



THE PRESIDENTS FORUM AGENDA

Date: **Wednesday, February 13th, 2019**
Time: 10:45 a.m. to 2:00 p.m.
Location: **CANCER TREATMENT CENTERS OF AMERICA**
2520 Elisha Ave.
Zion, IL 60099

TOUR OF CANCER TREATMENT CENTERS OF AMERICA

While helping a friend who beat a bout with cancer last year, I experienced up close the effectiveness of CTCA's approach to health care, and specifically cancer. You've probably seen the TV commercials for CTCA. They are as advertised.

It is an impressive operation. Their engaged and positive culture is palpable the moment you walk in the door. They are either great at hiring or great at training, or both...which we'll learn about for our own companies. It was invigorating to be around so many talented people who are working in the center of their 'calling.'

They take a business approach to health care. CTCA was started by Barrington businessman, Richard J Stephenson, who was unhappy with the treatment his mother received in the health care system. He subsequently founded CTCA and created what he called The Mother Standard of Care.

In addition to touring their operation, we will meet with their CEO and a few top members of their management and medical team.

Their operational excellence is noteworthy, and overall CTCA is a viable option to be mindful of, should you or someone you know ever need their services.

Our itinerary:

10:45am - Arrival

11:00am - Welcome & Tour – 11:00 a.m. (Main Lobby)

When you arrive at CTCA, please park in the parking garage on the south end of the building. Parking is free. When you enter the building you will need to check-in with Security for a visitor's badge. After obtaining a visitor's badge please proceed down the hallway into the hospital and follow the ramp going up on the right which leads to the main lobby. We will meet in the main lobby for a tour prior to the meeting.

1. Hospital Tour

12:15pm - Lunch and Discussion – 12:15 p.m. (Classroom 1)

1. CTCA Business Model Overview
2. Nursing Perspective
3. Physician Perspective
4. Patient Perspective – We will have an opportunity to hear firsthand from a patient on their experience with CTCA.

2:00pm – Adjournment

Bring your questions on all things health care related.

FUTURE MEETING DATES

March 13th
Inverness G.C.

April 23rd
Inverness G.C.

May 8th
Inverness G.C.

