

**Transformation 2010:  
 The Christ Hospital Journey  
 Susan Croushore President & CEO**



Susan Croushore is the President and CEO of The Christ Hospital, a 555-bed independent teaching hospital consistently ranked as one of the Best Hospitals by US News & World Report, as well as Cincinnati's Most Preferred Hospital as measured by the National Research Corporation.

In April of 2007, The Christ Hospital (TCH) began a transition to an independent hospital from a highly centralized health system. The hospital began the journey with no infrastructure in place, including IT, Human Resources, Supply Chain, Finance, Accounting,

Revenue Cycle, Planning and other corporate services. All of the business services had been provided by the health system and TCH had one year to complete a transition that experts estimated would take 3 years. Crisis often leads to innovation so the hospital followed a process that had never been attempted before- starting first with the vision of a Top 10 Community Hospital and then asking the best vendors in the country how they would create the platform to support this, all in one year.

Susan's presentation will highlight the hospital's successful transformation including a significant reduction in mortality rates and medical errors through the use of technology. The hospital created additional jobs and has added to the economic vitality of the Cincinnati community. The journey continues as TCH is now executing its Vision 2020 Strategic Plan.

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**For phone registration,  
 call ACG Cincinnati at  
 (866) 500-ACGC (2242)**

**RESERVATION DEADLINE**

Friday, February 5th at noon. All programs must be paid in advance. Payment for reservations not cancelled by 4:00 pm, February 5th is due in full.

Unpaid **NO SHOWS** will be invoiced with payment due upon receipt.

Members with "all-inclusive plans" who make reservations and **NO SHOW** will be invoiced the member rate with payment due upon receipt. If you have any questions, please call the ACG Cincinnati office.

**WHEN:**

**Wednesday, February 10, 2010**

11:30 am Registration  
 Noon - 1:30 pm Luncheon Program

**WHERE:**

**Queen City Club**

331 East Fourth Street  
 Cincinnati, OH 45202

**SEATING IS LIMITED NO WALK-INS**

**COST:**

**Registration Fees**

ACG Cincinnati Member - \$0  
 Non-Member Guest-\$50

**PRE-REGISTRATION with ACG office is required before EACH luncheon you plan to attend this year.**

**Registration for ANY luncheon under the (IP)  
 Call or go on line to register.**

ACGC Inclusive \$00 x \_\_\_\_\_ = \$ - 0 -

Guest (Non-Member) \$50 x \_\_\_\_\_ = \$ \_\_\_\_\_

Total \$ \_\_\_\_\_

Check attached: **Make check payable and return to:** ACG Cincinnati, 136 South Keowee Street, Dayton, Ohio 45402

**YES! I'll attend the ACG Cincinnati Luncheon on Wednesday, February 10, 2010**

*Please print or type information*

**ACG MEMBER**  **GUEST**

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Signature \_\_\_\_\_ Thank you.