



# Healthcare Systems Process Improvement Conference 2012

## February 18 – 21, 2012

### The Mirage Hotel -- Las Vegas, Nevada

#### Dear Conference Moderator:

Thank you for agreeing to be a moderator. As a moderator for the HSPI Conference, we request that you grade the presentation quality and gather data. The following are some general guidelines to assist you with moderating your session.

**#1 - TIME SCHEDULE/ANNOUNCEMENTS:** It is most important to adhere to the time schedule. The moderator is responsible for maintaining the schedule. Call the session to order on time and begin with any necessary announcements. **Ask attendees to turn cell phones to vibrate.**

#### Pre-Session

- ❑ Locate the room (and its proximity to the conference registration desk in case you need help) you will be moderating in at least one hour before the presentation is to occur. After locating, look for controls for lights and learn how to adjust.
- ❑ Locate all exits for emergency purposes.
- ❑ Read through the biographies and look for tough or "stumbling words." If there is a question about a bio ask applicable speaker when he or she arrives.
- ❑ Evaluation Forms and Speaker Bios will be located at the Moderator table in the back of each room.
- ❑ Please distribute evaluation forms at appropriate time

#### Introduction

- ❑ Moderators introduce all speakers. Brief introductions including only those biographical items relating to the speaker's prominence in the subject field are best. You will need to take a few short notes from your speaker for the introduction if the bio is not available.
- ❑ Meet the speakers as they arrive. Try to meet with the speaker approximately 10 minutes prior to the presentation to go over these items. Ask them for any clarifications regarding their bio if there are any questions. Make sure you cover the cues you will give them when they are 5 minutes and 2 minutes from the session end.
- ❑ Welcome everyone and give the session name
- ❑ Ask everyone to find the exit closest to them in case of an emergency
- ❑ Ask that attendees complete the **Speaker Evaluation Form**. Stress the importance of filling it out, as it is one of the tools used in planning future conferences.
- ❑ Ask that attendees turn off cell phones or place cell phones on silent mode during the session.
- ❑ **INTRODUCTIONS:** Introduce each speaker before their presentation. Keep the speaker on time. Brief introductions including only those biographical items relating to the speaker's prominence in the subject field are best. Bios will be placed in the room with the Speaker Evaluations in the Moderator Packet. If there is not a bio included, the presenter did **not** submit one to us. You will need to take a few short notes from your speaker for the introduction if the bio is not available.
- ❑ If a speaker does not show, inform the registration desk immediately. Do not put the next speaker in the no show spot. This will alter the conference agenda. After 5 minutes of no show, let the audience know you will resume presentations at the time indicated on their program.
- ❑ After approximately 10 – 15 minutes into the session, conduct a room count, so that it can be included on the Moderator evaluation form.

- ❑ **QUESTIONS:** Allow time to permit questions from the audience. Be in the position to get the questioning period started. Repeat questions from the audience at the podium in case they were not heard. Help the speaker field the questions and cut off any that might be disruptive or not in line with the topic.
- ❑ **CLOSING: Close the session on time.** Please make specific arrangements with the speaker in advance for a fitting manner to signal the end of the time limit. It is very important to the overall conference schedule that sessions end on time to allow for any room set-up changes and for participants to attend the next session on time. **Q & A period must be included in the scheduled time. Please allow time for the next speaker to properly set-up.**
- ❑ **PROBLEMS:** If you need assistance please notify the Conference Registration Desk.
- ❑ **AT THE END:** Publicly thank the speaker(s). Present Speaker Gift to speaker. Ask attendees to complete speaker evaluation forms. Inform attendees how you will collect the speaker evaluation forms. Some suggestions would be to pass them to the end of the row or hand them to you on their way out of the room. It is a good idea as the Moderator to stand at the exit to encourage the completion of the speaker evaluation forms.
- ❑ Inform the attendees as to what is next on the agenda. For example, next will be the keynote speaker or exhibit hours or next session.
- ❑ Try to straighten the room for the next presentation by picking up leftover papers/handouts. These can be turned into the Registration Desk with the completed speaker evaluation forms or put in the trash, as appropriate.
- ❑ Turn in the speaker evaluation form packet to the Conference Registration Desk at the end of the session.

**The Moderator Packet will be on the Moderator table in the back of the session room.**

**The Moderator Packet will include:**

Moderator Instructions  
Speaker Bio  
Speaker Evaluations  
Moderator Evaluation