



PAM BEITLICH, DNP, APRN, RN, NEA-BC

SPEAKER PRESS KIT

INSPIRATION AND INNOVATION FROM EXPERIENCED HEALTHCARE SPEAKERS

Providing on-site training for your leaders is a fast and economical way to bring your entire team up to speed on the industry's hottest topics and create organization wide urgency to execute change. Huron's speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We are more than a speakers' bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems, including financial challenges, patient safety and quality, pay for performance, and more.

Prior to your event, Huron's speakers and support teamwork side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group, or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Huron speakers deliver the perfect balance of inspiration and education for every audience.



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Pam Beitlich, DNP, APRN, RN, NEA-BC

NATIONAL SPEAKER

With more than 35 years of experience in patient care, medical staff relations and nursing administration, Pam Beitlich is a talented speaker and facilitator who adds instant credibility and value to every presentation she delivers. Her comprehensive hospital background, from a former ED and critical care nurse to a nursing administrator serving in many different roles, gives Pam an immediate “in” with any healthcare group interested in creating positive change. Transformational leadership is an area of expertise she is especially passionate about. She strongly believes the healthcare leader of today must have expert communication skills to build inter-professional relationships and must be open to feedback aimed at helping them continually improve.

PROFESSIONAL EXPERIENCE

Pam began in 2000 as one of the first coaches for Studer Group, making her a longtime staff member. Her achievements as a coach include the kind of results that make people sit up and listen, raising patient and staff satisfaction while reducing turnover and improving quality metrics. She has worked with single hospitals and large systems, enjoying the challenges of both. As a full-time Executive Director at Sarasota Memorial Health Care System in Florida, Pam assisted in their Magnet designation. She thrives on leading a team day-to-day, as well as working with high-performing Huron partners, where she believes in using the power of humor and fun to create a positive learning experience. Pam is consistently described as “genuine” and “walking the talk on a daily basis.” Pam is especially comfortable working with senior leaders, physicians, and nurses to align their goals and behavior to achieve service and operational excellence. Known for her passionate commitment to nursing, Pam is driven by assisting the next generation of nurse leaders to reach their potential and push outcomes in staff engagement, accountability, and patient safety. She is especially adept at molding her presentation style to groups of any size. Her skill as a speaker enables her to keep groups engaged from the first word to the last.

INDUSTRY SPEAKING ENGAGEMENTS

- Healthcare Information and Management Systems Society (HIMSS)
- Healthcare Financial Management Association (HFMA)
- Idaho Medical Group Management Association (MGMA)
- National Association of Adventist Healthcare Human Resources (NAAHHR)
- South Carolina Nurses Association (SCNA)

EDUCATION AND CERTIFICATIONS

- Bachelor of Science, Nursing, Goshen College
- Master of Science, Nursing, University of South Florida
- Doctor of Healthcare, Health Care Leadership, Florida State University

PROFESSIONAL ASSOCIATION

- American Organization of Nurse Leaders – (AONL) -member
- Association of Women’s Health, Obstetric, Neonatal Nurses (AWHONN) – member
- Board Member – Healthy Start Coalition, Sarasota, Florida – Recipient of Mission Award
- First 1000 Days Suncoast Initiative, Community Leader and Steering Committee member
- Florida Organization of Nurse Executives (FONE)– Board member – Recipient of Excellence in Nursing

Leadership Award

- FONE Co-Chair of statewide Legislative Committee
- Florida Perinatal Quality Collaborative (FPQC), USF Health - member
- Leadership Sarasota Alumni and past Chair – Recipient of Lifetime of Leadership Award
- Sarasota Chamber of Commerce – member
- Sigma Theta Tau International - member
- SNAC Co-Chair, Communications Team
- Suncoast Organization of Nurse Executives (SCONE), member, former Board member
- Suncoast Nursing Action Coalition (SNAC) (for BSN Education advancement-a National Action Coalition)

PUBLICATIONS

- “Implementation of TeamSTEPPS in Labor/Delivery and NICU” -Doctorate project demonstrating an overall 30% improvement in teamwork
- June 2015 – Research results published in Nursing Management

Presentations

WORDS MATTER IN HEALTHCARE

Audience: All Healthcare Roles

Focus: Communication, Patient Experience

Length: Keynote, Half-day, Full day

This session describes the power of using AIDET® and Key Words at Key Times when delivering care to a patient and their family. Learn how to methodically role model and deploy this important Must Haves® behavioral tactic in your organization.

Learning Objectives:

- Articulate the foundational concepts of using key words to narrate care for patients and their families
- Describe the five fundamentals of effective communication through AIDET® (Acknowledge, Introduce, Duration, Explanation and Thank You) and service recovery
- Describe three ways to coach, validate and hold staff accountable for using Key Words at Key Times

QUALITY IN HEALTHCARE: ARE WE THERE YET?

Audience: All Leaders

Focus: Leadership, Change Management, Communication

Length: Keynote, Half-day, Full day

This session examines the evolving “equation and definition” of value in the healthcare marketplace. It is designed for organizations aspiring to be highly reliable and competitively positioned.

Learning Objectives:

- Articulate the value equation, as defined by the Healthcare Financial Management Association (HFMA)
- Define four characteristics of highly reliable organizations
- Understand four overarching foundational strategies for high-performing healthcare organizations, as defined by the National Academy of Medicine (formerly called the Institute of Medicine)
- Learn tactics to position your organization for value in an ever changing marketplace

MOVING YOUR ORGANIZATION'S PERFORMANCE THROUGH HIGHMIDDLELOW® CONVERSATIONS

Audience: All Healthcare Roles

Focus: Engagement, Communication, Change Management

Length: Keynote, Half-day, Full-day

This session will describe a methodical tactic for closing gaps in individual and ultimately organizational performance. Learn how to have conversations that re-recruit your high performers, coach middle/solid staff members, and finally, coach either “up or out” the low performers who are not helping move organizational excellence forward. Understanding the why and sequencing of these conversations becomes a crucial component for success.

Learning Objectives:

- Recognize the why of foundational staff engagement and its importance to excellence in the workplace

- Articulate the behaviors exhibited by high, middle, and low performers
- Describe the sequencing of this key strategic tactic and why it's so important to the success of its implementation.

HOW TO HAVE THE TOUGH CONVERSATIONS IN HEALTHCARE

Audience: All Leaders

Focus: Patient Experience, Leadership, Change Management, Communication, Quality and Safety

Length: Keynote, Half-day, Full day

Coaching staff to higher levels of performance is one of the most important skill sets a leader must have. No one ever said leading was easy or comfortable, especially when a critical conversation needs to occur. This interactive session will provide practical strategies to help you become a more effective communicator, as well as provide hands-on practice in conflict management.

Learning Objectives:

- Articulate the patient safety communication challenges within the current healthcare environment
- List evidence-based benefits for building a culture of safety with effective communication
- Describe incivility in the workplace and its negative impacts
- Demonstrate setting expectations and delivering difficult messages

THE FUTURE OF NURSING: FROM NOVICE TO EXPERT AND FROM BURNOUT TO ENGAGEMENT

Audience: Nurse Leaders

Focus: Communication, Engagement, Leadership

Length: Keynote, Half-day, Full day

This session takes a hard look at the challenges caused by lack of engagement in nursing and the toll it takes on an organization. Tactics and strategies will be examined and incorporated into the evolving field of nursing for the future of healthcare.

Learning Objectives:

- Understand the differing stages as people move from “novice” to “expert” in nursing, as described by Dr. Patricia Benner
- Articulate the case for nurses as the most trusted but often least engaged in communication inside the healthcare setting
- Design leadership tactics to re-engage nurses back into their crucial role for the future of healthcare
- Describe leadership strategies to coach nurses as they move from “novice” to “expert”

What Organizations Are Saying

"All I can say about yesterday's Leadership Development Institute (LDI) is WOW! For the first time, someone didn't just give me the 'how,' but also the 'why.' What an incredible difference! I tossed and turned most of the night and finally got up at 3 a.m. this morning and immediately went to my desk to review my notes and feverishly starting typing my thoughts and ideas. I have not been this pumped up in at least 10 years! (As my grandfather would say, 'You have awoken the bear.') I'm finally able to cross the barrier from building a résumé to building a legacy."

"Pam is great, but she was REALLY great as it related to our goals. She heard everything we said in our prep calls and didn't miss a single detail in her presentation. Her segment provided some of the best evaluation remarks we have ever seen."

"One of the best and most timely speakers I have ever heard. A true message from the heart. Thank you. She was very genuine, engaging, funny and motivating."

"Pam did a fabulous job setting the stage for our leaders at our first LDI. We have had wonderful feedback from all levels of leaders regarding her presentation. She got and held the attention of even our toughest audience members! Many, many thanks, Pam!"

"Pam was very professional from the beginning to the end. She engaged the audience and made everyone feel very comfortable and motivated. Pam was wonderful to work with and I only wish we could have spent more time with her to pick her brain. We loved her!"

"Very knowledgeable about healthcare and brings that to the presentation. Excellent balance of theory, stories and application. Amazing job of weaving in what we discussed about the current challenges at our organization. Would highly recommend. Change is a difficult topic to deliver and Pam did a wonderful job."



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