foyer	Continental Breakfast Provided by Concerro Registration & Check-In		
8:30 am - 8:45 am Randle Ballrooms A&B	Review/Preview <ul style="list-style-type: none"> • Review the agenda for the day • Feedback on yesterday's events • Questions and Answers 		
8:45 am - 10:15 am Randle Ballrooms A&B	Keynote Address Presenter: Jim Ostmann, Sr. RN, MBA, Chief Nursing Officer, Amistaff Healthcare Technology Topic: "Optimizing Your RN Workforce-A Holistic Approach"		
10:15 am - 10:45 am	Break		
10:45 am - 12:15 pm	<i>ShiftSelect 1</i> Making the Most of Your Program: Innovative Programs, Expansion into Other Clinical and Support Departments <i>Randle Ballroom A&B</i>	<i>ShiftSelect 2</i> Different Strokes: The Ins and Outs of Scheduling Models <i>Randle Ballroom D</i>	<i>CommandAware</i> How to Plan and Execute Hazmat/Decon Drills & Exercises <i>Cunningham A&B</i>
12:15 pm - 1:30 pm Seaport	Lunch Provided by Concerro		
1:30 pm - 3:00 pm	<i>ShiftSelect 1</i> Eyeing the Future of Per Diem and Pool Management <i>Randle Ballroom A&B</i>	<i>ShiftSelect 2</i> Connecting the Dots: The Latest on Interfaces <i>Randle Ballroom D</i>	<i>CommandAware</i> How to Implement HICS/ICS in Your Facility <i>Cunningham A&B</i>
3:00 pm - 3:30 pm	Break		
3:30 pm - 5:00 pm	<i>ShiftSelect 1</i> If Not YOU, Who? Intro to Publishing & Presenting Your Successes <i>Randle Ballroom A&B</i>	<i>ShiftSelect 2</i> Staffing Excellence: Leading Practices for Optimizing Results (Transitioning from a 3 rd Party Scheduler & Other Stories) <i>Randle Ballroom D</i>	<i>CommandAware</i> Managing Care for Mother & Baby During Disasters <i>Cunningham A&B</i>
6:00 pm - 9:00 pm	Embarcadero Dinner Event Embarcadero Park North		



Friday, March 19, 2010

<p>8:00 am – 8:30 am Randle Foyer</p>	<p>Continental Breakfast Provided by Concerro</p>
<p>8:30 am – 8:45 am Randle Ballrooms A&B</p>	<p>Review/Preview <ul style="list-style-type: none"> • Review the agenda for the day • Feedback on yesterday's events • Questions and Answers </p>
<p>8:45 am – 10:15 am Randle Ballrooms A&B</p>	<p>Keynote Address Presenter: David Linkous, MEd, BSN, RN Emergency Management and Trauma Programs Manager Montgomery Regional Hospital Topic: " Virginia Tech Response, April 16, 2007" </p>
<p>10:15 am – 11:15 am Randle Ballrooms A&B</p>	<p>Final General Session: The Future of ShiftSelect: What's Coming Next? Presenters: Mark Johnson, VP Engineering Kevin Wilkins, Product Manager </p>
<p>11:15 am – 12:00 pm Randle Ballrooms A&B</p>	<p>Closing Session Distribute Box Lunches </p>