



EDUCATION PROGRAMS

Leading During Challenging Times

DATE & TIME

Thursday, October 1, 2020
12:00 p.m. - 1:00 p.m. CDT

WHO SHOULD ATTEND

Healthcare leaders from LHA member hospitals and health systems, including CEOs/presidents, administrators, leadership staff, physician leaders, chief nursing officers and medical staff directors

REGISTRATION DEADLINE:

Registrations are due into the LHA office one week prior to the webinar in order to ensure timely delivery of instructions and handout.

LHA WEBSITE:

http://www.lhaonline.org/events/event_list.asp

OVERVIEW:

While many healthcare leaders have faced crises in their careers, COVID-19 took catastrophe to unprecedented levels. With hospitals forced to close their profitable service lines, furlough staff, and maximize scarce ICU capacities, often without enough PPE for their workers, this crisis pushed people beyond what they ever thought they would face. Throughout the spring of 2020, Peter Neffenger consulted with state governments and healthcare leaders as they grappled with critical decisions in a situation of extreme uncertainty. What he found was that within the crisis, there were pockets of opportunity and innovation. He helped leaders shift from “this will never end” to “let’s solve this problem right here.” Oftentimes longstanding problems come to light and can be resolved quickly. Once a leader is in this mindset, they can inspire others, find ways to think creatively and bring order to the chaos. Speaking from his own history of high-stakes leadership, Admiral Neffenger will share a wide range of strategies for crisis management through an ethical leadership lens.

TOPICS TO BE COVERED:

- How to shift your mindset and develop clarity within chaos;
- How to help others find clarity and take effective action within chaos;
- How to tap into leadership actions that inspire and motivate teams; and
- How to be mindful of ethics throughout a crisis.

MEET YOUR FACULTY:

Vice Admiral Peter Neffenger

U.S. Coast Guard (RET), President of Neffenger Consulting, LLC;

Vice Admiral Neffenger was appointed in 2015 by President Obama to head the Transportation Security Administration. Prior to this, he enjoyed a distinguished career in the U.S. Coast Guard where he served as the 29th Vice Commandant, in addition to earlier assignments that included Deputy Commandant for Operations and Deputy National Incident Commander for the 2010 Deepwater Horizon BP oil spill. He holds an MPA from Harvard University; an MA in National Security and Strategic Studies from the U.S. Naval War College; an MA in Business Management from Central Michigan University; and a BA from Baldwin Wallace University. He is a two-time recipient of the Department of Homeland Security’s Distinguished Service Medal and is a Distinguished Fellow at the Atlantic Council, a Distinguished Senior Fellow at Northeastern University’s Global Resilience Institute, and a Distinguished Senior Fellow and faculty member at Harvard University’s National Preparedness Leadership Initiative.



Louisiana Hospital Association Management Corporation

EDUCATION PROGRAMS

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REGISTER ONLINE: <https://www.lhaonline.org/event/LeadingYourTeam2020>

DATE: Thursday, October 1, 2020

TIME: 12:00 p.m. – 1:00 p.m. CDT

PRICE: Registration open to LHA Member Hospitals, Associate or Corporate Members only.

- Member Hospital Member: ~~\$200 (Per Person)~~ **\$0.00 (Per Person)**
100% of the LHA Member Hospital registration fee is being waived because of the COVID-19 pandemic.
- Associate or Corporate Member: \$250 (Per Facility) **\$200.00 (Per Facility)**
20% of the registration fee is being discounted for Associate or Corporate Members because of the pandemic.

REGISTRATION: Registrations are accepted online only. VISA, Master Card, Discover and American Express are accepted. Email confirmations will be sent to all registrants who list an accurate email address.

CANCELLATION POLICY: Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of **\$40** (per person), if a payment was required. Cancellations received less than one week prior to the scheduled event, or individuals who fail to attend, are **non refundable**. Registrants who are unable to participate in an LHA educational event are permitted, and encouraged, to have a substitute without incurring a cancellation fee. Please send written notice of any substitutions prior to the scheduled event.

TRANSFER POLICY: If you are unable to attend the program for which you have registered and choose not to have a substitute, you may transfer your registration to another program. The LHA will hold your credit for a period of one year following the start date of the program for which you were originally registered. Transfers must be made in writing prior to the scheduled event, and a **\$40** transfer fee will be charged, if a payment was required.

AMERICANS WITH DISABILITIES ACT: The LHA will make every effort to provide reasonable accommodations for physically-challenged attendees who require special services. When registering, please attach a written description of needs to the application.

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