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Change Fatigue: Building Resilience in the Face of Unrelenting Change

Change has changed! Few industries have undergone more change - or more involuntary change - recently than healthcare. As a result, many change-weary leaders and staff are suffering from "change fatigue," a phenomenon that results when the amount and pace of change exceeds individuals' capacity to assimilate those changes. This engaging session begins with an overview of change and its impacts upon ourselves and our organizations. It describes the signs and symptoms of change fatigue and concludes with strategies for both individual and team renewal to build more effective change capabilities as well as safeguarding against future encounters with change fatigue.

Date: July 21, 2016

Location: Henry Ford Health System-Gilmour Conference Center
1 Ford Place
Detroit, MI 48202

Cost: Inforum HealthcareNEXT & MCACHE Members \$35, Non-Members \$45,
Students \$10

Event Schedule:

7:30 a.m. - 8:00 a.m. Registration and Networking
8:00 a.m. Breakfast
8:00 a.m. - 9:30 a.m. Program

Speaker/Facilitator: Dr. Jean Ann Larson, FACHE, LFHIMSS, DSHS, OCC



Jean Ann Larson has 30 years of experience as a healthcare executive partnering with leaders, executive teams and organizations to help them become more effective while bringing results-oriented strategic change into their organizations. She was at Beaumont Health for over 20 years. While there, she served as an assistant hospital director and Chief Learning Officer. At Children's

Medical Center in Dallas she was Vice President of Patient Safety and Quality before starting her leadership and strategic change consulting practice. She's served as faculty for Southern Methodist University's Executive Education Program and as adjunct faculty for the University of Texas - Dallas, Corporate Education Department. In April 2016 she was appointed Leadership Development Officer for the University of Alabama Health System and School of Medicine in Birmingham, Alabama.

She has a BS in Industrial Engineering, an MBA and a doctorate in organization change from Pepperdine University. She is a past board member and industry award winner in both HIMSS and the Society for Health Systems of the Institute for Industrial Engineering. She is a Fellow in the American College of Healthcare Executives. She is a frequent keynote speaker and author. Her most recent book, *Organizational and Process Reengineering Approaches for Healthcare Transformation* was named HIMSS' 2015 Book of the Year.

Panelists:

Denise Brooks-Williams, FACHE, President & CEO, Henry Ford Wyandotte Hospital

A native of Michigan, Denise Brooks Williams received her bachelors and masters degrees in health services administration from the University of Michigan before starting her career as a management fellow at Mercy Hospital in Detroit. She has been active in numerous professional groups including serving as president of the National Association of Health Services Executives (NAHSE), one of the premier minority health professional organizations in the United States.

In 2013, Brooks-Williams became president and CEO of Henry Ford Wyandotte Hospital. This 401-bed acute care hospital serves the Downriver region and surrounding communities of southeast Michigan with approximately 2,400 employees, 600 medical staff members, including Henry Ford Health Center-Brownstown outpatient facility and physician practices.

Reginald Eadie, MD, MBA, CEO, Detroit Medical Center

Reginald J. Eadie, MD is an accomplished and innovative leader in Health Care in Detroit transforming health care and patient care to meet the needs of the 21st century.

He was named Chief Executive Officer of the Detroit Medical Center Harper University Hospital and Hutzel Women's Hospital in October 2013 and CEO of Detroit Receiving Hospital in April 2015. His energy and ideas are keeping pace in one of the busiest hospital settings in Metro Detroit as he works to transform the organization. Dr. Eadie's personal goal for Harper/Hutzel and DRH is excellence in the delivery of health care and a cultural change that focuses on patient-and family-centered care. He challenges his workforce throughout the organization to think outside the box, to look for new and improved ways to deliver health care and to become passionate about quality and excellence and patient-and family-centered care.

Margaret Dimond, PhD, President & CEO Crittenton Hospital Medical Center

Margaret Dimond, Ph.D., is President and CEO of Crittenton Hospital Medical Center. Prior to coming to Crittenton, Dr. Dimond served as President and CEO of the Karmanos Cancer Hospital at the Barbara Ann Karmanos Cancer Institute. Before taking over Karmanos, she was CEO of the McLaren Medical Group. She also held various positions with Henry Ford Health System.

She earned a doctorate degree from Michigan State University, a master's in Public Administration from the University of Michigan, a master's of Social Work from Boston College, and a bachelor's from St. Mary's College. She has had a distinguished career in hospital administration, has held a faculty appointment at Michigan State University's College of Human Medicine and currently holds a faculty appointment at the College of Social Sciences.



Denise Brooks-Williams, FACHE
President & CEO
Henry Ford Wyandotte Hospital



Margaret Dimond, Ph.D.
President & CEO
Crittenton Hospital Medical Center



Reginald Eadie, MD
CEO
Detroit Receiving Hospital
Harper University Hospital
Hutzel Women's Hospital



Learning Objectives:

- Identify individual and organizational challenges associated with change
- Recognize signs and symptoms of change fatigue
- Learn Individual and Team strategies for overcoming change fatigue
- Discover how to safeguard against future encounters
- Understand how to sustain change over time

Credits: 1.5 ACHE Face-to-Face credits

This program has been developed and is presented locally by the Midwest Chapter of the American College of Healthcare Executives. As an independent chartered Chapter of the American College of Healthcare Executives, Midwest Chapter of the American College of Healthcare Executives is authorized to award 1.5 hour of Face-to-Face Education credit toward advancement or re-certification in the American College of Healthcare Executives.

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