75th Annual Convention
Idaho Hospital Association
Celebrating 75 Years
Paving the Way for Healthcare in Idaho

October 4-7, 2008
The Coeur d'Alene Resort • Coeur d'Alene Idaho
Insurance and alternative risk financing solutions for the healthcare industry

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Our organization proudly supports the:

Idaho Hospital Association

and the health care communities of Idaho
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What a treat we have in store at this year’s Idaho Hospital Association Convention!

Not only will we be celebrating the 75th Anniversary of our Association, but we’ll also be enjoying the spectacular scenery in Coeur d’Alene, this year’s IHA conference venue.

Reflecting on the past three-quarters of a century, the change we’ve witnessed truly astonishes me. Just for perspective, consider a little of what our world was like in 1933 — the same year our Association was formed:

- We were mired in the Great Depression.
- The world watched anxiously as Hitler rose to power, poised on the brink of another World War.
- Chicago hosted The World’s Fair.
- And Franklin Delano Roosevelt introduced The New Deal.

Back then, hospitals looked and operated very differently than we do today. Technology. Regulation. Quality Improvement. Reimbursement. Competition. Each of these forces, plus dozens more, presents us with new blessings and new curses every day.

But even amidst all this change, the continuous thread in our Association’s storyline is clear: our shared passion to improve human life and serve our communities. All of us went into healthcare not just so that we could make a living — but so that we could make a meaningful life. Pairing passion with purpose — that’s what makes the insights of Dr. Luanne Freer, this year’s keynote speaker, so relevant and timely.

I first met Dr. Freer when she was practicing wilderness medicine in Yellowstone National Park and taking occasional shifts in our Emergency Department in Idaho Falls. She later became President of the Wilderness Medical Society and the Himalayan Rescue Association of Nepal. Now, she operates Everest Clinic, the first-ever medical clinic at Mt. Everest Base Camp, which she founded.

As her colorful bio reveals, Dr. Freer located the sweet spot where her profession and her passion intersect. After hearing about her life, you probably won’t trek to the world’s most formidable peaks to live at an altitude of 18,000 feet and shiver in your mummy bag while caring for people with altitude sickness, hypothermia and snow blindness. But Dr. Freer will inspire you to apply the spirit of adventure to the challenges of your everyday life, to convert your obstacles into opportunities, and to reconnect your passion with your profession.

Just as FDR said in 1933, “The only thing we have to fear is fear itself.” Dr. Freer wholeheartedly agrees — and so does the Idaho Hospital Association. Here’s to IHA, to us, and to the next 75 years of fearlessly paving the way for healthcare in Idaho.

Sincerely,

Doug Crabtree
Chairman
On behalf of the members, board, and staff of the Idaho Hospital Association, I invite you to participate in IHA's 75th Annual Convention. This year's convention is being held at the beautiful Coeur d'Alene Resort. Our two forum sessions will address quality and patient safety and transparency. And the many allied groups' programs offer professionals within specific disciplines timely, need-to-know information. Dr. Luanne Freer will present the keynote address, *Lessons from the Top: Partnerships between Passion and Profession.*

The official “opening” of the convention is the Chairman's Celebration Reception Sunday evening in the conference center overlooking Lake Coeur d'Alene. Please plan to join us as we honor IHA's 2008 Chairman, Doug Crabtree.

I would like to take this opportunity to thank our sponsors. Without their participation, this convention and its various educational opportunities and social events would not be possible. The support of our exhibitors also enables us to provide the high quality programming that we do. I urge you to set aside some time to make a visit to the exhibit hall on Monday, view the wide array of products and services available, and express your appreciation for our exhibitors' participation.

It promises to be another exciting event, so please come, enjoy, relax, and learn.

Best wishes!

Steven A. Millard
President
**Registration Desk Hours**

The IHA registration desk, located in the Conference Center of the Coeur d’Alene Resort, will be open as follows:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Saturday</td>
<td>7:00 a.m. - 4:00 p.m.</td>
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<tr>
<td>Sunday</td>
<td>7:00 a.m. - 5:30 p.m.</td>
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<tr>
<td>Monday</td>
<td>6:30 a.m. - 5:00 p.m.</td>
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<td></td>
<td>(closed during General Session)</td>
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<tr>
<td>Tuesday</td>
<td>6:30 a.m. - 12:00 noon</td>
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**Exhibit Hall**

Plan to visit the exhibit hall on Monday, October 6, located in Bays 4-6 in the Conference Center, and speak with representatives of the companies supporting this convention. This is an excellent opportunity to become familiar with products and services available to hospitals and the healthcare field. Please join us in thanking the exhibitors for their support of this year’s convention.

- **7:00 - 8:15 a.m.** Exhibits Open/Continental Breakfast
  - Open to all convention registrants
  - Sponsored by Eide Bailly, LLP

- **11:00 a.m. - 1:00 p.m.** Exhibits Open

- **3:00 - 5:30 p.m.** Exhibits Open

- **4:30 - 5:30 p.m.** Reception/Door Prize Drawings
  - Sponsored by Kahl Insurance Services, Inc.
  - YOU MUST BE PRESENT TO WIN!
Monday, October 6 • Bays 2 & 3 • 8:00 - 11:00 a.m. General Session

8:00 - 8:30 a.m. Come enjoy the sounds of the Coeur d'Alene High School Chamber Orchestra directed by James Phillips.

8:30 - 9:30 a.m. **Opening Ceremony and Awards Presentation**
Presiding: Steven A. Millard, president, Idaho Hospital Association, Boise

9:30 - 10:00 a.m. **Chairman's Address**
Doug Crabtree, chairman, Idaho Hospital Association; chief executive officer, Eastern Idaho Regional Medical Center, Idaho Falls

10:00 - 11:00 a.m. **Lessons From the Top: Partnerships between Passion and Profession**
Luanne Freer, MD, Bozeman, MT

*Registration Required • Price: N/C • (#2 on registration form)*

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**Keynote Speaker**

**Dr. Luanne Freer** opened the world's highest medical clinic in 2003 at Mount Everest Base Camp. Located at 17,500 feet (5,330 meters), the tent-based clinic provides medical care for ailments such as high altitude sickness, frostbite, snow blindness, and trauma to climbers, Sherpas and trekkers.

Dr. Freer shares her fascinating story of what it is like to provide medical care in one of the world's coldest and most austere environments. For eight weeks twice a year, every year for decades, an international community springs up on the side of a mountain. It's Everest Base Camp, and for the first time in history it now has its own doctor.

**Dr. Freer** is a board certified emergency physician who practices in her hometown of Bozeman, Montana. She is the medical director for Yellowstone National Park, and is the past president of the Wilderness Medical Society. In 2003, she set up the first-ever medical clinic at Mt. Everest base camp and continues to return to volunteer and direct the clinic in Nepal every spring. She updates her experiences on Everest via her Web site, where she also provides public education and advice about travel and health at altitude.

Dr. Freer is no ordinary E.R. doctor; starting as a nurse and then obtaining her medical degree, she is also an experienced broadcast medical reporter. Her work on Everest now makes her one of the world’s foremost experts on high-altitude medicine and is highlighted in two new documentary films, both titled “Everest ER,” that chronicle life and death adventures as she faces high-altitude medical emergencies, helicopter evacuations, sudden violent storms, gender discrimination, multi-national cultures and poverty while operating the first and only emergency room on the world's highest mountain.
Forum 1

Monday, October 6 • Bay 2 • 1:30 - 4:00 p.m.
Sponsored by Humana, Inc.

Hospital Public Reporting Requirements and Transparency and an Overview of IHA’s COMPdata
Pat Merryweather, senior vice president, Illinois Hospital Association and Matthew Angela, senior director of marketing and customer support, COMPdata, Naperville, IL

Attendees will:

- Understand rapid changes occurring in hospital transparency and public data reporting;
- Be aware of trends in performance improvement and measurement at state and national levels, including Medicare inpatient payment changes, value-based purchasing, and areas targeted for payment reduction; and
- Learn about the Idaho Hospital Association’s COMPdata program and how hospitals could be using COMPdata as a comprehensive source of comparative utilization, quality, performance measurement, clinical, financial, demographic, market share, and severity-adjusted information.

Pat Merryweather is senior vice president with the Illinois Hospital Association and is the healthcare information and healthcare quality and policy liaison and board member with local, state, and national public and private organizations. Pat also has responsibility for COMPdata (on-line comparative information system with primary data collection) and performance measurement development and services in Illinois and five other states.

Ms. Merryweather has a master’s degree with a concentration in community development from Marquette University and a bachelor’s degree with economics and sociology majors from Loras College. She is an active international volunteer with Rotary International and Red Cross and served as a hospital bed-side volunteer for 28 years.

Matthew Angela is senior director of marketing and customer support for COMPdata, a division of the Illinois Hospital Association (IHA) and its affiliate Association Management Resources (AMR). He is responsible for the marketing, sales, and customer support of IHA’s COMPdata and other various healthcare information products and services. Matt directs new and existing sales activities for customers in all states in which COMPdata offers its services. Matt also works to ensure that existing customers are satisfied and acquaints them with many of the advanced services, applications, and products of COMPdata.

Matt’s experiences include establishing and developing relationships with all levels of hospital administration and business coalitions. He is also a member of several national, state and local marketing, sales and information organizations.

Matt earned a master’s degree from Benedictine University in Lisle, IL and a bachelor’s degree in marketing from Northern Illinois University in De Kalb, IL. Previously, Matt was an account manager with Wright Line, Inc.

Registration and Ticket Required • Price: $75 • (#4 on registration form)

Forum 2

Tuesday, October 7 • Bay 4 • 9:00 – 11:30 a.m.
Sponsored by Blue Cross of Idaho

Physician Leadership at the Tipping Point: Linking our Humanity to Quality and Safety
Brian D. Wong, MD, MPH, founding partner, Healthcare Performance Solutions, LLC, Seattle, WA

A founding partner of Healthcare Performance Solutions, Brian Wong is a board certified, family physician with a 27 year career in the healthcare industry, which includes experiences as: a practicing physician, a hospice medical director, a medical group administrator, a managed care executive, a health system board member, a consultant in healthcare strategy/operations, an experienced facilitator in conflict resolution/consensus building and an expert in leadership development and executive coaching. He is the firm’s practice leader in the area of physician engagement and physician leadership development.

Brian is, first and foremost, a physician with a unique ability to be fluent in four different languages: medicine, healthcare, business and leadership. He takes advantage of this capability to facilitate group conversations and in the process, identify common ground, resolve conflicts, and promote a durable, working consensus among diverse healthcare leadership constituents to transform the cultures of organizations and willingly choose to participate and assume leadership roles.
in shaping the culture and behavioral expectations of their respective medical communities.

Brian’s diverse experiences have included: 10 years of clinical practice experience in family medicine; medical director of a group of eight family physicians; chairman of medical quality assurance for a 370-bed community hospital; medical director for Hospice of Seattle; medical director of a statewide, provider owned, health plan; medical director of a clinic network of 50 primary care physicians in 10 satellite locations; board member for the Sisters of Providence Health System based in Seattle; partner and national director of healthcare strategy for a global consulting firm; and, president of his own consulting firm specializing in healthcare strategy, physician engagement, organizational transformation and cultures of service excellence.

Dr. Wong received a bachelor’s degree from the University of California, Davis, a master’s degree in public health from the University of California, Berkeley, and his medical degree from the University of San Francisco. He completed his residency training at Providence Medical Center in Seattle.

Registration and Ticket Required • Price: $75 • (#5 on registration form)

IHA Board of Directors
Saturday, October 4
North Cape Bay
7:30 a.m. – 12:00 noon

IHA/QIO Stakeholder Meeting
Saturday, October 4
Bay 2
8:00 a.m. – 12:00 noon
(#22 on registration form)

CAH QI Meeting
(By invitation ONLY)
Saturday, October 4
Bay 2
1:00 – 5:00 p.m.
(#13 on registration form)

IHA Membership Meeting
(For IHA member hospitals and invited guests ONLY)
Sunday, October 5
Bays 1A and 1B
7:30 a.m. – 10:30 a.m.

Meet the Candidates Forum
Sunday, October 5
Bays 1A and 1B
10:45 a.m. – 12:00 noon

Chivaroli Insureds Luncheon Meeting
(For Chivaroli clients ONLY)
Sunday, October 5
Kidd Island Bay
12:00 noon – 2:00 p.m.
(#6 on registration form)

Critical Access Hospital Breakfast and Education
Monday, October 6
Casco/Kidd Island Bays
6:45 – 8:15 a.m.
(#12 on registration form)

With idyllic landscape, year-round activities, and its spectacular setting at the shore of one of America’s most beautiful lakes, it is no wonder that Coeur d’Alene has been christened the “Playground of the Northwest.”

The Coeur d’Alene Resort has mastered the art of relaxation. With luxurious accommodations, rejuvenating spa treatments, sumptuous cuisine, and breathtaking holiday displays, this four-star resort continues to be the destination of choice for discerning travelers worldwide.

By car, Coeur d’Alene is 40 minutes from Spokane, Washington. Shuttle service is available from Spokane International Airport. For shuttle reservations, please call 1.800.688.5253 ext 29.

A block of rooms will be held until 09/03/08 at a special rate for IHA's convention attendees (single or double occupancy): $95 economy, $125 deluxe, $135 premier. To make your reservations, call the Resort directly at 1.800.688.5253. A deposit equal to one night's lodging is due at time of booking. Cancellations may be made until seven (7) days prior to scheduled arrival without penalty. For cancellations made within the seven (7) day timeframe, however, the deposit is non-refundable. For best selection, please make reservations early. Check-in is after 4:00 p.m.; check-out is 12:00 noon.
Registration Information

Please complete the registration form and return it with your check made payable to IHA, P.O. Box 1278, Boise, ID 83701-1278. You may fax your registration to 208.338.7800, or register online at www.teamiha.org if paying by VISA, MasterCard, Discover or American Express. The advance registration deadline is 5:00 p.m. on or before September 26. All registrations received after this date will be assessed a processing fee equal to 50 percent of general registration fee (not to exceed $40). This applies to registrations that are received by mail, phoned in, or faxed after the stated time period. If payment has not been received prior to an event and the registrant fails to attend, or does not cancel within the stated time period, the entire registration fee in addition to the processing fee will be billed.

Name badges and tickets will be available for all pre-registrants at the IHA registration desk located in the Conference Center. Registration desk hours are provided on page 4.

If you have questions or would like confirmation that your registration and payment were received in the IHA office, call Toni Pugmire at 208.338.5100 x201 or e-mail tpugmire@teamiha.org. Those who register online will receive an automatic confirmation.

Cancellation Policy
A non-refundable processing fee equal to 50 percent of the general registration fee (not to exceed $40) will be retained for all cancellations. Cancellations received after 5:00 p.m. on September 26 are non-refundable. All fees associated with an event are forfeited for those who fail to cancel within the stated time period or fail to attend an event.

Registrants unable to attend are permitted and encouraged to send a substitute at no extra charge. Qualifying refunds will be processed after October 13.

Per Person Fees
All convention registrants (excluding IHA sponsors, exhibitors, speakers, spouses, students, and auxiliaries/volunteers) will be charged the general registration fee of $100. The general registration fee for auxiliaries/volunteers is $40; directors of volunteer services must pay the $100 general registration fee, but are not required to pay the $40 auxiliaries/volunteers registration fee. General registration fees are in addition to specific section, forum, meal functions, or program fees and are intended to offset general registration materials, processing, and program development.

How to Register
Hospital CEOs are responsible for distributing registration materials to all hospital personnel and trustees. Auxiliary presidents and/or directors of volunteers are responsible for distributing registration materials to their members. Each participant, including IHA sponsors, exhibitors, students, guests and spouses, must be registered on an individual IHA registration form.

To register:
- Please enter the name of the institution/company/organization and address on the appropriate line at the top of each form.
- Type or print registrant’s full name and title. Please be sure information is legible, accurate, and complete. Name badges will be printed from the information you provide on this form. Unreadable registrations cannot be processed.
- Total the various registrant fees and enter in the “Total” box. Make sure that you have included the $100 general registration fee (IHA sponsors, exhibitors, speakers, spouses, students and auxiliaries/volunteers are exempt). Auxiliaries/volunteers registration fee of $40 is #8 on the registration form (Directors of Volunteer Services register under #1 — General Registration).

Recreational Event Registration
- IHAPAC Golf Tournament (Scramble)
- Fly Fishing Clinic

Separate registration forms are included. Return completed form(s) with payment to IHA. Registrations containing valid e-mail addresses will receive registration confirmation electronically. Payment for the IHAPAC golf tournament must be on a personal check or personal VISA, MasterCard, Discover or American Express. Corporate funds can only be accepted from proprietary hospitals and non-hospital employees. You may fax registrations, if including credit card information, to 208.338.7800. There is no charge to submit your name to be included in the drawing for the fly fishing clinic sponsored by Chivaroli & Associates Insurance Services.

If you have corrections or additions to your registration, call Toni Pugmire at 208.338.5100 x201. IHA should be notified of additions or corrections prior to September 26.
Convention Hints
To make the most of your convention experience, here are some helpful hints:

• Meeting rooms are kept cool (66° - 69°) and temperatures may fluctuate. Dress in layers or bring a sweater.
• Wear comfortable shoes to walk between meeting locations.
• Due to space considerations, not all meetings are set classroom-style (with tables). Bring along a clipboard or binder if you plan to take notes.
• Plan to be at your meetings at least ten minutes early.
• Sit at the front of the room. You'll have a better view, hear better, and distractions from people coming in and out will be minimized.
• Bring your business cards to share with colleagues.

IHAPAC Golf Tournament (Scramble)
Saturday, October 4 • Coeur d’Alene Resort Golf Course
Sponsored by Chivaroli & Associates Insurance Services

The IHA Political Action Committee golf tournament will be held at the Coeur d’Alene Resort Golf Course with the first team teeing off at 10:00 a.m. Teams are encouraged to check with either the IHA registration/information desk or the pro shop for possible delays. The green fees of $113/pp include 18 holes of golf, a riding cart, snacks, beverages, range ball fee, caddy fee, and tax. Please note: Caddy gratuity is not included. The recommended amount is $25/pp. Fill out the golf registration form (inside the brochure) listing yourself and others in your foursome. If you don’t list others, IHA will place you in a foursome. Prizes will be awarded. Payment for this event must be received on a personal check, personal VISA, MasterCard, Discover or American Express, or money order made payable to IHAPAC. Corporate funds can only be accepted from proprietary hospitals and non-hospital employees. Fax credit card registrations to IHA at 208.338.7800, ATTN: Toni Pugmire or mail to IHAPAC, P.O. Box 1278, Boise, ID 83701-1278, ATTN: Toni Pugmire. Registrations must be received by 5:00 p.m. on September 26. If payment has not been received prior to an event and the registrant fails to attend, or does not cancel within the stated time period (by 5:00 p.m. on September 26), the entire registration fee, in addition to a $40 processing fee, will be billed.

Pre-registration Required • Price: N/C
(separate registration form)

Fly Fishing Clinic • Saturday, October 4
9:00 a.m. – 5:00 p.m. • participants to meet at 8:30 a.m.
Sponsored by Chivaroli & Associates Insurance Services

The clinic includes instruction by licensed guides, all equipment, a day fishing license, and lunch. All participants will meet just outside the hotel’s main entrance at 8:30 a.m. for a 9:00 a.m. departure. This clinic is being sponsored by Chivaroli & Associates Insurance Services. There is no charge to participants; however, the clinic is limited to 10. A drawing will be held on Monday, September 29, and the lucky registrants whose names are drawn will be notified on September 30. Registration forms must include a valid e-mail address to qualify for the drawing as the lucky participants will be notified electronically. Substitutions are not permitted. If your name is drawn and you are not able to participate, please notify IHA as soon as possible. Fill out the registration form (inside the brochure) to be entered in the drawing and fax to IHA at 208.338.7800 or mail to IHA, P.O. Box 1278, Boise, ID 83701-1278, ATTN: Toni Pugmire.

Pre-registration Required • Price: $60 •
(#3 on registration form)

IHA Chairman’s Celebration Reception • Sunday, October 5
Casco/Kidd Island/North Cape Bays • 6:00 – 8:00 p.m.

Join us for an evening overlooking spectacular Lake Coeur d’Alene as we honor IHA Chairman Doug Crabtree, chief executive officer, Eastern Idaho Regional Medical Center, Idaho Falls. Business casual attire is recommended. Heavy hors d’oeuvres will be available as well as a hosted bar as this is a reception only event. Please come by the IHA registration/information desk in the Convention Center by 5:30 p.m. to pick up your registration packet which will contain your name badge and tickets to this and other events for which you’ve registered. Tickets will be collected at the door. Space for this event is limited, so register early!

Pre-registration and Ticket Required • Price: $60 •
(#3 on registration form)
Convention-at-a-Glance

Saturday, October 4

7:00 a.m. – 4:00 p.m.
IHA Registration/Information Desk
Conference Center

7:30 a.m. – 12:00 noon
IHA Board of Directors
North Cape Bay

8:00 a.m. – 12:00 noon
IHA/QIO Stakeholder Meeting
Bay 2

8:30 a.m. – 5:00 p.m.
Fly Fishing Clinic
River Odysseys West
Sponsored by Chivaroli & Associates Insurance Services

10:00 a.m. (First tee time)
IHAPAC Golf Tournament (Scramble)
Coeur d’Alene Resort Golf Course
Sponsored by Chivaroli & Associates Insurance Services

10:00 a.m. - 4:30 p.m.
Idaho Association of Healthcare Philanthropy (Foundation Directors)
Casco Bay

12:00 noon - 5:15 p.m.
Hospital Home Care Society of Idaho
Kidd Island Bay

1:00 - 5:00 p.m.
CAH QI Meeting
Bay 2

Sunday, October 5

7:00 a.m. – 3:30 p.m.
Idaho Society for Healthcare Engineering (ISHE)
Boardroom 6

7:00 a.m. – 5:30 p.m.
IHA Registration/Information Desk
Conference Center

7:30 - 9:30 a.m.
Idaho Alliance of Leaders in Nursing (IALN) Membership Meeting and Breakfast
Bay 2

7:30 – 10:30 a.m.
IHA Membership Meeting
Bays 1A and 1B
(For IHA member hospitals and invited guests ONLY)

9:00 a.m. – 7:00 p.m.
Jewelry Sale
Beauty Bay

8:15 a.m. - 3:00 p.m.
Idaho Society of Directors of Volunteer Services (ISDVS)
Kootenai Medical Center

10:00 a.m. - 4:00 p.m.
Rural Nursing Network (RNN)/Idaho Alliance of Leaders in Nursing (IALN)
Bay 3

10:45 a.m. – 12:00 noon
Meet the Candidates Forum
Bays 1A and 1B

11:00 a.m. - 12:15 p.m.
Trustee Luncheon
Bay 2

11:00 a.m. - 4:00 p.m.
Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)
Casco Bay

12:00 noon – 2:00 p.m.
Chivaroli Insureds Luncheon Meeting
Kidd Island Bay
(For Chivaroli Clients ONLY)

12:30 – 4:00 p.m.
Trustee Education
Bay 2

1:00 - 3:00 p.m.
Auxiliaries/Volunteers Gift Shop Meeting
Bay 1B

1:00 - 5:00 p.m.
Idaho Association of Healthcare Risk Management (IDAHRM)
Bay 1A

4:00 – 10:00 p.m.
Exhibitor Set-up
Bays 4-6

6:00 – 8:00 p.m.
IHA Chairman’s Celebration Reception
Casco/Kidd Island /North Cape Bays
Monday, October 6

6:30 a.m. – 5:00 p.m.
**IHA Registration/Information Desk**
Conference Center

6:45 – 8:15 a.m.
**Critical Access Hospital Breakfast and Education**
Casco/Kidd Island Bays

7:00 – 8:15 a.m.
**Exhibitor Continental Breakfast – Exhibits Open**
Bays 4-6
*Sponsored by Eide Bailly, LLP*

7:00 a.m. – 5:30 p.m.
**Jewelry Sale**
Beauty Bay

8:00 – 8:30 a.m.
**Pre-General Session Entertainment**
Bays 2 and 3

8:30 – 11:00 a.m.
**General Session**
Bays 2 and 3

- Opening Remarks (8:30 - 8:40 a.m.)
- Awards Presentation (8:40 - 9:30 a.m.)
- Chairman’s Address (9:30 - 10:00 a.m.)
- Keynote Address (10:00 - 11:00 a.m.)

11:00 a.m. – 12:15 p.m.
**Idaho Society of Language Services in Healthcare (ISLSH)**
Boardroom 2

11:00 a.m. – 1:00 p.m.
**Exhibits Open**
Bays 4-6

11:15 a.m. – 2:30 p.m.
**Idaho Society for Healthcare Engineering (ISHE)**
Cabin 4

11:30 a.m. – 1:15 p.m.
**American College of Healthcare Executives (ACHE) Luncheon**
Bays 1A and 1B

11:30 a.m. - 3:30 p.m.
**Auxiliaries/Volunteers Luncheon and Education**
Casco/Kidd Island /North Cape Bays

11:30 a.m. - 5:00 p.m.
**Idaho Healthcare Human Resources Association (IHHRA)**
Boardroom SABC

1:15 - 5:00 p.m.
**Healthcare Financial Management Association, Idaho Chapter (HFMA)**
Bay 3

1:30 – 4:00 p.m.
**IHA Forum 1**
Bay 2
*Sponsored by Humana, Inc.*

3:00 – 5:30 p.m.
**Exhibits Open**
Bays 4-6

3:30 - 5:00 p.m.
**Auxiliaries/Volunteers Chairman’s Celebration**
Shore Lounge

4:30 – 5:30 p.m.
**Exhibit Hall Reception and Door Prizes**
Bays 4-6
*Sponsored by Kahl Insurance Services, LLC*

Tuesday, October 7

6:30 a.m. – 12:00 noon
**IHA Registration/Information Desk**
Conference Center

7:00 a.m. – 12:30 p.m.
**Idaho Healthcare Human Resources Association (IHHRA)**
North Cape Bay

7:30 a.m. - 12:00 noon
**Healthcare Financial Management Association, Idaho Chapter (HFMA)**
Bay 3

8:00 a.m. – 12:00 noon
**Auxiliaries/Volunteers Breakfast and Education**
Bay 2

9:00 – 11:30 a.m.
**IHA Forum 2**
Bay 4
*Sponsored by Blue Cross of Idaho*

9:30 a.m. - 3:30 p.m.
**Idaho Sound Beginnings**
Bay 1A and 1B
Allied Groups and Section Meetings

Following are program details of trustees, auxiliaries and volunteers, and allied society groups meeting in conjunction with IHA. Also included are special focus meetings.

American College of Healthcare Executives (ACHE)

Monday, October 6 • Bay 1A and 1B

11:30 a.m. • Luncheon
Presiding: Carl Hanson, FACHE, Idaho Regent; administrator, Minidoka Memorial Hospital, Rupert

12:00 noon – 1:15 p.m. • ACHE...Celebrating 75 Years
Maureen Glass, FACHE, ACHE vice president of publications, American College of Healthcare Executives, Chicago, IL

Ms. Glass will provide attendees with an ACHE update. She will also review the major initiatives and highlights of ACHE membership, credentialing, chapters, publications, education, career advancement and more.

Maureen Glass is the vice president of publications for the American College of Healthcare Executives (ACHE) and is responsible for Health Administration Press, the publishing arm of ACHE. Health Administration Press publishes books and journals for healthcare executives as well as health administration textbooks for the classroom. The press publishes ACHE's two journals, the Journal of Healthcare Management and Frontiers of Health Services Management, as well as ACHE's self-study courses available for category I credit.

Maureen is a member of ACHE’s senior staff and has been with ACHE for over ten years. She is board certified in healthcare management and a Fellow of the American College of Healthcare Executives.

Ticket Required • Price: $35 • (#7 on registration form)

Auxiliaries and Volunteers

Sunday, October 5 • Beauty Bay

9:00 a.m. – 7:00 p.m. • Jewelry Sale

It's the famous $5 Jewelry Sale! Stop by and shop an amazing selection of jewelry and accessories; all are just $5 each – no exceptions! The proceeds benefit the IHA Committee on Volunteers Junior Scholarship Fund.

Bay 1B

1:00 – 3:00 p.m. • Auxiliaries and Volunteers — Gift Shop Meeting (pre-registration required)

Whether your gift shop is small, large, or just getting off the ground, this session is for you. Celeste Sweet, manager for St. Luke’s Regional Medical Center’s Boise gift shop, will provide some timely tips to keep your sales moving even through today’s economic challenges. Don Alvershere from Masquerade Jewelry will be on hand to share some promotional ideas to make your next fundraiser or event a success. Bring your challenges, ideas, and questions to share as we’ll close the meeting with an open forum.

Monday, October 6 • Casco/Kidd Island/North Cape Bays

7:00 a.m. – 5:30 p.m. • Jewelry Sale • Beauty Bay
It's the famous $5 Jewelry Sale! Stop by and shop an amazing selection of jewelry and accessories; all are just $5 each – no exceptions! The proceeds benefit the IHA Committee on Volunteers Junior Scholarship Fund.

8:30 – 11:00 a.m. • General Session • Bays 2 and 3

11:30 a.m. - 12:15 p.m. • Team Building
TBD

12:30 – 1:30 p.m. • Luncheon
Presiding: Rita Myers, chair, IHA Committee on Volunteers; St. Joseph Regional Medical Center, Lewiston

1:45 – 3:30 p.m. • Maintaining a Healthy Dialogue When Emotions Run High
Lesa Becker, director of organization learning, Saint Alphonsus Regional Medical Center, Boise

Volunteer officers find themselves in leadership roles without the “authority” that comes with being someone’s “boss.” You may not sign someone’s paycheck, but still need to give others feedback, deal with difficult situations and difficult behavior. This session will help you step up to those difficult conversations, while keeping your emotions in check.

Shore Lounge

3:30 - 5:00 p.m. • Chairman’s Celebration
Get your game face on and join us for fun in the Shore Lounge as we say a very heartfelt thank you to Rita Myers as she concludes her tenure as Chair for the Committee on Volunteers. We’ll be playing a host of games with some fabulous prizes to celebrate – you won’t want to miss it!
Tuesday, October 7 • Bay 2

8:00 – 8:30 a.m. • Breakfast

8:30 – 9:00 a.m. • Business Meeting
Presiding: Susan Smith, chair-elect, IHA Committee on Volunteers, Saint Alphonsus Regional Medical Center, Boise

9:00 – 9:15 a.m. • Break

9:15 – 9:45 a.m. • Legislative Update
Toni Lawson, vice president of governmental relations, Idaho Hospital Association, Boise

9:45 – 10:15 a.m. • Innovative Volunteer Programs: Comfort Care and Cuddler Programs
Rita Swenson, director of volunteer services, Eastern Idaho Regional Medical Center, Idaho Falls

10:15 – 10:30 a.m. • Break

10:30 a.m. – 12:00 noon • Shed or You’re Dead!: How to Stay Alive and Thrive in the Midst of Change
Kathy Dempsey, president, KeepShedding!, Inc.

Come laugh and learn in this highly interactive session. Experts tell us that the most successful people in life do one thing well. They make GREAT CHOICES! Our fast paced life continually demands more and more of us each day. Every time you’re faced with change or a stressful event, you have a CHOICE – An opportunity to SHED and grow personally and professionally or you can allow the change to get you stuck, drain your energy, and hold you back. This session is for attendees who want to:

1. Learn the concept of shedding and how to embrace the three R’s of shedding to deal with any life situation!
2. Identify three key strategies to become more resilient and grow personally and professionally.
3. List one action item to implement to thrive in the midst of change.

12:00 noon • Adjournment

Lesa Becker is the director of organization learning at Saint Alphonsus Regional Medical Center in Boise. She also serves as a Challenge Course facilitator at Northwest Nazarene University. Lesa holds a bachelor’s degree in communication, a master’s in instructional performance technology and a PhD candidate in adult and organizational learning.
Kathy Dempsey is known for her creative, unique and innovative approach in delivering presentations that are engaging, highly interactive and packed full of content and fun! Kathy is president of KeepShedding! Inc., a company that helps individuals and organizations grow by “shedding their skin.” She is also the founder of the Keep Shedding Educational Foundation which sends African AIDS orphans to school. Kathy has authored seven books/products. Her most popular book, Shed or You’re Dead!: 31 Unconventional Strategies for Change and Growth is the recipient of a Writer’s Digest International Book Award.

Tickets Required • Price: $40 (education), $10 (gift shop meeting); $25 (lunch), $25 (breakfast) • (#8, #9, #10 and #11 on registration form)

Critical Access Hospitals (CAH)

Monday, October 6 • Casco/Kidd Island Bays

6:45 - 7:15 a.m. • Welcoming Remarks and Breakfast
Presiding: John Hoopes, chairman, IHA Critical Access Hospital Steering Committee; chief executive officer, Caribou Memorial Hospital, Soda Springs

7:15 – 8:15 a.m. • Assessing Rural Community Assets and Capabilities for Recruiting and Retaining Family Medicine Physicians: The Community APGAR Questionnaire
Dr. Ed Baker, director, center for health policy, Boise State University, Boise and David Schmitz, MD, FAAFP, associate director of rural family medicine, Family Medicine Residency of Idaho, Boise

This presentation will highlight the recently completed second year results of a multi-year research program focused on recruitment and retention of family medicine physicians in rural Idaho communities. This effort is led by the Family Medicine Residency of Idaho and Boise State University in partnership with the Idaho Hospital Association and the Idaho Academy of Family Physicians. The work is funded by the State Office of Rural Health and Primary Care of the Idaho Department of Health and Welfare. Drs. Schmitz and Baker will discuss the utilization of the Community APGAR Questionnaire (CAQ) which was administered to administrators and physicians in 11 rural Idaho communities in the spring of 2008. The CAQ contains 50 factors divided into five classes of community assets and capabilities related to recruitment and retention of family medicine physicians. The CAQ is administered to both hospital administrators and local physicians in a structured interview format in rural Idaho communities. Results will detail (1) advantages and challenges for rural communities along the 50 factors and five classes of the CAQ, (2) relative importance measures associated with the 50 factors and five classes of the CAQ, and (3) the introduction of a community APGAR score. The community APGAR score is constructed based on a community’s advantages and challenges scores which are weighted by the importance scores of these advantages and challenges. The community APGAR score was designed to assess a community’s assets and capabilities related to physician recruitment and retention. In addition, the use of the CAQ as a potential diagnostic tool for rural communities will be addressed through a limited community case study.

Dr. Ed Baker is the director of the Center for Health Policy at Boise State University and is an associate professor in the Department of Community and Environmental Health in the College of Health Sciences. He has over 20 years of experience in healthcare working with hospitals, physicians, integrated delivery systems, suppliers and academic institutions. Dr. Baker’s areas of interest include healthcare policy, healthcare financing, rural workforce planning, and performance improvement. He teaches both undergraduate and graduate courses in applied healthcare areas such as healthcare delivery systems, quality issues in health care and healthcare economics. Dr. Baker has published in both peer-reviewed and professional journals. He also regularly addresses local, regional and national groups on topics such as rural workforce planning, linking compensation to performance and creating customer focused healthcare experiences.

David Schmitz, M.D. graduated from the State University of New York at Buffalo. He completed his residency at Family Medicine Residency of Idaho in 1999. After six years practicing as a rural family physician, he returned to join the Residency as faculty in 2005. While practicing in northern Idaho, he served as chief of staff of Benewah Community Hospital as well as co-founder and medical director of the St. Mary’s Volunteer Community Clinic. Dr. Schmitz is a current board member of both the Idaho Academy of Family Physicians and the Idaho Medical Association. His activities as a faculty member of the Family Medicine Residency include rural education outreach, advocacy, and research concentrating on workforce issues in rural Idaho.

Tickets Required • Price: $35 (breakfast provided) • (#12 on registration form)
Monday, October 6 • Bay 3

1:15 – 1:30 p.m. • Announcements
Presiding: Susan Colburn, president, HFMA, Idaho Chapter; director, business services, St. Joseph Regional Medical Center, Lewiston

1:30 – 3:00 p.m. • RAC Attack – Lessons Learned, Getting Ready ++ Targets for Conducting and Internal Risk Assessment
Day Egusquiza, president, AR Systems, Inc., Twin Falls

The healthcare industry is preparing for new, contractor-driven audits that will focus on all areas of billable services. Looking at the history of the initial three state findings will provide insight into what to expect as the audits roll out to all 50 states by 2010. Strategies, defensive audits focusing on known issues, and ideas for ongoing education and prevention will be part of this operational-focused class.

3:00 – 3:15 p.m. • Break

3:15 – 5:00 p.m. • Reform US Healthcare Now…or Else! Election 2008: It’s Healthcare Stupid!
Jeanne Schulte-Scott, Health-Politics.com, Gold Canyon, AZ

The 2008 Presidential and Congressional election campaigns are underway and the candidates and parties have staked out their positions. Looking at the campaigns from the healthcare perspective, what are the issues, what are the candidates saying, what does it mean for hospitals, physicians and other providers — and what should they be doing to prepare?

Healthcare is domestic issue #1 (leaving aside the Iraqi War) and Democrats are smelling blood in the water. Is some form of universal healthcare plan inevitable and what will it look like? Will it use a Canadian single-payer model or a British socialized medicine standard? Will Americans accept it, will they have a choice given the staggering issues facing the healthcare industry?

TBA • Social for HFMA members and friends

Tuesday, October 7 • Bay 3

7:30 – 8:00 a.m. • Continental Breakfast
Presiding: Susan Colburn

8:00 – 10:00 a.m. • Leading and Managing for Superior Results
Steven Berger, president, Healthcare Insights, LLC, Libertyville, IL
With more than 20 years as a healthcare financial officer, Steven Berger has noted a great dissatisfaction with the quality of management in the healthcare industry. This dissatisfaction is voiced by everyone from the industry CEOs to the staff level, from the investment bankers to the physicians and patients, who are the ultimate arbiters of quality. In this keynote session, we will evaluate the factors that have lead to this dissatisfaction and...present some of the ways that the industry can make titanic changes in efficiency and effectiveness.

10:00 – 10:15 a.m. • Break

10:15 a.m. – 12:00 noon • Best Practices in Key Financial Indicators
Steven Berger

Hospital executives have a hard job to do! In attempting to create and achieve an effective strategic plan, there is a great need to determine specific outcomes that will be consistent with the organization’s underlying mission, broad policies, culture and accepted industry norms...but what exactly does this mean? What are the elements that will be instantly recognizable as “a” or “the” key performance indicators (KPIs) of success across the hospital industry. This class will highlight the results of research with several hospitals that have undertaken this to develop the proper metrics, set high goals and ensure that these goals have been met.

Day Egusquiza brings over 28 years’ experience in healthcare reimbursement, hospital business office operations, contracting and compliance implementation. Additionally, her experience includes eight years as a director of a physician medical management billing service and most recently completed an integrated business office between a hospital and a large physician clinic. She has been an entrepreneur in hospital and physician practice accounts receivable management and a leader in redesigning numerous organizations. Her work includes providing guidance as a compliance and APC educator while providing operational insight on the revenue cycle impacts of HIPAA. Additionally, she has been instrumental in researching and preparing national education on the impact of the Prescription Drug Benefit to hospitals and nursing homes. Day’s strength is her ability to ‘operationalize’ complex regulations into teachable components.

Ms. Egusquiza is a nationally recognized speaker on continuous quality improvement (CQI), benchmarking, redesigning reimbursement systems and implementing an operational focus of compliance — both in hospitals and practices. She has been on the AAHAM National Advisory Council, HFMA National Advisory Council, is a past president of the Idaho HFMA Chapter and recently received the Lifetime Achievement Award. She has been highlighted in JCAHO’s Six Hospitals in Search of Excellence, Zimmerman’s Receivable Report, HFMA’s HFM and Patient Account, AHIA Prospective, and numerous healthcare newsletters along with a contributing author to 2006 Health Law and Compliance Update. She received the Idaho Hospital Association “Distinguished Service Award” for her legislative work and training on new indigent law. Attendees at HFMA’s ANI rated her in the top 25 percent, earning her the “Distinguished Speaker” recognition for each year she has presented.

What makes her unique? She has been in the trenches with us!

Jeanne Schulte-Scott has been one of the nation’s leading healthcare lobbyists for almost 35 years. Currently, Ms. Scott is the somewhat irreverent writer, editor and publisher of what she has humbly named thejeanieScottletter, a peri-patetic electronic newsletter, reporting on developments in “healthcare reform,” that is widely read in many healthcare circles. In previous lives, she has been the director of government relations for NDCHealth, the Washington, DC office director and chief lobbyist for the Catholic Health
Association and a former Assistant Attorney General for the State of Michigan. She served during the first Reagan Administration as counsel to the Healthcare Financing Administration, the friendly folks that brought us Medicare prospective payment. She is a veteran “inside-the-beltway Washington, DC” lawyer but she is now enjoying the opportunity to get out and see first hand for herself just what a mess those “beltway” types have made of the U.S. healthcare system.

Ms. Scott is a past national chair of the trade group of companies in the healthcare EDI industry, the Association for Electronic Healthcare Transactions (AFEHCT), and has served on the board and executive committee of the Workgroup on Electronic Data Interchange (WEDI). She is one of the founding members of what is now the American Health Lawyers Association. She is also the author of numerous articles and publications. For 11 years she wrote a regular column, “Eye on Washington,” in the Journal of the Healthcare Financial Management Association. She is a frequent and very popular speaker at conferences, seminars and “after dinner.”

Steven Berger is president of Healthcare Insights, LLC, which specializes in the teaching and consulting of healthcare financial management issues. In addition, Healthcare Insights has developed INSIGHTS, a management accountability and decision support software solution for the healthcare industry. Prior to his role at Healthcare Insights, Mr. Berger was vice president of finance for seven years at 250-bed Highland Park Hospital in suburban Chicago, Illinois. Before Highland Park Hospital and since 1978, he has been a hospital or health system finance officer in New York, New Jersey and Missouri.

Mr. Berger has over 30 year’s of healthcare financial management experience. He holds a bachelor's degree in history and a master's degree in accounting from the State University of New York at Binghamton. He is a CPA and a Fellow of the Healthcare Financial Management Association (FHFMA) where he has served as president of the First Illinois Chapter and regional executive of Region 7. Mr. Berger also served a three-year term on the HFMA's National Board of Examiners. He is also a Fellow of the American College of Healthcare Executives (FACHE).

In addition, over the past several years he has presented many healthcare finance related seminars throughout the United States and Canada including several two-day classes such as Fundamentals of Healthcare Financial Management, Turning Data into Useful Information, The Zen of Budgeting and Hospital Financial Management for the Non-Financial Manager. He has been named one of only 12 national Distinguished Teachers by HFMA. He has also been published in Healthcare Financial Management magazine, including an Award-Winning August 2004 article on Ten Ways to Improve Cost Management in Hospital and the February 2007 Award-Winning article, Treating Technology as a Luxury: Ten Necessary Tools.

Price: $80 • (#14 on registration form)

Hospital Home Care Society of Idaho

Saturday, October 4 • Kidd Island Bay

12:00 noon – 1:00 p.m. • Business Meeting and Luncheon
Presiding: Murial Garvis, RN, president, Hospital Home Care Society of Idaho; director, home care services, Franklin County Medical Center, Preston

1:00 – 2:00 p.m. • Celebrating Accomplishments as Building Blocks for the Future
Barbara Sleeper, RN, BSN, project manager, Qualis Health, Boise

Ms. Sleeper will provide an overview of the accomplishments of Idaho’s home health agencies relative to publicly-reported quality measures, including reduction in acute care hospitalization rates. This excellent work will be highlighted in the context of building blocks for future home health quality improvement activities.

2:00 – 3:00 p.m. • Methadone 101 and I Hate Nausea
Robert Ancker, MD, medical director, Hospice of North Idaho, Hayden

3:00 – 3:15 p.m. • Break

3:15 – 4:15 p.m. • Coordination of Care and Care Management
Robert Susco, biller, Gritman Medical Center, Moscow

4:15 – 5:15 p.m. • Wound Assessment and Dressing Selection: Getting the Most Bang for Your Buck
Jolene Tucker, WOCN, St. Joseph Regional Medical Center, Lewiston

Barbara Sleeper, RN, BSN, is the home health project manager for Qualis Health-Idaho in Boise. Ms. Sleeper is a licensed registered nurse with over 22 years of nursing experience, including nearly 10 years in the home health arena. She has extensive experience working in the Idaho health system and has worked in large hospitals as well as clinics. Ms. Sleeper has extensive experience in case management, utilization review and discharge planning. She has supervised clinical and non-clinical staff. As a project
manager for Qualis Health, Idaho’s Quality Improvement Organization (QIO), Ms. Sleeper focuses on assisting Medicare-certified home health agencies in Idaho to implement outcome-based quality improvement. She is a graduate of Boise State University with a bachelor’s degree in nursing and a minor in interdisciplinary gerontology studies.

Dr. Robert Ancker is board certified in both family medicine and hospice and palliative medicine. He completed his medical school, residency and rural family medicine fellowship at Louisiana State University Medical Center in Shreveport, Louisiana. He and his family moved to North Idaho from Virginia three years ago.

Dr. Ancker is the medical director of Hospice of North Idaho, as well as medical director for palliative care services at Kootenai Medical Center in Coeur d’Alene. He also serves on the Kootenai Medical Center Ethics Committee, and has over ten years of palliative care/hospice experience.

He served on the HCR40/POST DNR Task Force to update Idaho’s DNR statutes under the guidance of the Deputy Attorney General of Idaho for the 2007 legislative session. The new Idaho POST form is now in effect as of July 1, 2007. Dr. Ancker also serves on the EMS Bureau POST Advisory Committee, the Idaho Medical Association’s EMS Committee, and as a member of the Idaho Pain Initiative.

Robert Susco has been a biller at Gritman Medical Center in Moscow for the past four years. He has worked as an office manager for a SNF in Washington and as a manager of a large graphics company. He works closely with clinical staff to understand the relationship between billing and patient care.

Jolene Tucker has been a registered nurse for 20 years. She has spent 12 years in home health and hospice and has been a Certified Wound Ostomy Continence Nurse (WOCN) for five years. She currently works in acute care, out-patient care and does home health and nursing home consulting in the areas of wound, ostomy, continence and foot care.

Price: $25 • (#15 on registration form)

Idaho Alliance of Leaders in Nursing (IALN)

Sunday, October 5 • Bay 2

7:30 - 9:30 a.m. • IALN Membership Meeting and Breakfast
Presiding: Jan Moseley, RN, BSN, MBA, CNA-A, president, Idaho Alliance of Leaders in Nursing; vice president for nursing, Kootenai Medical Center, Coeur d’Alene

The membership meeting will review 2008 organizational activities, nursing scholarships and upcoming Board elections. Board members will discuss current nursing education issues, labor relations and staffing plans and solicit ideas for 2009 organizational activities.

Ticket Required • Price: $25 members; $35 non-members (breakfast included) • (#16 and #17 on registration form)

Idaho Association of Healthcare Philanthropy (Foundation Directors)

Saturday, October 4 • Casco Bay

10:00 – 10:30 a.m. • Welcome and Introductions
Presiding: Koleen Wagner Uhling, president, Idaho Association of Healthcare Philanthropy; foundation director, St. Joseph Regional Medical Center, Lewiston

10:30 a.m. 12:00 noon • Enhancing Volunteer Effectiveness
Darce Vassar, provider, communications specialist, Regence BlueShield of Idaho, Lewiston
12:00 noon – 1:00 p.m. • Lunch

1:00 – 4:00 p.m. • Making Strategic Fund Development a Reality in Your Organization
Larry C. Johnson, principal and founder, M.E. Grace & Associates, Caldwell

Annual giving, major gifts, planned giving, capital campaigns and now online giving — where do we focus our attention and how do the “pieces” fit together? Where is the greatest potential benefit? By default, we often simply do “everything at once” without much regard for how one approach affects the others. And yet, the true power of philanthropy lies in its potential synergy. Strategic alignment of your fundraising efforts unlocks your true revenue potential while achieving sustainability.

Successfully implementing and maintaining a program of strategic fund development requires passion, commitment and determination. It also requires knowledge, experience and clarifying skill. It does not require, however, legions of professional development staff or a bottomless expense budget. As the nation’s strongest institutions and not-for-profit organizations will attest, the material benefits of such a fundraising program far outweigh the time and resources invested.

This highly interactive, “hands on” presentation will give you the fundamentals of strategic fund development — “putting the pieces together” — and an understanding of how it can be implemented in your organization — large or small.

4:00 – 4:30 p.m. • Wrap-up

Darce Vassar is a provider communications consultant for Regence and has worked for The Regence Group since 1996. Her experience includes regulatory and quality compliance, organizational development, and program management. Holding a bachelor’s degree in communications from the University of Idaho, Darce has been positioned and sought after to represent, speak and mediate for numerous organizations and factions.

She began her philanthropic relationship with charitable organizations in 1996 and has continued to find her niche in the background as well as the forefront of fundraising activities for schools, foundations and churches. Among her current volunteer activities, she is immediate past president of the St. Joseph Regional Medical Center (SJRMC) Foundation Board of Trustees; SJRMC’s annual Connoisseurs’ Wine Tasting and Auction chairperson; SJRMC’s annual Winemaker Dinner Series chairperson; Hospice Advisory Board member for SJRMC; and past school board president for St. Stanislaus Tri-Parish School (SSTPS). Past inactive positions include Tri-State Memorial Hospital Festival of Trees Steering Committee member; Twin County United Way Allocation Board member; SSTPS Foundation Board member; and St. Stanislaus Roman Catholic Tri-Parish Council chairperson.

Ms. Vassar believes it is a privilege and a responsibility to volunteer; that the relationships formed while volunteering are nothing short of remarkable and that the gifts gained by giving one’s time are exponentially weighted against those given by volunteer hours.

Larry C. Johnson has over 20 years of direct involvement with philanthropy; ten of those years at the senior executive level. Educated at Vanderbilt and Yale Universities, Larry experienced seven years in a Fortune 100 environment in the areas of project management, business development and organizational development before joining Ketchum, Inc., as fundraising counsel.

A successful veteran of comprehensive campaigns, Larry has directed eight and actively participated in the management of over 12 at the local, regional, and national levels with financial objectives ranging from $600,000 to $200,000,000. He has served over 35 institutional clients in education, healthcare, the arts, community and faith-based non-profits, and has also served four institutions of higher learning as chief advancement officer, most recently The College of Idaho.

Larry holds the CFRE distinction, is a member of the Association for Healthcare Philanthropy, Association of Fundraising Professionals, the National Committee on Planned Giving, BoardSource, and is included in Who’s Who in America.

Committed to Idaho and the larger Northwest, Larry founded M.E. Grace in 2007 to connect the people in Idaho, with their generous and resilient spirits, to the very best opportunities for philanthropic investment. The firm’s mission is to participate in growing a culture of sustainable philanthropy within Idaho while encouraging not-for-profits to use only the best professional practices.

Price: $55 • (#18 on registration form)
Idaho Association of Healthcare Risk Management (IDAHRM)

Sunday, October 5 • Bay 1A

1:00 - 1:05 p.m. • Welcome and Introductions
Presiding: Ron Fulkerson, president, Idaho Association of Healthcare Risk Management; claims manager, Yellowstone Insurance Exchange, RRG, Post Falls

1:05 - 3:00 p.m. • Hospital Security Issues
Patrick E. Miller, attorney, Paine Hamblen Coffin Brooke & Miller, Coeur d'Alene, ID and Jeff Ewing, manager of security services, Sacred Heart Medical Center, Spokane, WA

3:00 – 3:15 p.m. • Break
Sponsored by Yellowstone Insurance Exchange, RRG

3:15 – 5:00 p.m. • Hospital Security Issues (continued)

5:00 p.m. • Adjournment

Patrick E. Miller is a partner with Paine Hamblen in the firm's Coeur d'Alene office. His practice focus is litigation and hospital law litigation, including medical malpractice defense and product liability and municipal corporation law. Mr. Miller advises hospitals on a variety of other matters, including patient record disclosure issues, Medicare fraud and abuse, EMTALA, medical staff privileges and other related issues.

Jeff Ewing is manager of security services for Providence Health Services at Sacred Heart Medical Center campus in Spokane, Washington. Sacred Heart Medical Center is the largest hospital campus under one roof between Seattle, Washington, and Minneapolis, Minnesota. It has a high volume Emergency Department, Psychiatric Unit, Children's Hospital and many other departments and ancillary services that bring many patients and visitors to the hospital campus each day. In his capacity as manager, Jeff oversees a staff of

IDAHO HEALTH FACILITIES AUTHORITY

The Idaho Health Facilities Authority is committed to assist eligible nonprofit health care providers to obtain and maintain access to low cost, tax-exempt private or public capital market financing.

In an effort to lower the cost of health care, we have assembled a diligent, responsive, and innovative team of professionals for the long-term success in a changing financial environment. We are committed to our borrowers in helping them meet the financial challenges to improve the health and quality of life, for the citizens of Idaho.

Shelley Shannon, Executive Director
(208) 342-8772  www.idhfa.org

We are proud to support the Idaho Hospital Association.
about 40 people and manages all security issues for the facility, including security systems deployment and integration and video surveillance access control. Jeff has been manager of security services for the past nine years and is a member of The International Association for Healthcare Security and Safety.

Price: $35 (includes annual membership fee) • (#19 on registration form)

**Idaho Healthcare Human Resource Association (IHHRA)**

**Monday, October 6 • Boardroom 5ABC**

11:30 a.m. – 12:15 p.m. • IHHRA Networking Luncheon

12:15 – 12:30 p.m. • Welcome and Introductions
Presiding: Dennis Cockrell, president, Idaho Healthcare Human Resource Association; director, human resources, Gritman Medical Center, Moscow

12:30 – 1:30 p.m. • **Employment Law Update**
Steven W. Berenter, attorney, Hawley Troxell Ennis and Hawley, Boise

1:30 – 2:30 p.m. • **Consumer-Driven Healthcare Update – Unlocking the Myth**
Ron Osborne, president, Western Benefit Solutions, Boise

2:30 – 3:00 p.m. • **RFPs – The K.I.S.S. – Keep It Simple**
Ron Osborne

3:00 – 3:15 p.m. • Break

3:15 – 4:45 p.m. • **The Evolution of 403(b) and 401(k) Plans for Today’s Hospitals**
Rolf Trautmann, president, Trautmann Maher & Associates, Seattle

4:45 – 5:00 p.m. • Wrap-up

5:00 p.m. • Adjourn

**Tuesday, October 7 • North Cape Bay**

7:00 - 8:00 a.m. • Networking Breakfast (served)

8:00 – 9:00 a.m. • **Vignettes**

8:00 – 8:20 a.m. • **Leadership Development**
Dennis Cockrell

8:20 – 9:00 a.m. • **Job Ranking Tool**
Ann Coughlin, HR director, Boundary Community Hospital and Nursing Home, Bonners Ferry

9:00 – 10:30 a.m. • **Northwest Benefits Survey**
John Hankerson, principal and strategic rewards practice leader, Milliman Consultants and Actuaries, Seattle

10:30 – 10:45 a.m. • Break

10:45 – 11:45 a.m. • **Worksite Wellness – Why, What, How**
JoAnne Bell, corporate wellness director, North Idaho Health Network, Coeur d’Alene

11:45 a.m. – 12:00 noon • **Advocacy**

12:00 noon – 12:30 p.m. • Business Meeting, Conference Evaluation
(The business meeting is open to employees of IHA member hospitals ONLY)
Presiding: Dennis Cockrell

12:30 p.m. • Adjourn

Steven W. Berenter is the chairperson of Hawley Troxell Ennis and Hawley, LLP’s employment practice group, located in Boise, where he maintains a broad employment law practice, including representing a number of healthcare providers and advising the Idaho Hospital Association and its members on employment matters. He dedicates a significant amount of his practice to defending clients in wrongful discharge cases and employment discrimination cases under the Idaho Human Rights Act; Title VII; the Age Discrimination in Employment Act; and the Americans with Disabilities Act. He also assists the firm’s clients by auditing and revising employment applications, employee handbooks, and other documents and procedures that may give rise to employment disputes. Steve counsels clients regarding their rights and obligations under the evolving principles of employment law and related statutes. He has significant experience before the Idaho Human Rights Commission and the Equal Employment Opportunity Commission and is involved in employment-related litigation in both federal and state court. He earned his juris doctorate at the University of Washington School of Law and his bachelor’s degree at Stanford University. He is a member of the Idaho State Bar Association and the Human Resources Association of the Treasure Valley. Mr. Berenter has lectured before numerous groups on employment-related issues.

John Hankerson leads Milliman’s strategic rewards practice in the Northwest. John works with organizations in developing and implementing strategic pay programs that maximize the effectiveness of base pay design, incentive pay programs, performance management systems and executive compensation plans. His recent work with organizations has focused on building strong linkages between business strategy and pay program design across all employee groups.
He has 18 years’ experience in the design and implementation of employee pay and incentive pay programs. John has worked with a number of organizations in developing employee and climate surveys, assessing the “state of the union” within organizations, and conducting “gap analyses” identifying gaps between what is desired and what is not. He also has extensive experience in the design and administration of a wide variety of variable pay systems. John’s consulting experience includes compensation philosophy and strategy development, short and long-term incentive design, and total compensation strategy. He has in-depth experience in the telecommunications, utility, not-for-profit, healthcare, pharmaceutical and high-end technology industries.

Mr. Hankerson received his master’s degree in business administration from Stanford University. He is a frequent speaker at compensation and human resource management seminars across the Pacific Northwest. He is a member of WorldatWork and the Northwest Compensation Forum.

JoAnne Bell is the director of corporate health promotion for the North Idaho Health Network, which is a health network of the five north Idaho counties. She has been responsible for designing and administering Healthy Directions, a comprehensive worksite wellness program that is based on industry benchmarks. She received her master’s degree in public health from Loma Linda University in 1975. She is a registered nurse who has worked in the field of health promotion for over 30 years.

Rolf Trautmann is a consulting actuary, president and co-founder of Trautmann Maher. Mr. Trautmann has worked in the recordkeeping and actuarial area since 1978. He started his actuarial career at Safeco Life Insurance Company where he assisted in the development of life insurance products for four years. Beginning in 1982, Rolf worked in the Bellevue office of Hazelhurst & Associates where he started his career path in retirement plan administration and actuarial services. In 1984, Mr. Trautmann went to The Wyatt Company in Seattle where he initially served as plan administrator and associate actuary for clients and then became a client manager and co-head of the Retirement Practice.

In 1991, Rolf left Wyatt to found Trautmann Maher together with Dennis Maher. Rolf’s responsibilities at Trautmann Maher include client management, business development, quality assurance and employee recruitment and development. Trautmann Maher currently serves 150 clients that sponsor 401(k), 403(b), Profit Sharing, Money Purchase, ESOP, IGRA Trusts and Defined Benefit Pension Plans for their employees/members. These retirement plans cover 50,000 participants and contain assets of $2.5 billion. The firm’s primary source of revenue is the administration of daily valued 401(k) and 403(b) plans which includes providing 24/7 internet and toll free phone access to participant accounts, a Call Center which operates from 9:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, quarterly participant statements for participants and plan sponsor reports, and full compliance services to the plan sponsor. In addition, Trautmann Maher works with clients to design and administer nonqualified plans to benefit key employees.

Areas of Expertise: Mr. Trautmann is a Consulting Actuary and has extensive experience in plan design, administration funding and communication of qualified and nonqualified defined contribution and defined benefit plans. Over his career, Rolf has served as day-to-day plan administrator and actuary for retirement plans as well as client manager and is therefore well versed in the retirement plan arena. Rolf supervises a staff of 25 employees at Trautmann Maher.

Professional Affiliations
• Fellow of the Society of Actuaries (FSA)
• Member of the American Academy of Actuaries (MAAA)
• Enrolled Actuary (EA)
• Past President of the Seattle Actuarial Club
• Member of the Western Pension and Benefits Conference
• Prior Instructor for the Certified Employee Benefit Specialist Program

Education
• B.S. Degree in Mathematics, Pacific Lutheran University, 1976
• M.A. Degree in Mathematics, University of Washington, 1978

Ron Osborne, RHU has worked in the employee benefit brokerage and consulting business for 27 years, designing and implementing employer-sponsored health insurance plans for large private businesses, public entities, and nonprofit organizations. He specializes in self-funding, benefit design and implementation, cost containment, alternative benefit strategies, forecasting, trend analysis, managed care alternatives, and compliance issues. Ron’s clients include Intermountain Gas, Ada County and the Meridian School District.

Ron is a principal and founding partner of Western Benefit Solutions (WBS), Idaho’s largest employee benefits brokerage and consulting firm, based in Boise. For the last two years, WBS has been the only employee benefit brokerage firm headquartered in Idaho and the northwest to be ranked as one of the top ten largest and most productive employee benefit brokerages in the United States by the prestigious trade publication Business Insurance.
Prior to establishing WBS in 1997, Ron served as vice president and branch manager of Johnson & Higgins, and J&H Marsh & McLennan of Idaho; and associate director of large and national accounts with Regence BlueShield of Idaho. He started his career in 1981 by opening his own firm, which he ran until 1987.

Ron is involved in several professional associations. He is a member of the National Health Underwriters Association and the Boise and Meridian Chambers of Commerce.

Ron also actively participates in his church and his community. He is a member of the board of the Regence Caring Foundations for Children, a non-profit organization that provides free dental care to eligible children in Idaho and Utah. He has also served on the Boy Scouts of America Ore-Ida Council’s Auction Committee for several years. In addition, under his leadership, WBS provides financial and staff support to several non-profit organizations, including the Boys and Girls Club of Ada County, United Way, and Idaho Public Television.

Price: $70 IHHRA Members; $100 non-IHHRA Members • (#20 and #21 on registration form)

Idaho Society for Healthcare Engineering (ISHE)

Sunday, October 5 • Boardroom 6

Presiding: Russ Harbaugh, president, Idaho Society for Healthcare Engineering; EOC/life safety officer, St. Luke’s Regional Medical Center, Boise

7:00 – 8:30 a.m. • ISHE Board Meeting
8:30 – 9:45 a.m. • ISHE Business Meeting
9:45 – 10:00 a.m. • Break

10:00 a.m. – 12:00 noon • JCAHO Codes and Standards
George Mills, senior engineer for accreditation operations, The Joint Commission, Oakbrook, IL

12:00 noon – 1:30 p.m. • Lunch (on your own)

1:30 – 3:30 p.m. • Codes and Inspection Process
Mark P. Grimes, supervisor, facility fire safety and construction program, Bureau of Facility Standards, Boise

Monday, October 6 • Cabin 4

8:30 – 11:00 a.m. • General Session • Bays 2 and 3

11:15 a.m. – 12:30 p.m. • Elevators
Al Caine, industrial safety program manager, State of Idaho, Division of Building Safety, Boise

12:30 – 1:30 p.m. • Lunch (on your own)

Mark Grimes has served as supervisor of the facility fire safety and construction program within the Bureau of Facility Standards since June 2006. Prior to accepting this position, he held the office of Fire Chief for the City of Buhl and Buhl Rural Fire Protection District. Mark served as Chief between 1979 and 1990, then again from 1994 through June 2006. During his “sabbatical years” as he calls them (90-94), he worked with the Idaho Bureau of Disaster Services (now Homeland Security) as the exercise training officer.

Mark has a strong background in fire science, fire service operations and management, code enforcement, emergency medical services, emergency management, hazardous materials, and a special interest in adult education. Mark has participated in numerous courses at the National Fire Academy and Emergency Management Institute in Emmitsburg, Maryland, both as student and instructor. He holds several specialist certificates including Fire Prevention Specialist, Hazardous Materials Specialist, Hazardous Substance Specialist, and was near completion of the Executive Fire Officer program when he left the fire service.

Al Caine has been with the State of Idaho, Division of Building Safety Since 1994. Most of that time as an electrical inspector and licensing and compliance manager for all trades. In April 2008, Al became the manager for the
Industrial Safety and Elevator Safety Programs. Previous to working for the State of Idaho, Mr. Caine was employed by Ralstin Purina Company as a senior staff engineer, All Pure Chemical Company as a plant engineer and plant manager and worked in all phases of the electrical industry. Al is also active in the International Association of Electrical Inspectors and has served as the Idaho Chapter president. Al also serves in the Idaho Army National Guard and was deployed to Iraq for a year in 2005.

Curt Hibbard is the director of facilities management at St. Joseph Regional Medical Center in Lewiston, Idaho. His duties there include facilities maintenance and engineering, planning, design and construction, safety management, security, environmental services and linen services.

Curt is a Senior in the American Society for Healthcare Engineering, and previously served for seven years on the ASHE Board of Directors, including president in 2001.

He has served on and acted as chairman of several ASHE committees including, Membership & Chapter Relations, Planning Design & Construction, Telehealth, Financial Advisory, Annual Conference Planning, By-laws, and the Executive Committee, just to name a few.

Additionally, Curt is a past-president of the Idaho Society for Healthcare Engineering, a member of NFPA and previously served on The Joint Commission’s Committee for Healthcare Safety. He also served for a year as a Life Safety Code Specialist for The Joint Commission and has since consulted for several facilities in their preparation for their Joint Commission inspections.

Price: $25 • (#23 on registration form)

Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)

Sunday, October 5 • Casco Bay

Presiding: Darryl-lynn Oakes, director, communications and executive assistant, Idaho Hospital Association, Boise

11:00 a.m. – 4:00 p.m. • ISHMPR Group meeting
(This meeting is open to employees of IHA member hospitals ONLY)

11:00 a.m. – 11:30 a.m. • Legislative Forecasting
Toni Lawson, vice president, governmental relations, Idaho Hospital Association, Boise

Ms. Lawson will present an overview of IHA’s 2008-2010 legislative agenda and strategies.

11:30 a.m. – 12:30 p.m. • Lunch (provided) and Election of 2009 ISHMPR President

12:30 p.m. – 12:45 p.m. • Break

12:45 p.m. – 2:15 p.m. • Assessing Your Hospital’s Community Image
Bev Mayhew, vice president, The Ulum Group, Eugene, OR

This presentation will provide tools and tactics for hospital staff to effectively assess community image across key publics, communicate the assessment results to hospital leaders, and plan and implement a strategy to improve, enhance and/or maintain image on an ongoing basis.

2:15 p.m. – 2:30 p.m. • Break

2:30 p.m. – 4:00 p.m. • TBD

Bev Mayhew brings over 20 years’ experience in public relations and marketing across several professions including higher education, transportation, and healthcare. Prior to joining The Ulum Group in 2000, Bev served as director of public relations and marketing for PeaceHealth, which includes Eugene’s Sacred Heart Medical Center and PeaceHealth Medical Group.

Price: $40 • (#24 on registration form)

Idaho Society of Directors of Volunteer Services (ISDVS)

Sunday, October 5 • Kootenai Medical Center

8:15 a.m. • Transportation to Kootenai Medical Center (meet in front of Resort)

8:30 - 9:00 a.m. • Welcome, Breakfast (catered by Kootenai Dietary Staff) and Business Meeting
Presiding: Tracie Jensen, president, Idaho Society of Directors of Volunteer Services; director, volunteer/auxiliary, Franklin County Medical Center, Preston

9:00 a.m. - 12:00 noon • Business Meeting/Introduction of new DVS’s/Roundtable Discussion

12:00 noon - 12:30 p.m. • Luncheon (catered)

12:30 – 1:30 p.m. • Committee Reports

1:30 – 3:00 p.m. • Paradise on the ISDVS Island

3:00 p.m. • Transportation back to Coeur d’Alene Resort

Price: $20 • (#25 on registration form)
Idaho Society of Language Services in Healthcare (ISLSH)

Monday, October 6 • Boardroom 2

11:00 – 11:05 a.m. • Welcome and Introductions
Presiding: Janine Rodriguez, president, Idaho Society of Language Services in Healthcare; administrative assistant for patient care services, Mercy Medical Center, Nampa

11:05 a.m. – 12:15 p.m. • Addressing Language Barriers: How the Idaho Society of Language Services Can Help You
Tony Fisk, manager, hospitality services, and Katrina Barreneche, hospital services coordinator, Saint Alphonsus Regional Medical Center, Boise

Do you realize that your hospital could lose Medicaid and Medicare funding if you do not have the appropriate language services available to patients? The Idaho Society of Language Services in Healthcare is made up of language services coordinators from a variety of hospitals around the state. In this short introduction to the organization, learn how they might be of help in ensuring your hospital meets all government requirements by providing culture and language appropriate services.

Price: N/C • (#26 on registration form)

Idaho Sound Beginnings

Tuesday, October 7 • Bay 1A and 1B

9:30 a.m. – 12:15 p.m. • Small Steps to Great
• Welcome to Idaho Early Hearing Detection and Intervention/EHDI in Idaho
• Pediatric Audiology Update
• The Joint Commission on Infant Hearing 2007 Guidelines – Are we “at risk” of falling short of the benchmarks
• Auditory Deprivation – a Neurodevelopmental Emergency
• Quality Assurance – Small Steps to Great

12:15 – 1:15 p.m. • Luncheon (catered)

1:15 – 3:30 p.m. • Small Steps to Great
• Genetics and Hearing Loss for EHDI Professionals
• Annual Newborn Hearing Screening Roundtable “Small Steps to Great”

3:30 p.m. • Adjournment

Andrea Amestoy, RN, joined the staff of Idaho Sound Beginnings in May of 2007. Her previous experience includes pediatrics and NICU nursing, and birth and parenting education. As a nurse and the mother of a young child with hearing loss, she has a strong awareness of the importance of early hearing detection and intervention and has become an integral part of the EHDI training team.

Cynthia Carlin joined the Idaho Sound Beginnings staff in 2001. Her education is in the areas of biology and secondary education. She is currently coordinating the Idaho EHDI Program and enjoys addressing the needs of its many hospital and community partners in an effort to better serve Idaho’s infants.

Erika Blanchard, MS, CCC-A, F-AAA, is currently the network audiologist and specialist for the Northwest Region of the National EHDI program based out of Utah State University. She has worked in pediatrics for many years, and is an audiologist with the Hearing and Balance Centers at the Elks in Boise.

Ruth Willford, RN, is the perinatal nurse manager for the Birthing Center at Kootenai Medical Center. She is a champion for the health and welfare of infants and children under her watch at Kootenai Medical Center and in the larger North Idaho community, and she runs one of the best newborn hearing screening programs in the state.

TBD, genetics counselor, Inland Northwest Genetics Clinic, Spokane, WA

Registration for this session will be handled directly through Idaho Sound Beginnings. Registration forms and more information can be found at: www.cdhh.idaho.gov or contact Cynthia at: Phone: 208.334.0829; Fax: 208.332.7331.

Rural Nursing Network (RNN)/Idaho Alliance of Leaders in Nursing (IALN)

Sunday, October 5 • Bay 3

10:00 – 10:15 a.m. • Welcome and Introductions
Presiding: Jon Smith, director, The Hospital Cooperative, Pocatello

10:15 – 11:00 a.m. • Developing Good Research and Practice Partners in Nursing
BSU/ISU/LCSC

11:00 a.m. – 12:15 p.m. • Ethical Practices in Healthcare
Kim Stanger, attorney, Hawley Troxell Ennis and Hawley, LLP, Boise

12:15 – 1:15 p.m. • Lunch Buffet and Networking

1:15 – 2:00 p.m. • What’s Happening in Healthcare Technology?
Panel Discussion
2:00 – 3:00 p.m. • Nursing Roundtables
Susan Ault, executive director, Idaho Alliance of Leaders in Nursing, Boise, and Jon Smith, executive director, The Hospital Cooperative, Pocatello

3:00 – 3:30 p.m. • Update on the Idaho Nursing Workforce Center
Bonnie Lind, associate professor of research, Boise State University, Boise

3:30 – 4:00 p.m. • Health Information Resources: What’s Out There?
Elizabeth Hill, librarian, Kootenai Medical Center, Coeur d’Alene

Kim C. Stanger is the chairman of HTEH’s Health Law Group and a partner in the Litigation and Business and Finance Groups. Mr. Stanger guides healthcare clients through the complex world of healthcare laws, regulations, and transactions, including contracts, practice formation, and business transactions. He advises and defends institutional and individual health-care providers and administrators in judicial and regulatory actions, including licensing, credentialing, and peer review; medical malpractice; and administrative actions such as those involving Medicare, Medicaid and EMTALA. Mr. Stanger is the past president of the Idaho State Bar Health Law Section; the past president of the Idaho Association of Healthcare Risk Management; and a member of American Health Lawyers Association, the Association for Health Care Compliance Professionals, and the Health Law Section of the American Bar Association. He earned his juris doctorate and his undergraduate degrees at Brigham Young University.

Bonnie Lind has a master’s degree in biostatistics and a PhD in health services research, both from the University of Washington, and 20 years of experience in health-related research. Her current and recent projects include serving as the director of research for the Idaho Nursing Workforce Center, performing research related to the nursing shortage in Idaho; serving as a research and statistics consultant at St. Luke’s Health Care System where she advises on a variety of research projects; and working as an investigator for the University of Washington on NIH-funded research projects looking at how patients use insurance benefits for alternative providers. She is also a research associate professor at Boise State University, where she teaches biostatistics to master’s students and advises students and faculty on research activities.

Prior to moving to Boise in 2000, Dr. Lind worked in the Department of Biostatistics at the University of Washington as a researcher on national studies of cardiovascular epidemiology,
including the Cardiovascular Health Study, the Sleep Heart Health Study, and the Multi-Ethnic Study of Atherosclerosis. She has served as a grant reviewer and site visitor for the National Heart, Lung, and Blood Institute. She has authored or co-authored 35 papers in the medical literature.

Beth Hill is the library manager at Kootenai Medical Center. She is a member of KMC’s Professional Nursing Council, and in this capacity she provides literature search services for council nurses who are conducting research studies and working on policy changes. Beth is beginning her own doctoral research this fall, which will be on information-seeking behaviors of physicians and physician assistants who practice in rural areas.

This session is being co-sponsored by The Hospital Cooperative’s Rural Nursing Network (RNN) and the Idaho Alliance of Leaders in Nursing (IALN).

Price: $50 • (#27 on registration form)

Trustees

Sunday, October 5 • Bay 2

11:00 a.m. - 12:15 p.m. • Luncheon

12:15 - 12:30 p.m. • Break

12:30 – 1:00 p.m. • Making Advocacy Quick and Easy for Trustees
Toni Lawson, vice president of governmental relations, Idaho Hospital Association, Boise

If you have ever wanted to participate more in the legislative process, it is now easier than ever for you to make your voice heard.

voterVOICE is a grassroots tool that the Idaho Hospital Association has implemented to facilitate contact between IHA members and policy makers. It is a web-based tool that determines what house, senate and congressional districts you are in, who your representatives are and provides an easy way for you to contact them.

Toni Lawson, IHA’s vice president of governmental relations, will explain how voterVOICE works and how you can fully participate in IHA’s grassroots efforts in as little as 1-2 minutes depending on how much you want to personalize your message(s). voterVOICE has improved IHA’s ability to take quick action on issues of importance to its members. This tool also provides data to help IHA evaluate member participation during and after a grassroots campaign.

1:00 – 2:15 p.m. • Engaging Physicians in Enduring Relationships: Recapturing the Common Ground
Joseph Bujak, MD, FACP, vice president, medical affairs, Kootenai Medical Center

Healthcare organization-physician relationships are in a rapid state of transition. The traditional covenant that guided those relationships is no longer viable. In this presentation we will describe: the physician culture and how it serves as a barrier to successful adaptation; some of the forces that are transforming the industry and impacting those relationships; the implications of the accelerating pace of change and how it is effecting governance; and examine the elements essential for creating enduring physician partnerships.

2:15 – 2:30 p.m. • Break

2:30 – 4:00 p.m. • The Board’s Role in Quality: Courageous Questions to Ask
Joseph Bujak, MD, FACP

The Board has fiduciary responsibility for assuring patient safety and clinical quality. It cannot be effective in this role without close involvement of the medical staff. In this presentation we will discuss: Board-physician relationships around safety and quality; the content and use of quality dashboards, and the levers that Boards can use to elevate the level of safety and quality in the hospital.

Joseph Bujak, MD, FACP currently serves as vice-president, medical affairs for Kootenai Medical Center, Coeur d’Alene, Idaho, where he has organizational responsibility for performance improvement and outcomes measurement. He is a frequently requested speaker, facilitator and consultant on issues related to healthcare organization-physician relationships, clinical quality and patient safety, and leading and managing transformational change. Dr. Bujak graduated Phi Beta Kappa from Rutgers University. He received his medical degree from the University of Rochester where he was elected to Alpha Omega Alpha. He and Tom Atchison co-authored the book, Leading Transformational Change: The Physician-Executive Partnership. His new book, Inside the Physician Mind: Finding Common Ground with Doctors was published July, 2008.

Tickets Required • Price: $35 (lunch); $90 (program) • (#28 and #29 on registration form)
**The Star Garnet Award**

**Representative Margaret Henbest** has positively impacted healthcare in the State of Idaho in countless ways. She is a highly experienced Nurse Practitioner who has dedicated endless hours to the patients she cares for, as well as the constituents she represents in the Idaho Legislature. Educated at Oregon Health Sciences University in Portland and California State University, Long Beach, Rep. Henbest has earned her master's degree and established herself as an outstanding Pediatric Nurse Practitioner. Her passion for children, families and healthcare has been visible both in her volunteer time as well as in her work at St. Luke’s Regional Medical Center where she is a part of the team at FACES (Family Advocacy Center and Education Services) and has evaluated over 1,000 victims of abuse and neglect and serves as an expert witness in our criminal and civil courts. Not only does she work hard for children and families, but she has passed this passion on to others while teaching, supervising, and advising nursing students at Boise State University.

For the past 12 years, Margaret Henbest has represented the citizens of legislative District 16 with competency and grace. As a Representative in the Idaho Legislature, the benefits of her efforts are seen far beyond her own district. During her time at the Statehouse, Rep. Henbest has served as the ranking minority member of both the House of Health and Welfare Committee and the Joint Finance and Appropriations Committee. She worked on the Millennium Fund Committee, Healthcare Task Force and subcommittee on Mental Health and Substance Abuse. She was also co-chair for the Joint Committee on Legislative Oversight.

In these many roles, Representative Henbest has been a tireless advocate for affordable healthcare, nursing workforce development, the fight against childhood obesity, organ donation and appropriate funding for healthcare in Idaho. She has always led by example and constantly promoted healthy lifestyle choices as the most important way to improve the healthcare of a community. In the legislature, Henbest has a reputation for standing up for the right thing, regardless of party politics. She is widely considered the most expert voice in the Idaho Legislature on issues of healthcare, and is held in high regard by legislators on both sides of the aisle. While she hasn’t been victorious on every legislative issue, she is always respected and admired for her passion and commitment.

In addition to her service in the Idaho Legislature, much of Rep. Henbest’s time has been donated to various programs in our community as an active board member and supporter. These programs include Friends of Nursing, BSU Master of Health and Sciences, Mountain States Group, Idaho State School and Hospital, Idaho Council on Suicide Prevention, Safe and Drug Free Schools, Idaho Partnership for Hispanic Health, Family Advocate Program, Idaho Kids Count, Infant and Toddler Program, Regence BlueShield of Idaho Caring Foundation, Governor’s Coordinating Council for Families and Children, Milbank Memorial Fund, and the Pacific Northwest Transplant Bank of Portland.

With all her activities, she still found time to raise three sons. She will be greatly missed in the Idaho Legislature though we expect she will continue as a strong advocate for the good health of Idaho’s citizens.

Awards:

- Idaho State Planning Council on Mental Health, Legislative Award 2007, 2004
- Nurse Practitioner of the Year 2003, Nurse Practitioners of Idaho
- Nurse of the Year 2003, Idaho March of Dimes
- Distinguished Alumni of the Year, 2001, Oregon Health Science University
- Idaho Women of Distinction 1999, Silver Sage Girl Scouts Council
- Award for Excellence in Practice 1994, American Nurses Association
- Award for Excellence in Practice 1993, American College of Nurse Practitioners
- Faculty Award for Excellence 1991, Boise State University.
Trustee of the Year Award

Jim Curtis, MD, is the current Chairman of the Kootenai Hospital District Board of Trustees and has been an exemplary member of the board since 1990. Dr. Curtis was initially appointed to the Kootenai Health staff as a general surgeon in March 1975 when he joined Kootenai Surgery Associates in Coeur d'Alene. In 1978 he was named Chairman of Surgery for Kootenai and in 1985 he was named Chief of Staff. From 1984 until 1989 he served on the Kootenai Health Foundation Board of Directors, acting as Treasurer from 1986 to 1989. In 1990, he was elected to the Kootenai Hospital District Board of Trustees and named Chairman of the Board in 2003.

Dr. Curtis’ personal career has been one of dedication to the care of his patients and sensitivity toward their families. He has been a model general surgeon. His ideals have permeated the Kootenai Health culture, creating an environment that values service excellence, community leadership and compassionate care for all Kootenai Health’s 1,700 employees.

During his board tenure, Kootenai Health has received numerous awards for patient care. Perhaps most notable was the organization’s certification as a Magnet hospital in 2006. Others include being named a Five-Star Hospital and a Top 100 Hospital in the Cleverley and Associates Community Value Index, the Exceeding Patient Expectations Award from Avatar International, and the VHA President’s Award for Clinical and Operational Excellence. Although awards like these are only received through the dedication of the entire staff, Dr. Curtis’ leadership has certainly contributed to an environment that values excellence.

As Chairman of the Board, Dr. Curtis was instrumental in initiating and developing Kootenai Health’s Quality Committee. This group reviews Kootenai’s performance with regard to established quality benchmarks. This creates the highest level of accountability on behalf of the community.

While serving on the Kootenai Health Foundation Board of Directors, Dr. Curtis played a key role in building public awareness and raising funds to address the healthcare needs in the community. During his continuing service on the Kootenai Hospital District Board, he helped Kootenai initiate and fund a school nurse program and begin subsidizing the salaries of all nursing instructors at North Idaho College. Additionally, he was key in initiating and approving support from Kootenai Health for the Dirne Community Health Center, a clinic designed to serve the uninsured and underinsured in the area.

Following his retirement from his medical practice in 2006, Dr. Curtis became an active member in the Coeur d’Alene Downtown Rotary Club. This organization is well-known for its community service projects and world-wide humanitarian services.

As a senior physician in the community, Dr. Curtis has been an amazing asset. Mindy Galbraith, Office Manager of Kootenai Surgery Associates recently shared that Dr. Curtis’ strength and thoughtfulness helped shape their practice in a positive way. “He took the business of medicine and made it not so business-like. He always thought of the patient first,” Galbraith explains. “His calm demeanor set an example for other physicians. It helped the physicians in our group work as a team even though they have very different personalities.”

He has instilled this same spirit of collaboration in the Kootenai Hospital District Board, appreciating each member’s unique skills and different viewpoints. He has also encouraged personal growth among the Board by establishing high expectations for continuing education, promoting widely-recognized “best practices” in Board procedures, initiating a Board self-evaluation process, and encouraging attendance at Board educational programs.

Dr. Curtis has also ensured the strength of the Kootenai Hospital District Board by encouraging qualified, knowledgeable people to run for election to the Board as positions become available. His efforts have helped the Board thoughtfully represent the community, both now and in the years to come.

In an environment where many healthcare organizations are struggling, especially public hospitals, Dr. Curtis’ leadership has contributed to Kootenai Health’s continuing financial strength. Thanks to sound fiscal planning under the direction of the Board, Kootenai Health is initiating several critically needed expansions, which will ensure that residents of north Idaho continue to receive outstanding, leading-edge healthcare close to home.

In June of 2007, Kootenai Health celebrated the opening of Kootenai Cancer Center at Bonner General Hospital. Patient-focused thinking and unprecedented collaboration between Kootenai Health and Bonner General Hospital helped the Cancer Center become a reality.

Many of us are drawn to the field of healthcare because of a desire to make a difference. Through his career of involvement at Kootenai Health and in the Coeur d’Alene community, Dr. Curtis has done precisely that — made a difference. It seems very fitting that his dedication be recognized at a state level.
They loved it! It seems in our busy high tech healthcare solution, but it was amazing the response from patients. and night time cares completed. This seems like a simple issue) and a back rub. The bed linens would be refreshed a warm cookie and drink (carb controlled if diabetes was every night between those hours, patients would be offered brainstormed causes and solutions. They determined that in call light usage. So Vicki got a team together and they time for that. Vicki was a central player in actually fixing this facility was fully compliant and back in full accreditation. She started a program known as “Tuck Me In” for all patients and procedures corrected, quality improvement and EMTALA regulations met. There was much involved and as she likes to say, “many TUMS consumed,” but at the end of the 12 days, the facility was fully compliant and back in full accreditation. It was an overwhelming task that required both professional knowledge and the leadership ability to coordinate the learning of all the employees and administration of the facility. It was quite a remarkable accomplishment. As a general rule, consultants observe a facility and then tell them the problems and how to fix them. This facility did not have time for that. Vicki was a central player in actually fixing this facility and getting them back into compliance. She started a program known as “Tuck Me In” for all patients at Bingham Memorial and Idaho Doctors Hospital. It is a return to old fashioned nursing where the patient is as important as the equipment. It was noticed that every night between 6 and 10 p.m., there would be a dramatic spike in call light usage. So Vicki got a team together and they brainstormed causes and solutions. They determined that every night between those hours, patients would be offered a warm cookie and drink (carb controlled if diabetes was an issue) and a back rub. The bed linens would be refreshed and night time cares completed. This seems like a simple solution, but it was amazing the response from patients. They loved it! It seems in our busy high tech healthcare world, we have gotten away from the hands on, gentle

**Award of Excellence in Patient Care**

**Vicki Allen** is a wonderful example of excellence in patient care. Vicki leads by example as well as by position. She is extremely well read as well as experienced in most areas of patient care. She is never content to rest on the knowledge she has, but constantly seeks to know and understand more. She is passionate about what is best for the patient and therefore for the hospital. She effectively bridges the gap between administration and front line patient care. She truly exemplifies what it means to be a level 5 leader.

Vicki combined the best professional knowledge and leadership when she was called on to help a facility who had received conditional accreditation and was in jeopardy of being closed. The facility had 12 days to get their act together. Vicki brought in another professional colleague and the two of them went to work. Vicki brought leadership and guidance, policies and procedures were polished (and sometimes created), professional education completed, forms and procedures corrected, quality improvement and EMTALA regulations met. There was much involved and as she likes to say, “many TUMS consumed,” but at the end of the 12 days, the facility was fully compliant and back in full accreditation. It was an overwhelming task that required both professional knowledge and the leadership ability to coordinate the learning of all the employees and administration of the facility. It was quite a remarkable accomplishment. As a general rule, consultants observe a facility and then tell them the problems and how to fix them. This facility did not have time for that. Vicki was a central player in actually fixing this facility and getting them back into compliance.

She started a program known as “Tuck Me In” for all patients at Bingham Memorial and Idaho Doctors Hospital. It is a return to old fashioned nursing where the patient is as important as the equipment. It was noticed that every night between 6 and 10 p.m., there would be a dramatic spike in call light usage. So Vicki got a team together and they brainstormed causes and solutions. They determined that every night between those hours, patients would be offered a warm cookie and drink (carb controlled if diabetes was an issue) and a back rub. The bed linens would be refreshed and night time cares completed. This seems like a simple solution, but it was amazing the response from patients. They loved it! It seems in our busy high tech healthcare world, we have gotten away from the hands on, gentle healing touch. The back rub allowed nursing staff to do a complete skin and movement assessment on every patient as well as allowing for a few uninterrupted minutes of conversation between the nurse and the patient. It is amazing what pertinent information can be obtained if the time is available for the patient to simply talk, without feeling rushed or inconvenient. Of course there was resistance when the idea was first presented, but in just a short while, the nurses embraced the idea and incorporated it into daily practice. It helped that after Tuck Me In was implemented, the call light usage between 6 and 10 p.m. dropped by 60 percent. The nursing staff actually had more time available by taking the time to complete Tuck Me In cares. This program was presented at the Idaho Flex Grant Meeting in November 2006 resulting in requests for training and implementation strategies from several hospitals present at the meeting.

Vicki was the primary motivation behind a recent change in leadership style at Bingham Memorial. They decreased the layers of management and increased efficiency while decreasing cost. The idea is complex, but simply put there are House Supervisors who each have responsibility over a department. They take care of all administrative needs utilizing a coordinator and a professional assistant. The House Supervisors are at the facility (at least one of them is) around the clock so it eliminated the need for department management to be on call 24 hours per day and decreased leadership burnout. And the staff seems to really like the idea. It was an idea first broached by the staff and made possible by Vicki’s guidance and leadership. It was an innovative idea that worked out to be the best choice for patients and staff as well as the facility.

Vicki has utilized her vast experience in neonatal care to teach the staff. As a CAH in rural Idaho, there is not an opportunity to gain frequent experience in packaging an infant for transport, caring for a pre-term infant, caring for a sick newborn, and skills of this nature. Vicki has taught classes and by example how to properly care for these, the tiniest of patients. She has arranged for education and training both from and at the local tertiary facility. She has been instrumental in bringing national speakers to Bingham Memorial. These include Tom Atchison (leadership), David Fiore (disclosure), John Eisenberg (a Teri Schiavo attorney), and coming up are David Marx (just culture), and the Studer group team.

She is an active member of a physician recruitment team that brought on eight new physicians in the last 12 months. That is a lot of new physicians for a critical access hospital in one year. Obviously, the team is a dynamic group and Vicki is an integral member.
Vicki is also a tireless advocate for the ideas of David Marx and just culture. She has brought the concept to Bingham and it has made a huge difference. Overall reporting is up while incidents causing any harm at all are down. And according to a survey sponsored by Qualis Health, staff members feel much more secure reporting issues and areas of potential error before they become problems. This is a tremendous accomplishment.

Vicki is known to spend the night working at Idaho Doctors Hospital, go on a patient transport, or get her professional clothes soaking wet assisting a patient to shower. There is no task she would ask her staff to complete that she is not willing to complete herself — and the staff knows this.

HCAPS patient satisfaction scores at Idaho Doctors Hospital are consistently in the 99th percentile when compared to the best hospitals in the nation according to Press Ganey. How can anyone ask for more than that?

Vicki’s passion for collaborative learning is second to none. For example, Bingham Memorial is building a medical office complex. Vicki knew little to nothing about construction and architects and such. So, she figured out who the experts were, learned from them, and now she knows a lot about everything from concrete and slurring, to blueprints and antifreeze sidewalks. Tom Atchison, after visiting Bingham Memorial for two days in January, 2008, sent an email worthy of quoting:

Dear Vicki,

The word best is a good word to describe things – however, when combined with THE it is a powerful statement. My time at BMH was THE BEST experience in my professional career. Thank you very much for inviting me ‘into your home’!!!

Vicki makes a huge difference to the staff and patients of Bingham Memorial Hospital and The Doctors Hospital. She is current, involved, and willing to share any knowledge she has. She claims that she “just makes it up,” but her vast knowledge and experience means that she is making a very good educated guess. And she is rarely mistaken. To Vicki, the patient and their needs always come first, before dry clothing or lunch or meetings. And she is always eager to learn from others and allow others to learn from her that they might not repeat her mis-steps or re-invent the wheel. In the cause of patient care, she is very good at finding the right people, putting them in the right seat on the bus, giving them the right tools, and letting them take flight to wherever their energy and innovation may lead them. She truly understands and exemplifies EXCELLENCE.

Leader of Volunteer Excellence (LOVE) Individual Award

This year’s Leader of Volunteer Excellence (LOVE) Selection Committee was faced with a dilemma like no other. It is always a struggle for the committee to select just one award winner from a vast pool of incredibly deserving nominees. It proved impossible this year. When the votes were tallied, the judges found themselves with a tie. The solution was simple, expand the judging pool and one would rise to the top. Not so. The new judges ended up with the same result — a tie. Not ones to question fate, the IHA Committee on Volunteers decided to present two LOVE awards, an unprecedented decision in the award’s long history.

Our two winners are distinct in style and focus, but share a common trait in dedicating their time and considerable talents to making the experience better for every patient, staff member, visitor, family member, or physician who walks through the door of their community hospital. Ruth Kay Andersen and Alexandra Manning both exemplify the true spirit of volunteerism, and the impact of their conscientious and committed volunteer efforts will be felt for years to come.

At Bear Lake Memorial Hospital in Montpelier, Ruth Kay Andersen is known as “the customer service extraordinaire gal” and has been part of the hospital’s auxiliary since 1985. Ruthie, as her fellow volunteers and friends at the hospital know her, shares her radiant smile at the auxiliary’s thrift shop, with every one who walks into the hospital where she’s on greeting duty in the lobby, and with every guest at the host of hospital outreach events that take place each year. And if her smile isn’t enough to draw you to one of the auxiliary’s fundraising events, her famous cookies will have you through the doors in no time.

Perhaps the most incredible trait Ruthie shares is her infectious passion for volunteering and for her hospital, which has drawn countless volunteers to projects and activities in need of time, attention, and resources. A new CT scan, fetal monitors, birthing beds, and infant resuscitation equipment are just a few of the successful projects she has dedicated herself to, while bringing others in along the way. It’s not only the hospital who benefits from Ruthie’s selflessness. She has been a choral leader for numerous community productions and the community choir, gives countless hours to her church, and lifts grieving families with her amazing and nurturing singing.
It was no surprise to anyone who knows Ruthie, that when the considerable work was finished on the hospital’s healing garden, volunteers and staff alike dedicated it to her. Not one to bask in the limelight alone, she requested that the memorial plaque read “honoring all volunteers.” Now that garden stands as a place of beauty where one can find love and healing. It’s a fitting representation of Ruth Kay. Her glowing smile, beautiful singing, and joyful personality (not to mention her cookies) have brought love to the hearts of many and healing to hurting souls.

Across the state at St. Luke’s Regional Medical Center in Boise, our LOVE co-recipient also has worked tirelessly on behalf of patients and volunteers and, in the process, began a legacy that will continue long after this award. Alexandra Manning has over 40 years of hospital volunteering under her belt, both in Idaho and in South America.

Her early years of volunteering in the Argentine National Children’s Hospital encompassed much more than we are used to today. In the poliomyelitis, surgery, and emergency wards, Alexandra’s volunteer work had her side by side with physicians and nurses during surgeries and medical procedures. Today, this dynamic volunteer can be found working tirelessly at the auxiliary’s fundraisers and in the gift shop, inspiring others to give freely of themselves. Every talent she possesses, and there are many, she shares with others. A master artist, her work is often donated in support of the auxiliary’s fund raising efforts. A professional and gifted linguist (she fluently speaks Serbian, Spanish, French, and Italian), Alexandra is a compassionate and readily available professional translator for patients, staff, and physicians, ensuring quality communication and, in turn, quality care.

When asked to share a bit about Alexandra, St. Luke’s CEO Gary Fletcher said she is “a role model for fellow volunteers, staff, and physicians alike. Alexandra personifies the Golden Rule. If everyone were to treat others as Alexandra does, this world would experience an eternity of peace and prosperity.” High praise that succinctly summed up what many others had to say.

Alexandra’s legacy isn’t in the beautiful art she creates, the patients that she’s helped, or in the renewed sense of well-being she brings to those who worked side by side with her, but in her tenacious commitment to ensuring the next generation of volunteers is ready and willing to share with their communities. As chair for IHA’s Committee on Volunteers, Alexandra challenged herself and others to find ways to support and encourage our young hospital volunteers. Her work and cheerleading led to the development of the IHA Junior Volunteer of the Year scholarship fund. The first year’s goal of $200 was more than quadrupled and the first scholarship awarded was $1,000. In the three years since, the committee has had the opportunity to award two scholarships each year and to increase the amounts of those gifts annually.

Alexandra and Ruth Kay have brought much to the hospitals and communities they serve. Beyond the thousands of hours each has volunteered, they have made the next steps in championing the important impact volunteers can have, creating a legacy that will encourage, challenge, recognize, and welcome volunteers for years to come. Our thanks and appreciation go out to each of them for their tireless efforts and the most delightful dilemma any of us remember.

Junior Volunteer of the Year Award

As the daughter of a Boise physician, Katie Forsythe has spent many hours walking through the halls of Saint Alphonsus. As young as four, Katie’s small shadow could be seen following her mother as she made her rounds. It’s no wonder that as a young adult, Katie’s foray into volunteering began at the hospital. Today, Katie is a leader among her peers at Saint Alphonsus, not only in terms of experience and elected positions, but as one to look at for an outstanding attitude and willingness to get things done.

Katie sees her volunteer time as “a gift” and spends her time delivering mail and flowers to patients, being the point for information and support for families awaiting word on their loved ones, and being a tireless advocate for the junior volunteer program. Her passion and responsibility has earned her the respect of the hospital staff and adult volunteers who work beside her.

Her volunteer duties have expanded outside the hospital to include food drives and recognition events for other volunteers as well as sharing her time and talent at the annual Festival of Trees. Boise High, Rake Up Boise, and Ahavath Beth Israel Synagogue are just a few of the other organizations Katie shares her time with. A talented student, athlete, and singer, Katie has performed in numerous Treasure Valley projections including Opera Idaho, the Boise Baroque Orchestra, and Ballet Idaho.
Katie says, “For me volunteering is not a job or a requirement, but a privilege and a gift. I volunteer to help my community and the individual people I meet along the way. By such simple acts as delivering mail or flowers to a patient’s room, their smile and appreciation give me another reason to go to sleep that night knowing that I have made a difference in my world.” It is for this dedication that the IHA Committee on Volunteers is pleased to recognize Katie Forsythe as the 2008 Junior Volunteer of the Year.

**Excellence in Medicine Award**

Dr. William Hazle has been practicing medicine in Southeast Idaho for six years, arriving in May of 2002. He was recruited to Idaho by Portneuf Medical Center to open a “small” inpatient adult psychiatry unit and an outpatient clinic service. This move created a greater opportunity to deliver mental health services than Dr. Hazle may have originally imagined.

Dr. Hazle began the outpatient practice in June of 2002, and was soon full with requests from the community physicians and individual patients. With a shortage of psychiatrists in the region, there was no shortage of patients or demand. The inpatient unit (15 beds Adult Psychiatry) opened the first week of August of 2002, quickly meeting the budgeted expectations of a census between seven and ten patients. During the first year of the program, Dr. Hazle took two weekends off, when he was able to obtain call coverage and could actually leave town for some rest and relaxation. He used one of those weekends to get married. Eventually Behavioral Health Services (BHS) was able to contract with other psychiatrists in the community to provide call support for Dr. Hazle, but during the first years of the inpatient unit, it was not uncommon for Dr. Hazle to take call and provide rounds for 40 – 60 days in a row. Such dedication is difficult to match.

In the fall of 2006, Dr. Hazle was joined by Dr. Predrag Gligorovic, a new psychiatrist just out of residency. This created a great opportunity to expand the service and offer more physician time to the patients and referral sources. Dr. Hazle wasted little time in expanding his practice to areas of substance abuse and telemedicine. At the same time, the demands of the inpatient unit continued to grow, reaching almost 600 admissions per year.

Community education has always been important to Dr. Hazle. From his initial arrival to the region, he strived to make education regarding mental health available to all persons. Whether clinician, patients, family members or referral sources, Dr. Hazle wanted the information available to them. He worked constantly with Portneuf’s community relations manager to provide interviews through all types of media, including area newspapers, television, radio, regional magazines and speaking engagements. Dr. Hazle was instrumental in starting the annual Mental Health Conference at Portneuf Medical Center, celebrating its fifth year in May of 2008. He has also been a regular conference speaker at Woman’s A’Fair in 2006 and the Medicine and Compassion seminar series in 2008.

Over the last year and a half, Dr. Hazle has been devoting his time to the development and expansion of the Telehealth Network for The Hospital Cooperative. On March 3, Dr. Hazle saw his 100th patient via the telehealth network. As a result of this distance technology, patients have saved a combined 12,000 miles of travel and over 220 hours.

When he arrived, Dr. Hazle resurrected the Department of Psychiatry at Portneuf Medical Center. As the lone admitting physician at BHS he was able to recruit the community psychiatrists to join the department and maintain or obtain privileges at the medical center. From there the department started regular meetings, quality assurance, peer review and participated in recruitment. Dr. Hazle was instrumental in helping the administrative director obtain commitments from the community psychiatrists to sign call contracts for BHS. Dr. Hazle is a member of the Board of Directors for the Regional Substance Abuse Authority and a member of Substance Abuse and Mental Health Services Administration.

Dr. Hazle’s expertise and quality patient care is recognized and appreciated by his physician peers throughout the community and region.

During a Horizon Mental Health annual audit, the auditor commented that Dr. Hazle’s work was excellent and considered a model for others to follow. Horizon is the management partner with Portneuf Medical Center for the inpatient unit. Dr. Hazle has initiated several conversations with the family practice residents in Pocatello in efforts to improve their skills in meeting the standards necessary for a complete history and physical of the patients admitted to BHS. It should be noted that Horizon Mental Health Management awarded Dr. Hazle Medical Director of the Year in 2003. Dr. Hazle was chosen from over 100 inpatient programs across the country.

Dr. Hazle initiated the Medicine and Compassion Project at Portneuf Medical Center in the spring of 2005. This project continues today through members of Behavioral Health Services and the PMC Patient Advocate. The program was
created to provide education and opportunity to discuss the practice and delivery of medicine with compassion in a "Western" healthcare setting, using "Eastern" philosophy.

In February 2007, Dr. Hazle suffered a severe heart attack and was unable to practice for over three months. He returned to work half time in May of 2007, focusing on outpatient work and his growing practice in telemedicine. A year later, Dr. Hazle continues to work half time, dedicating his time to expanding the opportunities of mental health services through the use of telemedicine. He is currently serving over 50 clients in small outreach communities. Many of these clients would not be able to access a psychiatrist or quality mental health services were it not for the presence of The Cooperative's telehealth network and Dr. Hazle.

Dr. Hazle has always created a leadership presence at Portneuf Medical Center. Whether that be with the staff of BHS, PMC administration, or the medical staff of PMC. He was an active member of the Medical Staff Executive Committee, reaching the position of Vice-Chief of Staff in 2006. Dr. Hazle was to be Chief of Staff in 2007, but his medical accident disrupted that opportunity. He continues to be a highly respected physician whose opinion and vision is welcomed and sought out by the clinical and administrative members of Portneuf Medical Center.

Dr. Hazle's leadership in building a strong system to deliver behavioral health services in Southeast Idaho make him worthy of receiving this award.

Community Benefit Award

LiVe – It's about how you live and building life-long habits for health and weight management.

In November of 2006, Cassia Regional Medical Center (CRMC) surveyed Cassia and Minidoka County School Districts to determine the top areas of concern for their schools. After reviewing the results of the survey, it was clear that there was an overwhelming concern surrounding childhood obesity and healthy eating. From that point on, it was determined that the future goal of CRMC's Community Relations Committee, Board of Trustees, administrative and management teams, with help from local community partnerships, would be to improve childhood obesity.

In January 2007, CRMC introduced a multi-year campaign called LiVe, a program designed to develop life-long habits for health and weight management. The LiVe program includes 8 LiVe By trackers, parent guides, billboards, TV commercials, radio ads, and an educational as well as entertaining website designed to target 11-15 year olds. The 8 LiVe By trackers were specifically designed to build habits for kids, teens and families as prescribed by scientific studies including: eating breakfast, increasing vegetable and fruit intake, limiting or eliminating sweetened drinks, limiting screen time, increasing physical activity, eating meals together as a family, being positive about food, and not criticizing about weight.

In an effort to reach out to the youth of the community, CRMC teamed up with local principals and teachers to collaborate on the best way to reach seventh graders in Burley and West Minico Junior High Schools. By the fall of 2007, the LiVe program had entered the classroom and was being presented by health, physical education and home economics teachers and the LiVe commercials were being run on Channel One. In the spring of 2008, the award winning “LiVe, This is Your Life” food play was presented in one assembly for 400 seventh grade students from both school districts.

In the course of outreach efforts, it became apparent that parent involvement was necessary because it is the parent that purchases food and plays a vital role in the success of the eight prescribed habits. In an effort to reach parents, CRMC attended various community health fairs, parent/teacher conferences and parent nights in both school districts. These efforts resulted in unique opportunities to have one on one conversations with parents as well as the opportunity to distribute educational material. Additional community involvement included partnerships with Minidoka Memorial Hospital and the local Kiwanis support for the funding of LiVe billboards.

In the summer of 2007, the LiVe concept also reached 200+ children that attended a seven week event called Food Fit and Fun in the Park. Local champions from the community organized this event with participants including the Burley Public Library, USA/Cassia District Food Services, CRMC dietitians, employees and volunteers, Burley High School football program, Minidoka Memorial Hospital, City of Burley Golf Pro, and University of Idaho Extension Educator. Food Fit and Fun in the Park included education, physical activity, entertainment, crafts and lunch each Thursday for a period of seven weeks. The event was targeted at children ages pre-school – 18.

LiVe is designed to teach kids about lifelong habits. In an effort to measure the impact and sustainability of the LiVe program, CRMC enlisted local radio host and newspaper columnist Michael Haynie who recommended implementing his change model for success. The change model requires the presence of five factors to create lasting change which includes: information, application, motivation, accountability
and time. Through this model, the team developed the 2007/2008 (short-term) school campaign targeted at local seventh graders. As success is experienced the goal is to move the campaign to a multi-year (long-term) that reaches out beyond local seventh graders to local elementary and junior high schools.

Food Fit and Fun in the Park's impact was measured through the weekly distribution of 8 to LiVe By trackers. As an incentive, the children received prizes weekly for completing the tracker. During the seven week period there was a significant increase in milk, water, fruit and vegetable consumption. A significant decrease in sweetened drinks and changes in activity and screen time were also apparent. Due to the success of the program, the team is currently in the process of planning Food Fit and Fun in the Park for 2008.

Special Recognition of Retirement

Susan Kunz began her employment with Teton Valley Hospital and Surgicenter in 1974 (initially as an accredited medical records technician, director of the medical records department, and administrative assistant. For 12 years she gained a vast amount of experience in all areas of hospital administration. Susan was advanced to hospital administrator/CEO in 1986, a position which she held until 2007.

Susan oversaw the recruitment of three family practice physicians, four physician assistants, two certified registered nurse practitioners, registered medical technologists, certified registered nurse anesthetists, physical therapists, a medical imaging technician, nursing personnel, as well as ancillary support staff. These recruitment efforts allowed her hospital to boast some of the most qualified, highest quality providers in the region.

In 1991, Susan involved the hospital in a community health services development program to identify residents’ healthcare priorities. She was the driving force behind the development of new services and specialties to address the needs identified. In 1993 she initiated a community capital campaign to generate $3.7 million required to bring the hospital into physical code compliance, provide adequate space to house expanding services, and meet rising patient demands.

Through the ongoing management efforts of Susan and her staff, patient revenue volumes increased. Her philosophy was that ‘within the confines of primary care, Teton Valley Hospital and Surgicenter will render a full scope of services to the residents and visitors of our Valley.’ The growth and development of the facility brought state, regional, and national recognition as one of the most successful, small, rural hospitals in the nation.

Susan served as the alternate delegate to the Region 8 Policy Board of the American Hospital Association. She was a member of the Regional Advisory Committee for Senator Larry Craig, served on the Executive Committee of Southeast Idaho Physician-Hospital Organization, and was a board member on the Teton Regional Advisory Forum and the Southeast Idaho Public Hospital Cooperative (The Hospital Cooperative). Susan served as chairman on the IHA Board of Directors in 2003.

Susan is a devoted wife and mother of four, and grandmother.
Doug Crabtree
Chair, Chief Executive Officer, Eastern Idaho Regional Medical Center, Idaho Falls

Jeff Martin
Chair-Elect, Chief Executive Officer, Gritman Medical Center, Moscow

Patrick Hermanson
Secretary/Treasurer, President/Chief Executive Officer, Portneuf Medical Center, Pocatello

Joe Messmer
Immediate Past Chair, President/Chief Executive Officer, Mercy Medical Center, Nampa

Steven A. Millard
President, Idaho Hospital Association, Boise

Joseph E. Morris
Chief Executive Officer, Kootenai Health, Coeur d’Alene

Brian Nall
Chief Executive Officer, Benewah Community Hospital, St. Maries

Max Long
Chief Executive Officer, Walter Knox Memorial Hospital, Emmett

Edwin E. Dahlberg
Chief Executive Officer, St. Luke’s Health System, Boise

Kathy Moore
Chief Executive Officer, West Valley Medical Center, Caldwell

Victoria Alexander
Chief Executive Officer, Steele Memorial Medical Center, Salmon

Rodney Jacobson
Administrator, Bear Lake Memorial Hospital, Montpelier

Ken Harman
Chief Executive Officer, Cassia Regional Medical Center, Burley

Margaret Soulen Hinson
Trustee-Chair, Weiser Memorial Hospital, Weiser

BJ Swanson
Trustee, Gritman Medical Center, Moscow

John Fullmer
Trustee, Bingham Memorial Hospital, Blackfoot

Carl Hanson
AHA Delegate, Chief Executive Officer, Minidoka Memorial Hospital, Rupert

Joseph P. Caroselli
AHA Alternate Delegate, Administrator, Idaho Elks Rehabilitation Hospital, Boise
Conference Facilities
Yellowstone Insurance Exchange, a Risk Retention Group, is a liability insurance provider owned by a select group of community hospitals. These hospitals have a common goal of controlling both the cost and availability of liability insurance and share in the benefits of good loss experience. Members benefit from enhanced risk management and comprehensive claim management supported by leading edge technology tools.

Yellowstone Insurance Exchange, RRG provides insurance for:

- General liability
- Professional liability
- Excess and Umbrella liability

The purpose of Yellowstone is to protect the financial integrity of its member health care organizations with a combination of insurance protection, comprehensive risk management and a clear focus on containing the total cost of risk for members of the exchange. The members of Yellowstone provide a vital service to the communities they serve and are committed to ongoing improvements in patient care.

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keith@yierrg.com
www.yierrg.com
**REGISTRATION INFORMATION:** All persons attending programs of the Idaho Hospital Association or any programs of the allied societies must register and wear an IHA identification badge. The IHA convention badge is your ticket to the general session and exhibit hall. Pre-registration is recommended and payment must accompany the registration form. The general registration fee will be charged for all convention attendees (except IHA sponsors, exhibitors, speakers, auxiliaries/volunteers, students, and spouses of convention attendees). The fee is $100 for advance registration (must be received by 5:00 p.m. on September 26), $140 thereafter.

Additional registration fees are charged by some organizations meeting concurrently with IHA. IHA sponsors, exhibitors, speakers, auxiliaries/volunteers, students and spouses of convention registrants must register and must pay society section meeting fees for any society programs or functions attended. Pre-registration is required.

Each convention registrant needs to complete and return (by fax, mail, or online) an individual registration form. Copy the blank form as needed. Please print or type. Enter all events you plan to attend including those that are no charge (N/C) by putting an -0- in the space provided. See reverse for additional registration and cancellation information.

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**ONLINE REGISTRATION AVAILABLE AT:** WWW.TEAMIHA.ORG

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**NOTE:** IHA sponsors, exhibitors, speakers, auxiliaries/volunteers, students, and spouses of convention registrants may register and pay society section meeting fees for any society programs or functions attended. Pre-registration is required.
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<tr>
<td>Idaho Alliance of Leaders in Nursing (IALN) Membership Meeting and Breakfast</td>
<td>IALN NON-MEMBERS, Sun., Oct. 5, 7:30 – 9:30a</td>
<td>$35</td>
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<tr>
<td>Idaho Association of Healthcare Philanthropy (Foundation Directors)</td>
<td>Sat., Oct. 4, 10:00a – 4:30p</td>
<td>$55</td>
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<tr>
<td>Idaho Association of Healthcare Risk Management (IDAHRM)</td>
<td>Sun., Oct. 5, 1:00 - 5:00p</td>
<td>$35</td>
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<tr>
<td>Idaho Healthcare Human Resource Association (IHHRA) MEMBERS</td>
<td>Mon., Oct. 6, 11:30a - 5:00p and Tues., Oct. 7, 7:00a – 12:30p</td>
<td>$70</td>
</tr>
<tr>
<td>Idaho Healthcare Human Resource Association (IHHRA) NON-MEMBERS</td>
<td>Mon., Oct. 6, 11:30a - 5:00p and Tues., Oct. 7, 7:00a – 12:30p</td>
<td>$100</td>
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<tr>
<td>IHA/QIO Stakeholder Meeting</td>
<td>Sat., Oct. 4, 8:00a - 12:00p</td>
<td>N/C</td>
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<tr>
<td>Idaho Society for Healthcare Engineering (ISHE)</td>
<td>Sun., Oct. 5, 7:00a – 3:30p and Mon., Oct. 6, 11:15a – 2:30p</td>
<td>$25</td>
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<tr>
<td>Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)</td>
<td>Sun., Oct. 5, 11:00a - 4:00p</td>
<td>$40</td>
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<tr>
<td>Idaho Society of Directors of Volunteer Services (ISDVS)</td>
<td>Sun., Oct. 5, 8:15a – 3:00p</td>
<td>$20</td>
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<tr>
<td>Idaho Society of Language Services in Healthcare (ISLSH)</td>
<td>Mon., Oct. 6, 11:00a – 12:15p</td>
<td>N/C</td>
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<tr>
<td>Rural Nursing Network/Idaho Alliance of Leaders in Nursing</td>
<td>Sun., Oct. 5, 10:00a - 4:00p</td>
<td>$50</td>
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<tr>
<td>Trustee Luncheon</td>
<td>Sun., Oct. 5, 11:00a - 12:15p</td>
<td>$35</td>
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<tr>
<td>Trustee Education</td>
<td>Sun., Oct. 5, 12:30 – 4:00p</td>
<td>$90</td>
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</tbody>
</table>

**TOTAL FEES**

**Cancellations:** A non-refundable processing fee equal to 50 percent of the general registration fee (not to exceed $40) will be retained for all cancellations. Cancellations received after September 26 are non-refundable. All fees associated with an event are forfeited for those who fail to cancel within the stated time period or fail to attend an event. Registrants unable to attend are permitted and encouraged to send a substitute at no extra charge.

**When You Arrive:** Attendees may pick up registration packets and receive general convention information at the IHA registration/information desk located in the convention center at the times detailed.

**Americans with Disabilities Act:** The Idaho Hospital Association wishes to take any steps required to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you will need any of the auxiliary aids or services identified in the Americans with Disabilities Act, please call 208/338-5100, ext. 201 by September 26.

**Payment Information:** Payment must accompany registration form.

- Enclosed is my check payable to the Idaho Hospital Association
- I authorize payment by credit card: MC VISA Discover AmEx

Credit card #:_________________________ Exp. Date:_________ Security Code:________________

Signature:________________________________________

**Mail to:** Toni Pugmire, IHA, P.O. Box 1278, Boise, ID 83701-1278
If paying by credit card, registrations may be faxed to: 208/338-7800 or you may register online at www.teamiha.org.
IHAPAC GOLF TOURNAMENT (SCRAMBLE)
Saturday, October 4, 2008
Tee Times Starting at 10:00 a.m.
Coeur d’Alene Resort Golf Course,
Coeur d’Alene, ID

Delays may occur. Please reconfirm tee time with the pro shop or IHA registration desk the day of the tournament.

$113 PER PLAYER

Includes 18 holes of golf, a riding cart, snacks, beverages, range ball fee, caddy fee, and tax.

Please note: Caddy gratuity is not included. The recommended amount is $25/pp.
Mulligan tickets will be sold at the registration table with proceeds going to the IHAPAC: 1/$10 or 3/$20.

*****PRIZES WILL BE AWARDED*****

Player 1:
Handicap*: 
Organization: 
Home Address:
Player 2:
Handicap*: 
Organization: 
Home Address:
Player 3:
Handicap*: 
Organization: 
Home Address:
Player 4:
Handicap*: 
Organization: 
Home Address:
Place me in an incomplete foursome: □ (please check box)
Tee Time Preference:

*Handicap is required. Please estimate handicap by subtracting usual score from par if player does not have an IGA handicap (35 maximum).

PRE-REGISTRATION IS REQUIRED
Payment for this event must be received on a personal check, personal VISA, MasterCard, Discover or American Express, or money order made payable to IHAPAC. Corporate funds can only be accepted from proprietary hospitals and non-hospital employees. Fax credit card registrations to IHA at 208.338.7800, ATTN: Toni Pugmire or mail to IHAPAC, P.O. Box 1278, Boise, ID 83701-1278, ATTN: Toni Pugmire.
Registrations must be received by 5:00 p.m. on September 26.

IMPORTANT NOTE: If payment has not been received prior to an event and the registrant fails to attend, or does not cancel within the stated time period (by 5:00 p.m. on September 26), the entire registration fee in addition to a processing fee of $40 will be billed.

PERSONAL check made payable to IHAPAC enclosed for $
PERSONAL VISA/MC/AMEX/DISCOVER#:
Expiration Date: Security Code:
Signature:

SPONSORED BY:
FLY FISHING CLINIC

Saturday, October 4, 2008
9:00 a.m. – 5:00 p.m.

All participants are to meet just outside the hotel's main entrance at 8:30 a.m. for a 9:00 a.m. departure.

This is an excellent opportunity for BEGINNERS of this sport.

*****THE CLASS IS LIMITED TO 10 PARTICIPANTS*****

WHAT’S INCLUDED?
- Instruction by licensed, insured and bonded guides
- All equipment (rod, reel, line, waders)
- Day Fishing License
- Transportation
- Lunch

LOCATION

Participants will be transported to the St. Joe River.

COST

This clinic is being sponsored by Chivaroli & Associates Insurance Services. There is no charge to participants; however, the clinic is limited to 10. A drawing will be held on Monday, September 29, and the lucky registrants whose names are drawn will be notified on September 30. Registration forms must include a valid e-mail address to qualify for the drawing as the lucky participants will be notified electronically.

Substitutions are not permitted. If your name is drawn and you are not able to participate, please notify IHA as soon as possible.

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<thead>
<tr>
<th>Name:</th>
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<tbody>
<tr>
<td>Title:</td>
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<tr>
<td>Organization:</td>
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<td>Address:</td>
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<td>E-mail:</td>
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NOTE: Cell phone number will ONLY be used if it is necessary to contact you with a change in schedule.

SPONSORED BY:

[Chivaroli & Associates Insurance Services logo]