

## Details

Tuesday, December 3, 2019  
9:30—10:30 am CST

## [Register Online](#)

SDAHO Member: \$150  
Non-member: \$300

## Questions?

[Michella Sybesma](#)

605-789-7528



\*Prior registration is required.  
Registration deadline is December 1, 2019. No-shows will be billed.  
Substitutions welcome anytime via email. A full refund will be given to all cancellations received 10 or more business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. All cancellation and substitution requests must be emailed to [sheena.thomas@sdaho.org](mailto:sheena.thomas@sdaho.org).

## Overview:

People want to work where people want to stay. In today's health care climate, we all must become chief retention officers to attract and retain an engaged workforce.

Join us for three-and-a-half-steps you can take in your organization or department to select, onboard and retain high performers. We will help you navigate ways to elevate your processes, team dynamics, and accountability practices to support your team's retention goals.

## Learning Objectives:

At the conclusion of this session, participants will be able to:

1. List steps and strategies to narrow your front door and hire the best candidates.
2. Implement your practices for employee onboarding.
3. Demonstrate your approach to retain employees at key junctures in the employee lifecycle.
4. Discuss how to manage low performing employees that jeopardize retaining high performers.

## Faculty:

### **Katie Owens, MHA, CPXP, Co-Founder and President, Healthcare Experience Foundation**

As the senior leader of a national consulting firm, Katie Owens has worked with hundreds of organizations and thousands of leaders to equip their cultures and instill competencies that achieve breakthrough performance with quality, safety, patient experience, and workforce engagement. Her fundamental tenet is that every person is worthy of an environment where he or she can receive and deliver the best possible care. She is the lead author of the *HCAHPS Imperative for Patient-Centered Excellence* and frequently authors in published leading magazines and journals.

*Our speaker does not have any real or perceived conflicts of interest related to this presentation.*

## Registration information and fees

Fees are per connection at a facility and include electronic handout, and one connection line to the live webinar. Connection instructions and handout materials will be emailed to the contact person listed on the registration 1-2 days prior to the program.