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71st Annual Convention • Idaho Hospital Association
October 2-5, 2004 • Sun Valley, Idaho
Proudly supports the

2004

and their mission to strengthen Idaho hospitals' viability and capacity to best serve their communities.

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Fly Fishing
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Welcome to the Idaho Hospital Association’s 71st Annual Convention. We have a meaningful schedule of educational and instructional programs from which you may choose. We look forward to your participation.

This year’s theme emphasizes the improvements made in three key areas of hospital operations: human resources, finance, and fulfilling our purpose. And, indeed, there’s been marked improvement since we met last.

We’ve made progress in reducing the impact of the nursing shortage in Idaho. Motivated by the need for change and encouraged by hospital fund allocations of nearly one million dollars, the Idaho Organization of Nurse Executives (IONE) and the Idaho Commission on Nursing and Nursing Education (ICNNE) have merged to form the Idaho Alliance of Leaders in Nursing (IALN). Their goals include:

1. development of a work force center with non-hospital grant money,
2. development of methods to distribute hospital money designated for nursing education,
3. expansion of the registered nurse refresher course, and
4. articulation of statewide academic programs for nurses.

Through IALN’s efforts, we anticipate a more unified voice for the nursing profession and more nurses at the bedside in our hospitals. We compliment the leaders of IALN for their actions and encourage continued progress in pursuing their goals.

The recently enacted Medicare Modernization Act contains financial benefits for rural hospitals, including an increase in Medicare reimbursement for critical access hospitals from 100% to 101% of allowable cost, more Medicaid disproportionate share funds for Idaho hospitals, area wage index adjustments, and other changes that will increase Medicare reimbursement to Idaho hospitals.

Making more nurses available at the bedside and improving reimbursement help to ensure that each Idaho hospital succeeds in meeting the purpose for which it exists.

Again, welcome to the Idaho Hospital Association Annual Convention. We hope that, at the conclusion of this convention, you’ll say it was time well spent.

Sincerely,

Carl Hanson
Chairman
It is my privilege to invite you to be a part of what has become the premier healthcare event in Idaho, IHA’s Annual Convention. This 71st year’s convention is being held again at the beautiful and Idaho-unique Sun Valley Resort.

Our two forum sessions address transformation in healthcare. And the many allied societies’ programs offer professionals within a variety of fields, timely, need-to-know information. The keynote address, “Remind Me Again Why I Took This Job,” will be delivered by Dr. Leo G. Frangipane. Dr. Frangipane personifies the message he came to learn from his patients: Life is a Trip, Not a Goal! It is our hope that after hearing Dr. Frangipane and other top quality speakers, you will leave this convention with a renewed sense of who you are and where you are headed.

The official “opening” of the convention is the Chairman’s Celebration Dinner Sunday evening in the spectacular River Run Lodge. Please help us honor IHA’s 2004 Chairman, Carl Hanson, while you enjoy dining in one of the most beautiful settings in the state.

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. Also, without the support of our exhibitors we would not be able 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 vendors’ participation.

Finally, I want to thank the Convention Planning Committee, led by Chair-elect Louis Kraml, which provided the leadership and ideas for this year’s convention.

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

Best wishes!

Steven A. Millard
President
Convention at a Glance...

Friday, October 1
9:00 a.m. – 4:00 p.m.
Maryland's Quality Indicator Project®
(For Project Members ONLY)
Sawtooth Room

Saturday, October 2
7:00 a.m. – 4:00 p.m.
IHA Registration/Information Desk
Inn Board Room
7:30 a.m. – 12:00 noon
IHA Board of Directors
Sawtooth Room
9:00 a.m. – 12:00 noon
QIO Committee Meeting
Boiler Room
9:00 a.m. – 3:30 p.m.
Idaho Health Information Management Association (IHIMA)
Lupine Room
10:00 a.m. (First tee time)
IHAPAC Golf Tournament
Sun Valley Golf Course
Sponsored by Chivaroli & Associates, Inc.
(Pre-registration required)
1:00 – 5:00 p.m.
CAH QI Meeting
Boiler Room
1:00 – 5:00 p.m.
Hike for Your Health
IHA Registration/Information Desk
(Pre-registration required)
1:00 – 5:00 p.m.
Fly Fishing Clinic
Baldy Bus Loop
Sponsored by Chivaroli & Associates, Inc.
(Pre-registration required)

Sunday, October 3
7:00 a.m. – 5:30 p.m.
IHA Registration/Information Desk
Inn Board Room
8:00 a.m. – 4:00 p.m.
Idaho Association of Medical Staff Services (IAMSS)
Sage Room
8:30 – 11:30 a.m.
IHA House of Delegates
Salon C
(For IHA Member Hospitals ONLY)
8:30 a.m. – 4:00 p.m.
Quality Utilization Resource Management Society (QURMS)
Boiler Room
10:00 a.m. – 3:00 p.m.
Idaho Nurse Managers/Rural Nursing Network and Idaho Alliance of Leaders in Nursing (IALN)
Sawtooth Room
10:00 a.m. – 3:00 p.m.
Idaho Society of Directors of Volunteer Services (ISDVS)
St. Luke's Wood River Medical Center, Ketchum
12:00 noon – 1:00 p.m.
Trustee Luncheon
Salon A
12:00 noon – 2:00 p.m.
Insureds Meeting
(formerly Farmers Insurance Advisory Committee)
Lupine Room
12:00 noon – 5:00 p.m.
Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)
Columbine A and B Rooms
1:00 – 4:45 p.m.
Trustee Education
Salon C
1:00 – 5:00 p.m.
Idaho Society for Healthcare Engineers (ISHE)
Camas Room
1:00 – 8:00 p.m.
Exhibitor Set-up
Continental Room/Salon A
3:30 – 4:30 p.m.
IHA Committee on Volunteers
Gretchen's
6:30 – 9:00 p.m.
Chairman's Celebration Dinner
River Run Lodge

Monday, October 4
6:30 a.m. – 5:00 p.m.
IHA Registration/Information Desk
Inn Board Room
6:45 – 8:15 a.m.
Critical Access Hospital Meeting
Lodge Dining Room
(Pre-registration required)
(For Critical Access Hospitals and Invited Guests ONLY)
7:30 – 8:30 a.m.
Exhibitor Continental Breakfast
Continental Room/Salon A
8:15 – 8:45 a.m.
Pre-General Session Entertainment
Salon B and C
Monday, October 4 (continued)

8:45 – 10:45 a.m.
General Session Awards Presentation and Chairman's Address
Salon B and C

10:45 a.m. – 1:30 p.m.
Exhibits Open
Continental Room/Salon A

11:00 a.m. – 12:15 p.m.
Auxiliaries/Volunteers
Salon B

11:00 a.m. – 4:00 p.m.
Idaho Society of Language Services in Healthcare (ISLSH)
Lupine Room

11:00 a.m. – 5:00 p.m.
Idaho Society for Healthcare Engineers (ISHE)
Camas Room

12:00 noon – 1:30 p.m.
American College of Healthcare Executives (ACHE)
Ram Dining Room

12:00 noon – 2:00 p.m.
Materials Managers and Purchasing Directors Association
Ski Room

12:00 noon – 4:30 p.m.
Idaho Healthcare Human Resource Association (IHHRA)
Boiler Room

12:30 – 2:00 p.m.
Auxiliaries/Volunteers Luncheon
Lodge Dining Room

1:00 – 5:00 p.m.
Healthcare Financial Management Association (HFMA)
Sawtooth Room

1:30 – 4:00 p.m.
IHA Forum 1 – “Employer Efforts…”
Salon C

2:30 – 4:00 p.m.
Auxiliaries/Volunteers
Salon B

3:00 – 5:30 p.m.
Exhibits Open
Continental Room/Salon A

4:30 – 5:30 p.m.
IHA Exhibit Hall Reception
Continental Room/Salon A

Sponsored by Blue Cross of Idaho

5:45 – 7:00 p.m.
IHA Auxilian/Volunteer Reception
Hosted by Cassia Regional Medical Center Inn Apartment #38

Tuesday, October 5

6:30 a.m. – 12:00 noon
IHA Registration/Information Desk
Inn Board Room

7:30 – 9:00 a.m.
Idaho Alliance of Leaders in Nursing (IALN)
Lodge Dining Room

7:30 – 9:00 a.m.
IHAPAC Fun Run/Walk
Sun Valley Golf Course

Sponsored by Regence BlueShield of Idaho
(Pre-registration required)

7:30 a.m. – 12:00 noon
Healthcare Financial Management Association (HFMA)
Sawtooth Room

8:00 a.m. – 12:00 noon
Idaho Association of Healthcare Risk Management (IDAHRM)
Salon A

8:30 a.m. – 3:50 pm.
Fund Development/Foundations
Boiler Room/Lupine Room

9:00 – 11:30 a.m.
IHA Forum 2 – “Evidence-based Medicine…”
Salon C

9:30 a.m. – 12:00 noon
Auxiliaries/Volunteers Education and Brunch
Continental Room

10:00 a.m. – 3:00 p.m.
Idaho Sound Beginnings
Camas Room

Sponsors

Special thanks to the organizations that help make the convention possible.

Chivaroli and Associates, Inc.
IHAPAC Golf Tournament
Fly Fishing Clinic
Gold Sponsor
AIG Healthcare
Gold Sponsor
Idaho Health Facilities Authority
Silver Sponsor

Blue Cross of Idaho
Exhibit Hall Reception
Bronze Sponsor

Key Bank of Idaho
Bronze Sponsor

Yellowstone Insurance Exchange, RRG
Bronze Sponsor

Regence BlueShield of Idaho
IHAPAC Fun Run/Walk
Supporter

US Bank
Supporter
Monday, October 4 • Salon B and C

8:15 a.m. – 8:45 a.m. Enjoy the music of the Wood River High School Jazz and Dixie Bands directed by Bart Bailey. These bands are comprised of students in grades 9 to 12.

8:45 – 9:45 a.m. Opening Ceremony, Awards Presentation and Chairman’s Address
Presiding: Carl Hanson, chairman, Idaho Hospital Association; administrator, Minidoka Memorial Hospital, Rupert

9:45 – 10:45 a.m. “Remind Me Again Why I Took This Job”
Leo G. Frangipane, Jr., MD, Blue Ridge, GA

In 1978, Dr. Leo Frangipane established a highly successful surgical practice in the Reading area of eastern Pennsylvania. As a surgeon, Dr. Leo supported and nurtured patients as they faced illness, disease and sometimes their own mortality. His patients, whose trials forced them to face fear and anger, looked to him for help in making tough decisions about their medical treatment and eventual future. During that time, Dr. Leo was there for them, lending his expertise and providing a foundation of support. It was this close involvement with such people during the worst times of their lives that allowed Dr. Leo to get in touch with his own spirituality and the ultimate knowledge that his patients were the core of his being.

Dr. Frangipane blends the qualities of spirituality, medical expertise and inner understanding that he has acquired from his patients, applying them to motivate people to make a positive change in their own lives and their own perspectives for daily living. As a “hope broker,” it is his mission to aid others by delivering an enlightening message of determination and faith, joy and love, strength and nobility, all tempered with humor and courage.

Dr. Frangipane earned his bachelor’s degree from St. Joseph’s University, Philadelphia, and a doctorate from Temple University Medical School. From 1978 through 2001, he was senior surgeon on the staff of the Reading Hospital and Medical Center and St. Joseph Medical Center, Reading, Pennsylvania.

Price: N/C – Open to all attendees, including speakers, vendors and spouses.
**Forums**

**Forum 1 • Monday, October 4 • Salon C**

1:30 – 4:00 p.m.

“For employer Efforts in Health Care Quality: Introduction to The Leapfrog Group”
Karen Titlow, director of regional roll-outs and implementation, The Leapfrog Group, Washington, DC

This presentation will address factors that have motivated increased involvement of health care purchasers in the issue of quality of care. Ms. Titlow will provide background information about the employer coalition, The Leapfrog Group, and discuss their mission and future direction.

Karen Titlow, PT, GDMT, MA, is the director of regional roll-outs and implementation for The Leapfrog Group and is currently the acting executive director. In this capacity, she directs the national regional roll-out initiative providing support and tools for member organizations that are implementing the Leapfrog action plan at the local level. Prior to joining The Leapfrog Group, Karen was a project manager at Aetna, Inc., and a fellow at the NIH Department of Clinical Bioethics. She was on the staff of the President’s Advisory Commission on Consumer Protection and Quality in the Health Care Industry. In addition, Karen earned a master's in philosophy (concentration in bioethics) from Georgetown University, and a graduate diploma in manipulative physiotherapy from Curtin University, Australia. Karen is the author of several articles focusing on health policy issues including the distribution of pharmaceutical benefits and the role of the employer in the health care system.

Registration & Ticket Required  Price: $75  (#3 on registration form)

**Forum 2 • Tuesday, October 5 • Salon C**

9:00 – 11:30 a.m.

“Evidence-based Medicine — Key Concepts and Emerging Applications”
Paul H. Keckley, Ph.D., executive director, Vanderbilt Center for Evidence-based Medicine, Vanderbilt University Medical Center, Nashville, TN

The gap between knowledge and practice is widening, resulting in increased variation in care across the country and suboptimal outcomes. Evidence-based medicine is widely regarded as the key to improved care, though it is not widely understood. In this session, participants will learn (1) the definition of evidence-based medicine and common misconceptions, (2) reasons evidence-based medicine is the foundation for healthcare system transformation, (3) understanding of reasons for gaps in evidence-based practice by clinicians, hospitals and consumers, and (4) opportunities for hospitals to direct efforts toward evidence-based care management.

Paul H. Keckley, PhD, is a healthcare economist and policy expert whose 30 year career includes industry and academic leadership roles. He is executive director of the Vanderbilt Center for Evidence-based Medicine, leading a team of researchers focused on applications of evidence-based medicine in health system transformation. Recent reports include an analysis of pay for performance programs in managed care, an evaluation of evidence-based medicine instruction in US medical education, consumer understanding of evidence-based medicine, and the role of the evidence-based medicine in chronic disease management programs.
In 1998, Dr. Keckley founded EBM Solutions, an evidence-based guideline development company co-founded by Vanderbilt, Emory, Duke and Oregon Health Sciences University. EBM Solutions was acquired by Healthgate Data Corporation in October 2003. He currently serves as senior advisor to the company. From 1994 to 1998, he served as president and CEO of PhyCor Management Company, an IPA management company operating today as Aveta Inc. From 1979 to 1994, he was CEO of The Keckley Group, a national healthcare consulting organization that provided market strategy support to more than 200 major clients including HCA, VHA, Smith Kline, and others. Dr. Keckley received a bachelor's degree from Lipscomb University and his master's degree and doctorate from Ohio State University.

Dr. Keckley is the author of two books: The Handbook of Healthcare Market Research and 99 Questions You Should Ask Your Doctor and Why, and numerous articles. He is a member of the Society for Medical Decision-Making, the Governor's Task Force on TennCare Reform, the Institute of Healthcare Improvement's Teaching Improvement in Academic Medicine task force, and the Health Strategy Institute. Dr. Keckley, a frequent keynote speaker, has keynoted at the American Medical Association House of Delegates, the National Quality Forum, the Medical Group Management Association, the Disease Management Association and America's Health Insurance Plans (AHIP). He is a regular contributor to ABC's 20/20, CBS's 60 Minutes, Fox News, CNN, Wall Street Journal, and others.

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

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- Yellowstone is owned by you not professional carriers.
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Maryland's Quality Indicator Project®
(For members of the Project ONLY)
Friday, October 1
Sawtooth Room
9:00 a.m. – 4:00 p.m.

IHA Board of Directors
Saturday, October 2
Sawtooth Room
7:30 a.m. – 12:00 noon

QIO Committee Meeting
(formerly PRO Liaison Committee)
Saturday, October 2
Boiler Room
9:00 a.m. – 12:00 noon
(#27 on registration form)

CAH QI Meeting
Saturday, October 2
Boiler Room
1:00 – 5:00 p.m.

IHA House of Delegates
(For IHA member hospitals and invited guests ONLY)
Saturday, October 2
Salon C
8:30 – 11:30 a.m.

Insureds Meeting
(formerly Farmers Insurance Advisory Committee)
Sunday, October 3
Lupine Room
12:00 noon – 2:00 p.m.

IHA Committee on Volunteers
Sunday, October 3
Gretchen’s
3:30 – 4:30 p.m.

Critical Access Hospitals
(For critical access hospitals and invited guests ONLY)
(Pre-registration required)
Monday, October 4
Lodge Dining Room
6:45 – 8:15 a.m.
(#9 on registration form)

The IHA Exhibit Hall is located in the Sun Valley Inn Continental Room and Salon A. Plan to visit the exhibits and speak with representatives of the companies supporting the convention. This is an excellent opportunity to become more familiar with products and services available to hospitals and the health care field. Please join us in thanking the vendors for their support of this year's convention.

Exhibit Hall Hours
Monday, October 4
Continental Room/Salon A
7:30 – 8:30 a.m. Exhibits Open
Continental Breakfast
Coffee, juice and rolls for all convention registrants
10:45 a.m. – 1:30 p.m. Exhibits Open
3:00 – 5:30 p.m. Exhibits Open
4:30 – 5:30 p.m. Reception

The vendors and IHA will be giving away some great door prizes at the end of the day. All paid registrants will be entered in IHA's $500 cash prize drawing. You must be present to win!
Vendors

AATRONICS, Inc.  
AIG Healthcare  
American HealthNet, Inc.  
Arjo-Century Distributing, Inc.  
Blue Cross of Idaho  
Carstens  
Chivaroli and Associates, Inc.  
CNA HealthPro  
Corporate Express  
CTA Architects Engineers  
Dairyland Healthcare Solutions  
Dictaphone Corp.  
Eide Bailly  
Eligibility Plus, Inc.  
EmCare  
Federation of State Medical Boards  
Fisher Safety  
Hands of Hope  
Healthcare Outsourcing Network, LLC  
IBF Group  
Idaho Health Facilities Authority  
Idaho Sound Beginnings – Council for the Deaf and Hard of Hearing  
Key Bank  
Lincoln Financial Group  
Lombard-Conrad Architects  
Marketing Strategies  
Promotional Products  
Marshall Industries, Inc.  
Merritt, Hawkins & Associates  
Outsource Receivables Management  
Mintie Technologies, Inc.  
NW H2E/DEQ  
PAR Excellence Systems, Inc.  
Parker, Smith & Feek, Inc.  
Press Ganey Associates, Inc.  
QUE Financial  
Regence BlueShield of Idaho  
RSI Enterprises, Inc.  
Specified Technologies, Inc.  
Swisslog Translogic  
The University of Phoenix  
Towne Mailer  
Tri West Healthcare Alliance  
Wakefield & Associates, Inc.  
Yellowstone Insurance Exchange, RRG  
Zenith Healthcare Systems

How to Register

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 or register online at www.teamiha.org if including VISA or MasterCard information. Payment must accompany all registrations. The advance registration deadline is September 23. After that date a $25 processing fee will be added to your registration.

Name badges and tickets will be available for all pre-registrants at the registration desk located in the Sun Valley Inn Board Room. Registration desk hours are provided on page 27.

If you have questions or would like confirmation that your registration and payment were received in the IHA office, so indicate on your registration form or please call Toni Pugmire at the IHA office (208/338-5100 x201 or e-mail tpugmire@teamiha.org). Those who register online will receive an automatic confirmation.

Cancellation Policy

Requests for refunds must be made in writing and received in the IHA office by September 21. Requests received after that date may not be honored. Refund checks will be mailed after the convention.

Per Person Fees

All convention registrants (excluding vendors, speakers, spouses, students, and auxiliaries/volunteers) will be charged the general registration fee of $75. The general registration fee for auxiliaries/volunteers is $30. General registration fees are in addition to specific section, forum, meal function, or program fees and are intended to offset the cost of the keynote speaker, the general session, the continental breakfast in the exhibit hall on Monday, the exhibitor reception on Monday afternoon, general registration materials, processing, and program development.

How to Register

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 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.

• 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. Unread-
Following are the programs of trustees, auxilians and volunteers, and allied societies meeting in conjunction with IHA. Also included are special focus meetings.
American College of Healthcare Executives (ACHE)

Monday, October 4 • Ram Dining Room

12:00 noon – Recognition Awards
Presiding: Carolyn Corbett, RN, FACHE, Idaho Regent, vice president of patient care services, Saint Alphonsus Regional Medical Center, Boise

12:30 p.m. – Ram Room
"How Do You Know You Are a Competent Executive?" Larry S. Sanders, FACHE, chairman/chief executive officer, Columbus Regional Healthcare System, Columbus, GA

Larry S. Sanders, FACHE, has served as chairman and chief executive officer, Columbus Regional Healthcare System, Inc., Columbus, Georgia since 1989. Columbus is a not-for-profit network of companies providing healthcare services and health education for children and adults. The system includes an acute care and teaching hospital, physician practices, a provider-sponsored healthcare plan, and the Columbus Regional Medical Foundation. Mr. Sanders has worked within the Columbus regional system since 1981, when he joined the medical center as vice president. He previously served as executive vice president and chief operating officer of the system.

Mr. Sanders is the immediate past-chairman of the American College of Healthcare Executives. Board certified in healthcare management and an ACHE Fellow, he served on ACHE's Board of Governors from 1996 to 2001. Prior to this, he was an ACHE Regent for Georgia – Coastal Plains from 1994 to 1998.

Larry has served as chairman of the Georgia Hospital Association and has held several leadership roles in the American Hospital Association. Currently, he is a member of the board of directors for VHA-Georgia and SouthTrust Bank of Columbus and chairman-elect of the Greater Columbus Chamber of Commerce.

Larry is a preceptor and adjunct faculty at the University of Alabama at Birmingham and affiliate professor of Health Administration at Virginia Commonwealth University in Richmond. In addition, he serves as a preceptor for the Institute of Diversity in Health Management; Georgia State University, Atlanta; and the University of North Florida, Jacksonville. Larry received his master’s degree in hospital and health administration from the University of Alabama at Birmingham and his bachelor’s in business administration from the University of Tennessee.

Ticket Required  Price $35 (#5 on registration form)

Auxiliaries and Volunteers

Monday, October 4 • Salon B and C

8:45 – General Session
10:45 a.m.

11:00 – Salon B
Presiding: Delta Skaggs, chairman, IHA Committee on Volunteers; Cassia Regional Medical Center, Burley
"Live, Love, Laugh and Learn" Leo G. Frangipane, Jr., MD, Blue Ridge, GA

This upbeat program about humor and health is meant for everyone who is human! The advantages of employing all types of humor — even the dark or far side, when applied correctly — is a wonderful way to cope with the difficulties and stresses of life. Dr. Frangipane will define the different and site-appropriate types of humor while trying to demonstrate useful humor techniques. Ultimately, the usefulness of humor to wellness is related.

12:30 – Lodge Dining Room
Luncheon/Business Meeting
Presiding: Delta Skaggs
2:00 p.m.
Relocation Break
2:30 p.m.
Salon B
"What About Those Generations? Keys to Understanding Today’s Age Diverse Workforce" Tammy Bigelow, training and development/human resources, Intermountain Health Care, Salt Lake City

Today’s workplace, with its many faces, is rapidly changing and evolving. We work side by side with members of various generations whose values and work philosophy differ from our own. What About Those Generations? brings to light many of the intricacies we face in dealing with each generational group and provides the tools needed to manage and motivate today’s age
diverse employees. We will explore the dynamics of the four main generational groups: the Veteran Generation, Baby Boomers, Generation X and Generation Y (or Millennials). Discover the historical background of each group, how they function most effectively in the workplace, and how their unique communication styles may be directed to increase employee satisfaction and productivity.

Tuesday, October 5 • Continental Room

9:30 – Auxilian/Volunteer Brunch
10:30 a.m. Passing of the IHA Committee on Volunteers Gavel
Presiding: Doryne Rogstad, chairman-elect, IHA Committee on Volunteers; Kootenai Medical Center, Coeur d'Alene

10:30 – Break
10:45 a.m. “Feel Better, Work Smarter: How to Build Your Self-Confidence and Boost Your Productivity”
Shari Peace, Peace Talks, Dayton, OH

How would your life – and your work – be different if you could stay focused, dedicated, and disciplined? Fortunately, all of us can achieve the great lives and successful work we want – and it’s easier than it often seems! Discover:

- The different to-do list that will make you jump out of bed in the morning
- How to recognize – and use – your interesting talents and gifts
- The five most effective ways to feel better fast when you're angry or upset
- An amazingly easy way to boost your productivity by 25 percent
- How to supercharge your energy levels – in just minutes a week
- Fifteen smart and savvy ways to make the most of your time

Start today to achieve the outstanding happiness and success you deserve!

Tammy Bigelow has been employed by Intermountain Health Care for over 12 years in a variety of human resources settings. After receiving a bachelor's degree from the University of Utah in marketing and business administration, she became intrigued with the personal nature of the human resources arena. Tammy has focused her career on finding innovative ways to assist managers and employees in working more effectively as they break down barriers in the workplace. Knowing there were rampant generational issues in healthcare, Tammy began an extensive study of age-diversity and how it impacts the working relations of managers and employees. From books to personal interviews, Tammy devours any information she can get on the subject. She especially loves conducting her own interviews with members of the X and Y generations whenever possible — even in the grocery store. Tammy has been instructing and counseling on generational issues for over four years and has worked one on one with departments and entities in developing a better understanding of these vital issues.

Shari Peace is an international speaker, an author, and the president of Peace Talks, a Dayton, Ohio-based professional speaking firm that assists individuals in supercharging their work performance and achieving outstanding personal happiness. She has delivered presentations to a number of leading healthcare organizations across the United States and Canada, including the state hospital associations in Montana, Utah, Virginia, and Florida; the Health Care Marketing and Planning Society of New Jersey; the Ontario (Canada) Hospital Association; and the North Carolina Assisted Living Association.

Shari graduated summa cum laude from the E. W. Scripps School of Journalism at Ohio University. She is the author of Crank It Out! How to Get More Done – At Work & In Your Life!, which features hundreds of strategies for achieving greater productivity, raising self-esteem, and managing time effectively.

Tickets Required
Price: $30 (education), $22 (lunch), $23 (brunch)
(#6, #7 and #8 on registration form)
**Critical Access Hospitals (CAH)**

**Monday, October 4 • Lodge Dining Room**

6:45 a.m. Welcome  
Presiding: Gary Moore, chairman, IHA  
Critical Access Hospital Steering Committee; chief executive officer, Shoshone Medical Center, Kellogg

7:15 –  
8:00 a.m. “Rural Health: Federal Update”  
Marcia K. Brand, PhD, director, Office of Rural Health Policy, Health Resources and Services Administration, Baltimore, MD

8:00 –  
8:15 a.m. Questions and Answers

**Marcia K. Brand, PhD,** directs the federal Office Rural Health Policy. The ORHP, which is located within the Health Resources and Services Administration (HRSA), is charged with advising the Secretary of Health and Human Services on key rural health issues across the Department. The ORHP also administers five grant programs that support and enhance the rural health infrastructure.

Prior to joining ORHP, Dr. Brand served as special assistant to the administrator of HRSA and led the agency’s efforts in creating the new State Planning Grant Program and coordinating HRSA’s activities in the implementation of the State Child Health Insurance Program. In the latter role, Dr. Brand coordinated the Secretary’s Initiative on Children’s Health and the President’s Federal Interagency Task Force on Children’s Health Insurance Outreach. Dr. Brand has also worked in the HRSA Bureau of Health Professions and as a legislative aide to Senator Robert C. Byrd.

Prior to going to Washington, DC, Dr. Brand held administrative and faculty positions at Thomas Jefferson University of Philadelphia and Old Dominion University of Norfolk. Dr. Brand holds a doctoral degree in higher education from the University of Pennsylvania and both master’s and bachelor’s degrees in dental hygiene from Old Dominion University.

**For Critical Access Hospitals and Invited Guests ONLY  Ticket Required**  
Price: N/C (Breakfast provided; pre-registration required) (#9 on registration form)

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**Fund Development/Foundations**

**Tuesday, October 5 • Boiler Room**

8:30 –  
Welcome

9:00 a.m. –  
Presiding: Patricia Hansen, executive director, Minidoka Health Care Foundation, Rupert

9:00 a.m. –  
“Raising More Money© Introductory Session”  
Kathe Shaw-Bassett, instructor and coach, Raising More Money, Seattle, WA

12:00 noon –  
Catered Lunch

1:00 p.m. –  
Breakout Sessions:

**Boiler Room**

“**The ‘BIG’ Picture on the Annual Campaign**”  
K.B. Rasmussen, development assistant, and Craig Thomas, director of development, Bear Lake Memorial Hospital, Montpelier

For foundation directors and board members who have been in their position one to five years. Group leaders will present essential components of a well-rounded fundraising calendar year. Group participation, sharing, and questions are encouraged.

**Lupine Room**

“**Competing for the Major Charitable Gift**”  
Robert Yardley, CFRE, Alford Group, Boise

How to bring best practices to your philanthropic major gift program through seven basic underlying philanthropic assumptions:

- Donors seek to fund the vision and need compelling and rationale messages to support their emotional inclinations.
- You can heighten donor confidence in the strategic direction of the institutions.
- You can develop a culture of philanthropic engagement.
- Larger gifts are commensurate with the strength of relationships over time.
- Capacity building now enables greater philanthropic growth later.
• Stellar leadership at every level is required.
• Make something happen — soon — and exceed the announced goal!

2:20 – Break
2:30 p.m.

2:30 – Breakout Sessions:

Boiler Room

“It's Magic! Board and Volunteer Leadership Development”
Patricia Hansen

You don't have to be a magician to reap the rewards of successful leadership. Using proven no-cost strategies, you can transform the dynamics and dimension of your organization with amazing magical results! Brace yourself. This workshop will change the way you think.

Lupine Room

“Advanced Group Session”
Speaker TBA

Kathe Shaw-Bennett has spent the last 15 years working in the fields of marketing and training for both individuals and corporations. As vice president of Pacific Continental Bank in Eugene, Oregon, she created a system based on a culture of enthusiasm for service that resulted in over $30 million in new relationships for the bank.

In the non-profit sector, Kathe served as board president of both the Professional Women’s Forum and Unity School, a private preschool in Eugene. She attended the Raising More Money 101® workshop and implemented the model with a team from Unity School. Their first “Ask Event” was an unprecedented success, generating many new friends and supporters, as well as ten times more contributions than any previous event in the school’s history.

At Raising More Money, Kathe shares her passion and the relationship cultivation expertise she gained in the business world to support her new mission of empowering non-profits to achieve success in the new paradigm of fundraising for sustainability.

K.B. Rasmussen currently serves in the development department at Montpelier's Bear Lake Memorial Hospital. He served as the executive director of the Bear Lake Valley Health Care Foundation from 1998-2003 and now serves as an assistant to the foundation's director. The Bear Lake Valley Health Care Foundation has raised several million dollars in this small, rural community over the last few years – this in a county that has the third lowest annual average income in the state.

K.B. is the president and chief operating officer of Economic and Educational Development and author of The Foundation Work Book. He has been instrumental in developing more than 100 education foundations and most recently healthcare foundations in Utah, Idaho, and Wyoming. Before retiring at the age of 55, he was the president of the international division and vice president of the corporation for Harcourt, Brace Janovich in New York City and Orlando, Florida.

Craig Thomas is the current executive director of Bear Lake Health Care Foundation and director of development and public relations at Bear Lake Memorial Hospital. His largest recent grant was a $940,000 HRSA Rural Community Health Clinic grant for Garden City, Utah. Craig is past director of Bear Lake Regional Commission where he coordinated projects involving multiple counties and states. He is past president and board member of Greater Bear Lake Chamber of Commerce and initial incorporator and vice chair of Bear Lake Convention and Visitors Bureau. He serves the community in various volunteer leadership roles. Craig received his bachelor's in regional planning from Brigham Young University.

Patricia Hansen is the director of Minidoka Health Care Foundation and volunteer services at Minidoka Memorial Hospital. She is a certified trainer for To Lead is To Serve, a national leadership training company. Patricia has over 20 years' experience in management, volunteer leadership, and public speaking. She led the development design for three non-profit organizations, assisted with the statewide reorganization of the American Red Cross, and has led over 2,600 volunteers. She is a member of Toast Masters International, and has presented at national and international charity and health care conferences. She is active in her local community with development and improvement projects that include a theater restoration project, the Kiwanis Club, and various service projects.

Robert Yardley has more than 25 years of senior-level experience in the fields of management, fundraising, public relations, marketing, and planning. His experience includes progressive and integrated management within the healthcare, higher education, and social service sectors. For the past 10 years, he has served as
president and chief executive officer of Legacy Health Systems. His expertise is in major gift and planned gift strategy and solicitation. Prior to joining Legacy Health Systems, Bob served three years as vice president for advancement for Warner Pacific College and 12 years as director of development and director of planned gifts with the Salvation Army. Bob's related volunteer experience includes serving as president for the Oregon Chapter of National Society of Fund Raising Executives (NSFRE) and serving as a board member of the National Board of Directors of NSFRE. He has been a Certified Fund Raising Executive (CFRE) since 1986. Bob holds a bachelor's in human resource management from George Fox University, Newberg, Oregon.

Price: N/C CAH hospitals; $50 non-CAH hospitals (#11 and #12 on registration form) Includes lunch. Scholarships available for CAH members. Sponsored by Idaho Office of Rural Health and D.L. Evans Bank

### Healthcare Financial Management Association (HFMA)

**Monday, October 4 • Sawtooth Room**

1:00 – Presiding: Carla Terry, president, Healthcare Financial Management Association Idaho Chapter; vice president of finance, Idaho Hospital Association, Boise

*“HIPAA Security”*
Adam L. Plotkin, attorney, Healthcare Outsourcing Network, Denver, CO

This session will help hospitals to prepare for the security aspect of HIPAA, effective April 21, 2005.

2:45 – Break

3:00 – *“A Real World Study of Denials Management”*
Vic Moretto, director of patient financial services, and Gary Krouth, MD, vice president of professional relations, St. Luke’s Regional Medical Center, Boise

This presentation will explain how to work with payors to reduce denials.

6:00 – Monday Night Football Social

7:45 –
9:00 a.m. *“Washington, DC and Legislative Healthcare Update”*
Michael J. Rock, senior associate director of federal relations, American Hospital Association, Washington, DC

Learn what to expect from Congress in the future and challenges facing AHA at the national level.

9:00 –
10:15 a.m. *“Revenue Opportunities Within the Charge Master”*
Day Egusquiza, president, AR Systems, Inc., Twin Falls

This session addresses the importance of the charge master for both PPS and CAH hospitals.

10:15 –
10:30 a.m.

10:30 a.m. – *“Revenue Opportunities Within the Charge Master” - continued*

**Tuesday, October 5 • Sawtooth Room**

7:30 – Continental Breakfast
7:45 a.m. Presiding: Carla Terry

Adam L. Plotkin has over ten years of hospital receivable management experience. He currently serves as principal/ general counsel for Healthcare Outsourcing Network, LLC (HON), a self-pay and insurance follow-up outsourcing company based in Denver. Mr. Plotkin is a shareholder in the Denver-based law firm of Adam L. Plotkin, PC. His primary areas of practice include Health Insurance Portability and Accountability Act compliance; health law; creditors’ rights; compliance and defense in the Fair Debt Collection Practices Act; Fair Credit Reporting Act; and Gramm-Leach-Bliley Act; commercial litigation; employment law; and corporate law. Mr. Plotkin is widely regarded as one of the nation’s foremost experts on HIPAA compliance and is a frequent national lecturer and author on HIPAA, the FDCPA, the FCRA, and the GLBA. He is a certified instructor for the American Collectors Association International and has served as national chair for ACA’s Members Attorney Program Committee. He currently serves on ACA’s Legislative Council and as chairman-elect of ACA’s Healthcare Services Program Committee. He also serves as defense counsel for Northland Insurance Company in the Rocky Mountain Region. Mr. Plotkin is a member of the Colorado Bar Association of Trial Lawyers of America, the Healthcare Financial Management Association, the American Association of Healthcare Account Managers, ACA’s Members’ Attorney Program and the National Association of Professional Employer Organizations. Mr. Plotkin received his bachelor’s and juris doctorate degrees from the University of Denver.
Vic Moretto is director of patient care services at St. Luke’s Regional Medical Center in Boise. He holds a bachelor’s degree in business with concentration in human resources from San Francisco State University and a master’s in business administration from the University of Montana in Missoula. He is a fellow in the American College of Healthcare Executives and has held numerous positions in the healthcare field in Montana and Idaho, both financial and non-financial. He has also provided consulting services to healthcare facilities and held a position as a member of the editorial board for the College of Executive Healthcare publication. Vic has also served on the board of the Rocky Mountain Easter Seal Society.

Gary Krouth, MD, received his medical degree from the University of California, Irvine. After completing his residency in internal medicine at UCI, he was in private practice in Boise until 1992. During this time, he was also medical advisor to Blue Cross of Idaho, assistant medical director of the PRO for Idaho, and later medical director for the Idaho division of PRO-W. He worked as medical advisor to the Boise office of John Alden Life Insurance Company until 1992 when he left clinical practice to work as vice president and medical director for John Alden Life in Miami, Florida. In this capacity, he was responsible for technology assessment and development of claims policy for eight regional offices that covered 47 states. Dr. Krouth returned to Boise in 1997 to become vice president of professional relations at St. Luke’s Regional Medical Center. His current responsibilities include that of compliance officer.

Michael J. Rock joined the American Hospital Association as a lobbyist in December 1984. He has covered the budget and appropriations committees of both the Senate and the House; the House Commerce Committee; and the Senate Committee on Health, Education, Labor, and Pensions. He is currently responsible for the House Ways and Means Committee and the Senate Finance Committee, specializing in Medicare, tax, and health system reform issues. He previously worked on Capitol Hill as staff assistant, legislative assistant, and legislative staff director to various Nebraska senators and congressmen.

Day Egusquiza has over 25 years’ experience in health care 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 she recently completed integration of a business office between a hospital and a large physician clinic. Day has been an entrepreneur in hospital and physician practice accounts receivable management and a leader in redesigning numerous organizations. Her work includes guidance as a compliance and APC educator while providing operational insight on the revenue cycle impacts of HIPAA. Ms. Egusquiza is a nationally recognized speaker on continuous quality improvement, benchmarking, redesigning reimbursement systems, and implementing an operational focus of compliance – both in hospitals and practices.

Day has been on the American Association of Health Care Administrative Management National Advisory Council and the HFMA National Advisory Council. A past president of the Idaho Healthcare Financial Management Association chapter, she 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 Patient Account, AHIA Prospective, and numerous healthcare newsletters. She received the Idaho Hospital Association’s “Distinguished Service Award” for her legislative work and training on new indigent laws. Attendees at HFMA’s ANI rated her in the top 25 percent, earning her the “Distinguished Speaker” recognition for each year she has presented.

Price: $75 (#13 on registration form)

Idaho Alliance of Leaders in Nursing (IALN)

Sunday, October 3 • Sawtooth Room

10:00 – Presiding: Jon Smith, director, Public
11:00 a.m. Hospital Cooperative, Pocatello
12:15 p.m. Sharon Lee, former vice president of nursing and patient care services, St. Luke’s Regional Medical Center, Boise

12:30 – Lunch Roundtables
1:00 p.m.

Day Egusquiza has over 25 years’ experience in health care 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 she recently completed integration of a business office between a hospital and a large physician clinic. Day has been an entrepreneur in hospital and physician practice accounts receivable management and a leader in redesigning numerous organizations. Her work includes guidance as a compliance and APC educator while providing operational insight on the revenue cycle impacts of HIPAA. Ms. Egusquiza is a nationally recognized speaker on continuous quality improvement, benchmarking, redesigning reimbursement systems, and implementing an operational focus of compliance – both in hospitals and practices.

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Price: $75 (#13 on registration form)

Idaho Alliance of Leaders in Nursing (IALN)

Sunday, October 3 • Sawtooth Room

10:00 – Presiding: Jon Smith, director, Public
11:00 a.m. Hospital Cooperative, Pocatello
11:00 a.m. “Idaho Alliance of Leaders in Nursing (IALN) Update”
Edith Irving, chief nursing officer, Eastern Idaho Regional Medical Center, Idaho Falls

11:15 a.m. “Leadership in Nursing”
12:15 p.m. Sharon Lee, former vice president of nursing and patient care services, St. Luke’s Regional Medical Center, Boise

12:15 – Break
12:30 p.m. Lunch Roundtables
2:00 p.m.

- Recruitment and Retention
- Staff Morale and Nurse Burnout
- Best Clinical Practices
- Best Practices in Nursing Leadership
2:00 – “The Generation Gap in Today's Work Environment”
Sheila McGinnis, PhD, assistant professor of healthcare administration, Idaho State University, Pocatello

This session is being co-sponsored by the Public Health Cooperative, Inc., and the Idaho Alliance of Leaders in Nursing (IALN).

Tuesday, October 5 • Lodge Dining Room

7:30 – IALN Business Meeting and Breakfast
9:00 a.m. Presiding: Carmen Brochu, co-chair, IALN; vice president nursing services, Kootenai Medical Center, Coeur d'Alene; and Kathleen Nelson, co-chair, IALN; division manager of Health Care Technologies, Eastern Idaho Technical College, Idaho Falls

Edith Irving is the chief nursing officer at Eastern Idaho Regional Medical Center in Idaho Falls. Edith has been a nurse for 32 years, spending 20 of those years in management and education positions in Idaho. She has been an active participant and member of the Idaho Organization of Nurse Executives and the Idaho Commission on Nursing and Nurse Education. Currently, Edith is chair-elect of the newly formed Idaho Alliance of Leaders in Nursing. Edith has been committed throughout her career to quality patient care and to the further development of the profession of nursing.

Sharon Lee recently retired as vice president of nursing and patient care services at St. Luke’s Regional Medical Center in Boise, where she spent the last 16 years. In addition to her continuous efforts in the quality delivery of nursing and patient care, Sharon also worked to establish a system of nursing shared governance and a nursing clinical career plan for staff nurses. She led St. Luke’s to be designated as the nation's thirty-ninth Magnet Hospital. During her career, Sharon achieved status as a fellow and served as a regent for the American College of Healthcare Executives. She served on the boards of the American Hospital Association, the American Organization of Nurse Executives, and the Idaho Hospital Association's Council on Nursing. Sharon was recognized with the Distinguished Service Award at the 70th Annual Idaho Hospital Association Convention and this year receives an IHA Retirement Award of Recognition.

Dr. Sheila McGinnis is an assistant professor of health care administration at Idaho State University. She received a doctorate in management and organization from Pennsylvania State University and master's and bachelor's degrees in business from Iowa State University. Dr. McGinnis teaches courses in health care management, strategy, quality, and human resources for ISU and has written various educational materials. She was recently selected to serve on the 2004 Board of Examiners for the Malcolm Baldrige National Quality Award.

Dr. McGinnis brings to her work 15 years' experience as a human resource and labor relations executive in business, education, and government. Her professional experience includes management consulting and executive education in health care and other organizations. Her primary research interests include organizational relations and organizational and social change. Her research examines decision-making, organizational change, and industry relations in health care and other industries.

Ticket Required
Price: $20 and $60 (#14 and #20 on registration form)

Idaho Association of Healthcare Risk Management (IDAHRM)

Tuesday, October 5 • Salon A

8:00 – Breakfast
8:30 a.m. Welcome and Association Business
9:30 a.m. Presiding: Kim C. Stanger, Esq., president, Idaho Association of Healthcare Risk Management; partner, Hawley, Troxell, Ennis and Hawley, LLP, Boise

Brad Howell, chief operating officer, Madison Memorial Hospital, Rexburg

10:00 a.m. “Patient Safety from a Risk Management Perspective - A Proactive Approach to Reducing Litigation”
Gregg Timmons, RN, JD, CPHRM, AIG Consultants, Inc., San Francisco, CA

Gregg Timmons is a senior healthcare consultant with AIG Consultants, Inc., a member company of the American International Group (AIG). He provides risk management consultation services to healthcare entities in the coverage areas of professional liability, workers compensation, and commercial auto. Entities with which he consults include acute care and specialty hospitals, long-term care organizations, physician practices, and behavioral health entities, among others. Mr. Timmons also has over 23 years of experience within the healthcare industry. As a healthcare attorney, he specialized in risk management, medical malpractice claims management, and employment practice issues while working for
healthcare systems in Louisiana and Texas. He is also a registered nurse with over twelve years’ clinical experience in medical/surgical and psychiatric settings, providing and supervising clinical care for adult, adolescent, geriatric, and chemically dependent populations.

Mr. Timmons frequently speaks on risk management topics and has developed special programs for healthcare providers on informed consent, documentation, bioethics, and many other medical/legal issues. He has authored several medical/legal articles for such diverse publications as the Houston Law Review, the Journal of the Louisiana State Medical Society, and the Journal of the American Academy of Nurse Practitioners.

Mr. Timmons holds an associate’s degree in nursing from McLennan Community College, a bachelor’s in psychology and a master’s in communication from Southwest Texas State University, and a doctor of jurisprudence from Texas Tech University School of Law. He has been admitted to the bar of Texas and Louisiana. He also has obtained the designation of Certified Professional in Healthcare Risk Management (CPHRM) from the American Society of Healthcare Risk Management and the American Hospital Association.

Price: $35 (#15 on registration form)

Idaho Association of Medical Staff Services (IAMSS)

Sunday, October 3 • Sage Room

8:00 – Welcome and Introductions
8:15 a.m. Presiding: Leslie Anderson, president, Idaho Association of Medical Staff Services; medical staff services specialist, Eastern Idaho Regional Medical Center, Idaho Falls

8:15 – Networking Session
10:00 – Break
10:15 – Networking Session
12:00 noon – Lunch (on your own)
1:00 p.m. 1:00 – Networking Session
2:30 p.m. 2:30 – Break
2:45 p.m.

2:45 – Business Meeting/Group Discussion
4:00 p.m.
4:00 p.m. Adjournment

Price: $25 (#16 on registration form)

Idaho Healthcare Human Resource Association (IHHRA)

Monday, October 4 • Boiler Room

12:00 noon – Luncheon and Business Meeting
1:00 p.m. Presiding: Dinah Karren, president, IHHRA; director of human resources, Bingham Memorial Hospital, Blackfoot

1:00 – “Managing Conflict in the Healthcare Workplace – Why and How”
2:30 p.m. Jim Atkins, director of human resources, Idaho Elks Rehabilitation Hospital, Boise

2:30 – Break
2:45 p.m.

2:45 – “Human Resources Best Practices Awards”
4:30 p.m. HR Best Practices Program Presentation

Jim Atkins has been involved in human resource management and healthcare management training in Idaho for approximately 15 years. He served as director of training and development at Saint Alphonsus Regional Medical Center for nine years as an internal HR consultant to employees, executives, and managers playing a lead role in total quality/process improvement training initiatives. Additionally, he launched an Immediate Care Center project and assisted other managers in the design and roll-out of the Cancer Treatment Center, Orthopedic Institute, and other projects. He also served as the senior planning coordinator for St. Luke’s Regional Medical Center. Jim is currently director of human resources at the Idaho Elks Rehabilitation Hospital where he has been for the past five years.

Jim received his Senior Professional in Human Resources (SPHR) certificate in June 2001. He is also a Certified Professional Mediator (CPM). Jim operates a private mediation practice specializing in workplace/employment and healthcare conflict/dispute resolution, as well as consulting in the design of conflict management processes/systems. His practice is focused in the Pacific Northwest region.

Price: $35 (#17 on registration form)
### Idaho Health Information Management Association (IHIMA)

**Saturday, October 2 • Lupine Room**

9:00 – IHIMA Board Meeting

10:00 a.m. Presiding: Nancy Fricke, RHIA, IHIMA president; director health information management, St. Luke’s Regional Medical Center, Boise

10:20 – Welcome and Opening Remarks

10:30 a.m. Serena Tschirgi, MPA, RHIA, IHIMA president-elect; director health information services, St. Joseph Regional Medical Center, Lewiston

10:30 – “JCAHO IM Standards and Tracer Methodology”

Gwen Hughes, RHIA, director eHIM Consulting Services, Care Communications, Belgrade, MT

11:00 a.m. “HL7 Standards Update and the Electronic Health Record”

Gwen Hughes

11:30 a.m. – Lunch – On Your Own

12:30 p.m. “Revenue Cycle Improvement – HIM Strategies”

Gwen Hughes

1:30 – Networking Roundtable – Audience Topics and AHIMA House of Delegates Issues Discussion

Serena Tschirgi

**Gwen Hughes** is a registered health information administrator with a certification in health care privacy. She has over 25 years’ experience managing health information in a variety of health care settings, including St. Luke’s Memorial Hospital and the Rockwood Clinic in Spokane, and as a professional practice manager for the American Health Information Management Association. At present, Gwen is the director of eHIM Consulting Services for Care Communications, a leading provider of HIM consulting and coding services. Gwen has written numerous practice briefs and articles, is frequently quoted in trade journals, and has presented various HIM related topics around the country.

*Price: $20 members; $40 non-members (#18 and #19 on registration form)*

### Idaho Nurse Managers/Rural Nursing Network

**Sunday, October 3 • Sawtooth Room**

10:00 – Presiding: Jon Smith, director, Public Hospital Cooperative, Pocatello

11:00 a.m. “Idaho Alliance of Leaders in Nursing (IALN) Update”

Edith Irving, chief nursing officer, Eastern Idaho Regional Medical Center, Idaho Falls

11:00 – Break

11:15 a.m. **Leadership in Nursing**

12:15 p.m. Sharon Lee, former vice president of nursing and patient care services, St. Luke’s Regional Medical Center, Boise

12:15 – Break

12:30 p.m. Lunch Roundtables

2:00 p.m. • Recruitment and Retention

• Staff Morale and Nurse Burnout

• Best Clinical Practices

• Best Practices in Nursing Leadership

2:00 – “The Generation Gap in Today’s Work Environment”

Sheila McGinnis, PhD, assistant professor of healthcare administration, Idaho State University, Pocatello

*This session is being co-sponsored by the Public Health Cooperative, Inc., and the Idaho Alliance of Leaders in Nursing (IALN)*

**Edith Irving** is the chief nursing officer at Eastern Idaho Regional Medical Center in Idaho Falls. Edith has been a nurse for 32 years, spending 20 of those years in management and education positions in Idaho. She has been an active participant and member of the Idaho Organization of Nurse Executives and the Idaho Commission on Nursing and Nurse Education. Currently, Edith is chair-elect of the newly formed Idaho Alliance of Leaders in Nursing. Edith has been committed throughout her career to quality patient care and to the further development of the profession of nursing.

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nursing clinical career plan for staff nurses. She led St. Luke’s to be designated as the nation’s thirty-ninth Magnet Hospital. During her career, Sharon achieved status as a fellow and served as a regent for the American College of Healthcare Executives, the American Organization of Nurse Executives, and the Idaho Hospital Association’s Council on Nursing. Sharon was recognized with the Distinguished Service Award at the 70th Annual Idaho Hospital Association Convention and this year receives an IHA Retirement Award of Recognition.

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Price: $60 (#20 on registration form)

Idaho Society for Healthcare Engineers (ISHE)

Sunday, October 3 • Camas Room

1:00 – Presiding: Bill Spencer, president, Idaho Society for Healthcare Engineers; chief engineer, Syringa General Hospital, Grangeville

“Security in the Hospital Environment After 9/11”
Jeff Riley and Hal Gross, Idaho State Bureau of Homeland Security, Boise

3:00 – Break

3:30 p.m.

“Security in the Hospital Environment After 9/11” (continued)

Monday, October 4 • Camas Room

8:45 – IHA General Session, Salon B and C
10:45 a.m.

11:00 a.m. – ISHE Board Meeting
12:00 noon Presiding: Bill Spencer
12:00 noon – Lunch (on your own)
1:00 p.m.

1:00 – ISHE General Membership and Business Meeting
2:00 – “New Technology in Piping Repair”
Gary Engleson, principal and general manager, American Pipe Lining – NW, Redmond, WA

Jeff Bales, CBET, director of building services, Bonner General Hospital, Sandpoint

American Pipe Lining has pioneered the advancement of the in-place restoration process, a practical alternative to highly disruptive process of pipe replacement. This technique was first used in the US in the late 1980’s. Since then, it has been used successfully in all types of buildings, including hospitals, schools/universities, office buildings, multi-family residences, and industrial facilities.

Jeff Bales chose American Pipe Lining – NW to provide the solution to rusty water and thin-walled galvanized domestic water pipes at Bonner General Hospital. Compared to traditional pipe replacement, APL’s solution provided cost savings and low patient impact.

3:00 – Break

3:30 p.m.

“Decontamination Equipment”
5:00 p.m. Steve Patterson, sales representative, Fisher Scientific Company, Salt Lake City, UT

7:00 p.m. Hospitality Suite - TBA

Gary Engleson has over 30 years of engineering, construction, and project management experience with healthcare, commercial, institutional, residential, and industrial projects. He supervises the preparation of construction contracts, specifications, facility assess-
ment, budget estimates, schedules, and quality control procedures. Gary is a master at controlling costs and solving problems associated with construction in fully occupied buildings.

**Jeff Bales** was originally a biomedical equipment technician. He has 20 years of hospital experience in a large multi-hospital system and in small rural hospitals. At Bonner General, he is responsible for maintenance, environmental services, laundry, security, safety, clinical equipment maintenance, and construction projects.

Price: $15 (#21 on registration form)

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**Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)**

**Sunday, October 3 • Columbine A and B Rooms**

12:00 noon – Luncheon and Business Meeting

1:00 p.m.  
Presiding: Joel Rogers, president, ISHMPR; director of extended care/public relations, Minidoka Memorial Hospital, Rupert

1:00 – 3:00 p.m.

“Taking Your Public Relations Program from Pain to Gain”  
Nora J. Carpenter, executive director, Better Business Bureau, Inc., Boise

This program will address:
- how to write a news release that the media will actually use,
- the new secrets of working with media,
- technical skills training for the public information officer, and
- tips for the PIO to train executives called upon to speak to the media.

3:00 – Break

3:15 – 5:00 p.m.

“Taking Your Public Relations Program from Pain to Gain” (continued)

**Nora J. Carpenter** is executive director of the Better Business Bureau of Southwest Idaho and Eastern Oregon located in Boise. She is an Idaho native and attended the University of Idaho, receiving a bachelor’s degree in communications and business. Nora has been with the BBB for 11 years and, in that time, has learned much directly from the experiences, wants, and wishes of everyday folks just like us. The BBB listens carefully to help provide the business community with a clear vision of customer service and ethical behavior in its many forms. Each year Nora and the BBB team work with hundreds of companies and help thousands of individuals have the resources and skills to be more productive and successful in their work day. Nora leads groups all across the Northwest and throughout the US.

Boise's Better Business Bureau was established in 1962 as a non-profit organization empowering the public in our buying, selling and giving choices. The BBB has more than 2,000 business members, and serves more than 300,000 individuals and their families each year. The BBB saved more than $100 million locally from scams and rip-offs last year and kept that money working positively for our economy.

Price: $30 (#22 on registration form)

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**Idaho Society of Directors of Volunteer Services (ISDVS)**

**Sunday, October 3 • St. Luke’s Wood River Medical Center, Ketchum**

10:00 a.m. – ISDVS Meeting

3:00 p.m.  
Presiding: Debi Dockins, president, ISDVS; director of volunteer services, Gritman Medical Center, Moscow

12:00 noon Catered Luncheon

Price: $10 (#23 on registration form)

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**Idaho Society of Language Services in Healthcare (ISLSH)**

**Monday, October 4 • Lupine Room**

11:00 – 11:30 a.m.  
Presiding: Isbelia Burnham manager of language services, St. Luke's Regional Medical Center, Boise

“Title VI Regulatory Compliance: How Limited English Proficiency (LEP) Requirements Affect Your Hospital”

This open session is designed for hospital administrators, department managers, business office personnel, LEP service coordinators, and others seeking to address the needs of patients with limited English skills while working to meet the requirements of the Office of Civil Rights. Hear from the local experts who have designed programs and services currently in place in a number of Idaho hospitals.
11:30 a.m. –  “Ask the Experts: An LEP Q&A Period”
12:00 noon

12:00 noon – Lunch/Networking Break (on your own)
1:00 p.m.
1:00 – Business Meeting
4:00 p.m. Presiding: Isbelia Burnham, manager, language services, St. Luke’s Regional Medical Center, Boise

Price: N/C (#24 on registration form)

Idaho Sound Beginnings

Tuesday, October 5 • Camas Room

Early Hearing Detection and Intervention in Idaho (EHDI)
Sponsored by the Idaho Council for the Deaf and Hard of Hearing

10:00 – “1-3-6, From Newborn Hearing Screening Through EHDI: Achieving the Goals”
Bee Biggs-Jarrell, RN, BSN, MPA, project consultant, Idaho Sound Beginnings, Boise

11:00 a.m. – “What Works”
12:00 noon
Kathleen Wachtler, AuD, CCC-A, coordinating audiologist, Idaho Sound Beginnings, Boise

12:00 noon – Networking Luncheon (catered)
12:45 p.m.
12:45 – “Guidelines for EHDI”
1:30 p.m. Bee Biggs-Jarrell
1:30 – “Newborn Hearing Screening in Idaho Hospitals – We’ve Come a Long Way”
Roundtable Discussion

Bee Biggs-Jarrell, RN, BSN, MPA, has a wealth of experience working in health systems in Idaho and is familiar with resources available through various organizations. She is experienced as a public health administrator having served as the state registrar of vital statistics and director of the Center for Health Statistics for the State of Idaho and as a certified family nurse practitioner.

Kathleen Wachtler, AuD, CCC-A, has been an audiologist since 1993 with major emphasis in pediatrics and the operation of newborn hearing screening programs and cochlear implant candidacy evaluations. She has been a diagnostic pediatric audiologist for nine years and is the coordinator of newborn hearing screening programs at five hospitals with about one-third of the births in Idaho. Her experience also includes clinic manager and supervising audiologist at Idaho Elks Rehabilitation Hospital in Boise.

Pennie S. Cooper has over 30 years' experience in social service programs, including direct service, program development and administration, and consulting. She has served for the past 11 years as executive director of the Idaho State Council for the Deaf and Hard of Hearing. During this time, she initiated activities which resulted in the formation of the Idaho Newborn Hearing Screening Consortium and established an effective early hearing detection and intervention system in Idaho.

Price: $30 (#25 on registration form)

Materials Managers and Purchasing Directors Association

Monday, October 4 • Ski Room

12:00 noon – Luncheon and “Supply Chain Management Seminar”
2:00 p.m.
Presiding: Bill Mitchell, president, Materials Managers and Purchasing Directors Association; materials management director, Portneuf Medical Center, Pocatello

Price: $15 (#26 on registration form)

Quality Utilization Resource Management Society (QURMS)

Sunday, October 3 • Boiler Room

8:30 – Breakfast
9:00 a.m.
9:00 – Introductions and Announcements
9:15 a.m.
Presiding: Marilyn Hilby, president, QURMS; quality management coordinator, Portneuf Medical Center, Pocatello

10:00 a.m.
Janel Galbraith, RN, BSN, director of performance improvement, Idaho Hospital Association, Boise

10:00 – Break
10:15 a.m.
10:15 – “Reporting Hospital Quality Data for Automatic Payment Update: Guidelines for Hospitals”
Shirley Wilson, project coordinator, Qualis Health, Boise
11:15 – QURMS Business Meeting
12:00 noon
12:00 noon – Lunch (on your own)
1:00 p.m.
1:00 – “Building Teams During Organizational Change”
Audrey Fletcher, employee relations facilitator, Portneuf Medical Center, Pocatello
2:30 p.m.
2:30 – Break
2:45 p.m.
2:45 – “Building Teams During Organizational Change” (continued)
Janel Galbraith, RN, BSN, is director of performance improvement for the Idaho Hospital Association. A registered nurse, she received her bachelor's degree from the University of Washington. Janel came to IHA last December from Boise's American Red Cross where she supervised the apheresis department. Janel's functions at IHA include performing credentialing and quality reviews, maintaining a web site for quality measures, and conducting inservice education for nursing staff in Idaho's critical access hospitals. She has also developed and facilitates a peer review network for CAH providers. She presently is finalizing a balanced scorecard tool for CAHs that will be available to IHA members later this year.

Shirley Wilson is currently the project coordinator responsible for CMS Medicare Hospital Generated Data project. This project includes recruitment and technical support for the Hospital Generated Data compliance assessment survey; the CMS Clinical Abstraction and Reporting Tool (CART); the National Voluntary Hospital Reporting Initiative (NVHRI), also known as the American Hospital Association's Quality Initiative; and the Reporting of Hospital Quality Data for Automatic Payment Update (RHQDA), as mandated in the Medicare Prescription Drug and Modernization Act (MMA).

Audrey Fletcher is well known for her extensive experience designing, developing, and delivering seminars related to business and healthcare management. Ms. Fletcher has served in administrative roles in human resources in the United Kingdom, South Africa, and the United States. She currently serves as employee relations facilitator and management development coordinator for Portneuf Medical Center and works privately with large and small organizations through her consulting business (Training Solutions) to help ensure staff effectiveness and increased productivity. She has presented extensively on topics such as management, leadership, customer service, communication, workforce diversity, change management, problem solving, workplace conflict, anger and violence, and group process. Audrey also provides facilitation and mediation services to organizations.

Price: $35 (#28 on registration form)

Trustees

Sunday, October 3 • Salon A

12:00 noon – Networking Luncheon
1:00 p.m. Presiding: Jerry Cobb, chairman, IHA Committee on Governance; board member, Shoshone Medical Center, Kellogg

This luncheon affords trustees an open forum opportunity to network on topics of their choosing.

Salon C

1:00 – “Managing the Unmanageable”
2:30 p.m. The ranks of the uninsured, deductibles, bad debt, and accounts receivable all are on the rise. So how do hospitals meet patients’ needs while getting a handle on losses? This program draws on experience and expertise of several individuals addressing these issues from varied positions.

Calvin Carey, chief financial officer, Madison Memorial Hospital, Rexburg
Gail Smith, vice president and operations manager, Chapman Financial Services, Coeur d’Alene
Tony Poinelli, deputy director, Idaho Association of Counties, Boise
Joseph D. McCollum, IHA legal counsel, partner, Hawley Troxell Ennis & Hawley, Boise

2:30 – Break
2:45 p.m.
2:45 – “Finance 101 for Today’s Trustee”
4:15 p.m. Alan P. Richman, president and chief executive officer, InnoVative Capital, LLC, Springfield, PA
As facilities age and community needs change, hospital trustees seek not only a wide array of tools, but access to a selection of financing resources to fund building projects. In this “Finance 101” session for hospital governing board members you’ll learn what is available and how to determine which options best suit the needs of your particular hospital and community. Clearly, you’re not all alike and neither are your capital financing needs and choices.

4:15 –

“Medicare’s Rx Reform: Assisting Local Seniors”
R.J. Russ, regional administrator, The Center for Medicare and Medicaid Services, Region X, Seattle

Medicare prescription drug benefit reforms have folks a bit confused, but opportunities exist to help your area's seniors take advantage of the changes for their benefit and your hospital's, as well.

Calvin W Carey, CPA, has been the chief financial officer at Madison Memorial Hospital in Rexburg since January 1998. Responsible for the overall financial operation of the organization, he manages accounting, information systems, business office, health information management (medical records), collections and materials management. From 1995 to 1998, Calvin was the accounting manager for Pacific Communities Hospital in Newport, Oregon. He earned his Bachelor of Business Administration degree from Idaho State University and his Masters of Business Administration from the University of Phoenix. He is a member of the Healthcare Financial Management Association and currently serves as the Idaho Chapter secretary.

Gail Smith is senior vice president and operations manager for Chapman Financial Services based in Coeur d'Alene. CFS includes four collection agencies, a finance company, and an accounts receivable management company. Gail has spent the last 32 years working in the medical and collection fields. She is the national legislative chairman for the Washington Collectors Association and membership chairman for the Idaho Collectors Association. She has served as president of both the Washington Collectors Association and the Spokane Credit Professionals Association. Gail attended college in Seattle and holds a scholar collection management degree from the American Collectors Association.

Tony Poinelli is deputy director of the Idaho Association of Counties, where he has worked since 1980. He represents IAC in its relationships with state agencies and in the legislature as a lobbyist, in addition to overseeing a multitude of projects year-round. Tony’s responsibility for the legislative process at IAC includes development and support of legislation relative to health care issues, taxation, transportation, and other general areas of county government. Tony graduated from Edinboro University in Erie, Pennsylvania. The IAC membership awarded him the H. Sydney Duncombe Award for Excellence in County Government in 1995.

Joe McCollum is a partner in Hawley Troxell Ennis & Hawley’s Litigation Practice Group where his practice emphasizes healthcare and hospital law; medical and professional malpractice defense; insurance coverage and policy defense; and professional certification, credentialing, and licensure disputes. In the past Joe has also been involved in workers' compensation defense, medical devices and products liability defense, ERISA and employer medical/welfare plan defense, and general personal injury and property damages defense cases. Since 1977, Joe has served as legal counsel for the Idaho Hospital Association. He earned his juris doctorate at Hastings College of Law, University of California, San Francisco, and his bachelor's degree at the University of Idaho.

Alan P. Richman, president and CEO, InnoVative Capital, LLC, brings over 20 years' experience in the fields of hospital finance, public finance, and real estate banking. He has worked with hospitals in over 40 states. Mr. Richman is an established expert in health care finance and has spoken throughout the United States at national and regional forums addressing the particular and systemic financial barriers facing rural and community hospitals and potential solutions, including the HUD 242 Program.

Roy “R.J.” Ruff joined the Centers for Medicare and Medicaid Services as the regional administrator for Region X in July. Previously, he was the associate director of administration for the Division of Intramural Research Program with the National Institute of Mental Health in Bethesda, Maryland. He earned his bachelor's and master's degrees from Troy State University. He received a presidential military appointment into the Air Force Medical Service Corps and served 20-plus years of active military service in a wide variety of staff and executive assignments. Mr. Ruff ended a distinguished military career in December 2001 as the vice commander and chief executive officer of Brooks Air force Base Scientific and Research Installation. Board certified as a
Fellow in the American Academy of Medical Administrators and as a Diplomat in the American College of Health Care Executives, Mr. Ruff is a graduate of the coveted Interagency Institute for Federal Health Care Executives, Air University Air War College, and has completed post graduate senior healthcare executive development training at Harvard University.

Governing board members are strongly encouraged also to attend the General Session and Forums, as seen on pages 6 and 7 in this convention brochure.

Price: $25 (lunch); $35 (program)
(#29 and #30 on registration form)
HOW TO REGISTER continued from page 10

T able registrations cannot be processed.

- Enter the number of tickets and the total for each function you wish to attend. An “X” in this section will be interpreted as a one (1).
- Total the various registrant fees and enter in the “Total” box. Make sure that you have included the $75 general registration fee (vendors, speakers, and spouses are exempt). Auxiliaries/volunteers registration fee of $30 is #6 on the registration form.
- Recreational Event Registration
  - IHAPAC Golf (Scramble) Tournament
  - IHAPAC Fun Run/Walk
  - Fly Fishing Clinic
  - Hike for Your Health

Separate registration forms are included. Return completed form(s) with payment. Payment for the IHAPAC golf tournament and IHAPAC fun run/walk must be on a personal check or personal VISA or MasterCard. Corporate funds cannot be accepted. You may fax if including VISA or MasterCard information. There is no charge for the sponsored fishing clinic or the hike!
- If you have corrections or additions to your registration, call Toni Pugmire in the IHA office, 208/338-5100 x201. Additions or corrections will not be accepted after September 27.

Convention Hints

To make the most of your convention experience, here are some helpful hints:
- The IHA registration desk in the Inn Board Room closes at 5:30 p.m. on Sunday. If you plan to attend the Chairman's Celebration Dinner, be sure to check in before 5:30 p.m. to get your ticket and name badge. You must present your ticket to this event at the door.
- 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 meeting rooms are set classroom-style (with tables). Bring along a clipboard or binder if you plan on taking notes.
- Plan to be at your meetings at least 10 minutes early to familiarize yourself with the agenda, convention program, and meeting room locations.
- Sit at the front of the room. You’ll get a better view, hear better, and distractions from people coming in and out will be minimized.
- Bring your business cards to share with colleagues and vendors.

Registration Desk Information and Hours

IHA’s registration/information desk is located in the Board Room of the Sun Valley Inn. IHA staff will be at the desk during the following times:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Saturday, Oct 2</td>
<td>7:00 a.m. – 4:00 p.m.</td>
</tr>
<tr>
<td>Sunday, Oct 3</td>
<td>7:00 a.m. – 5:30 p.m.</td>
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<tr>
<td>Monday, Oct 4</td>
<td>6:30 a.m. – 5:00 p.m.</td>
</tr>
<tr>
<td>Tuesday, Oct 5</td>
<td>6:30 a.m. – 12:00 noon</td>
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Resort and Hotel Information

Amid the splendor of Idaho’s majestic mountains, Sun Valley has reigned as the world’s first and finest destination ski resort since 1936. Sun Valley remains the ultimate timeless resort for all seasons. Airline connections to the Wood River Valley can be made from all major surrounding cities. Airlines serving the Sun Valley airport include Alaska’s Horizon Air and Delta connection Sky West. By car, Sun Valley is 21/2 hours from Boise or 41/2 hours from Salt Lake City.

The Resort has reserved a block of rooms (until 9/1/04) at a special rate for IHA’s convention attendees (single or double occupancy): $89 standard, $95 medium, $99 deluxe. There are also suites, apartments, and condos available. To make your reservations, fill out the enclosed Reservation Request Form and mail to the Resort; or you may call the Resort directly at 1-800/786-8259. For best selection, please make reservations early. Check-in is after 4:00 p.m.; check-out is 11:00 a.m. (10:00 a.m. in the condos and Lodge Apartments).

Shuttle service is available from the Hailey Airport. For shuttle reservations, call 1-800/786-8259. Those flying into Boise may also reserve shuttle service.
Social and Recreational Activities

IHAPAC Golf Tournament (Scramble)
Saturday, October 2 • Sun Valley Golf Course
*Sponsored by Chivaroli & Associates, Inc.*
Tee times are every ten minutes from 10:00 a.m. – 1:10 p.m.

The IHAPAC golf tournament will be held at the Sun Valley Golf Course. The green fees of $90 include 18 holes of golf, a riding cart, snacks, beverages, and tax. Fill out the golf registration form (inside the brochure) listing your golf partners and yourself. If you don't list others, IHA will place you in a foursome. Prizes will be awarded for low gross team score, low net team score (handicap), and longest drive and closest to the pin for both men and women. Payment for this event must be received on a personal check, personal VISA or MasterCard, or money order made payable to IHAPAC. Fax credit card registration to IHA at 208/338-7800 or mail with check to IHAPAC, P.O. Box 1278, Boise, ID 83701-1278. Registration Required
Price: $90 (separate registration form)

Fly Fishing Clinic
Saturday, October 2 • 1:00 – 5:00 p.m.
*Sponsored by Chivaroli & Associates, Inc.*
Meet at Baldy Bus Loop

The clinic includes instruction by licensed guides from Silver Creek Outfitters, all equipment, and a day fishing license. Participants will be taken to a private pond to fish using float tubes. All participants will meet at the Baldy Bus Loop (by the flag pole) at 12:30 p.m. This clinic is being sponsored by Chivaroli & Associates, Inc. There is no charge to participants; however, the clinic is limited to 15. A drawing will be held on Monday, September 27, and the 15 lucky registrants whose names are drawn will be the clinic participants. All will be notified on September 28. Fill out the registration form (inside the brochure) and fax to IHA at 208/338-7800 or mail to IHA, P.O. Box 1278, Boise, ID 83701-1278. Registration Required
Price: N/C (separate registration form)

Hike for Your Health
Saturday, October 2 • 1:00 – 5:00 p.m.
Meet at IHA Registration/Information Desk, Inn Board Room

This event is geared toward the intermediate to advanced hiker. If you would like to enjoy even more of the beautiful scenery of Sun Valley, join IHA's Chris Johnson as he leads the group on a very fast paced, intense hike. Participants will meet at the IHA Registration/ Information Desk located in the Board Room of the Sun Valley Inn at 12:30 p.m. and return to the Inn by 5:00 p.m. You will need to bring hiking clothes appropriate for the weather, including a rain jacket, hat, and gloves and a small day pack with water and a snack. Dress in layers. Wear hiking boots or running shoes.
*Registration Required  Price: N/C*

Chairman's Celebration Dinner
Sunday, October 3 • River Run Lodge
6:30 – 9:00 p.m.

Join us for an evening at the spectacular River Run Lodge as we honor IHA Chairman Carl Hanson, administrator, Minidoka Memorial Hospital, Rupert. Business casual attire is recommended. Please come by the IHA registration/information desk in the Inn Board Room by 5:30 p.m. to pick up your registration packet, which will contain your name badge and tickets to this and other catered events for which you've registered. Tickets will be collected at the door. Space for this event is limited, so register early!
*Ticket Required  Price: $50*

IHAPAC Fun Run/Walk
Tuesday, October 5 • Sun Valley Golf Course
*Sponsored by Regence BlueShield of Idaho*
7:30 – 9:00 a.m.

The IHAPAC Fun Run/Walk includes two and three mile courses for walkers and runners. All registrants start at the Sun Valley Golf Course. The $15 entry fee per person includes a great T-shirt, prizes, and end of run refreshments. Fill out the registration form (inside the brochure) and fax personal credit card registration to IHA at 208/338-7800 or mail with personal check or money order made payable to IHAPAC to P.O. Box 1278, Boise, ID 83701-1278. Registration Required  Price: $15 (separate registration form)
The Star Garnet Award

Karl Kurtz has worked unselfishly on behalf of citizens of the state of Idaho and the Idaho Hospital Association for the last 17 years. Mr. Kurtz is the director of the Idaho Department of Health and Welfare. He has served in this capacity since February of 1999. During this time, he has done much to advance health care in our state. Karl has focused and improved partnerships between the Department and communities throughout Idaho. He has worked with private and public human service organizations to build a sustainable, integrated health and human service system in all reaches of the state.

Under his leadership, the number of children in low-income families with health care coverage through Medicaid or the Children's Health Insurance Program (CHIP) has greatly increased. When Mr. Kurtz first became director, only 51,000 Idaho children received health insurance through Medicaid and CHIP programs. In 2003, that number had more than doubled to 110,000 children. Karl firmly believes and clearly sees that providing health insurance to these tens of thousands of uninsured children will improve not only the health of Idaho children, but also the future of Idaho overall.

Mr. Kurtz has played a central role in the implementation of the Immunization Reminder Information System (IRIS), a web-based program to track children's immunizations and alert parents when recommended vaccinations are missed. There are presently over 57,000 children under the age of three enrolled. This program has reinvigorated the state's immunization efforts.

Mr. Kurtz also has played a role in the quality and the availability of children's mental health services in our state. Two years ago the department received a six million dollar Systems of Care grant. This grant developed the infrastructure of local and regional mental health councils to coordinate services for children with serious emotional disturbances in their communities, regardless of where they live.

Karl has been a champion of implementing cost-effective programs that have preserved Medicaid services and provided the right service, at the right time, in the right setting, at the right price. He has directed Idaho's Medicaid program to focus on improving quality of service by moving into disease management. He has done this by successfully increasing reimbursement for primary care providers thereby doubling the enrollment in Healthy Connections, the Department's managed care program. This program has been instrumental in providing a medical home for Medicaid enrollees, ensuring high quality health promotion and wellness care saving taxpayers money, as well.

Beyond Idaho, Karl is president of the board of directors of the American Public Human Services Association, a non-profit organization that educates Congress, the media, and the public about states' roles in health and human services reform.

Before Karl joined the Department of Health and Welfare, he was vice president of finance and chief finance officer at Saint Alphonsus Regional Medical Center in Boise. In that capacity, Karl helped to ensure state-of-the-art medical care for the citizens of Boise, the Treasure Valley, and beyond.

Karl's integrity, deep concern, and tremendous efforts to promote the health of Idaho citizens and to support the hospitals of Idaho qualify him for IHA's most prestigious award. His sustained actions and efforts over the last 17 years for the health care of all of Idaho speak to his work and compassion.

It is said that people will not care how much one knows until they know how much one cares. Karl Kurtz is a man who cares deeply and has contributed greatly to the hospitals, programs, policies, and health care of our great state.
Trustee of the Year Award

Dr. Maurice Masar has served for over three years as board president for not one, but two hospitals. Unlike Dr. Masar, most trustees oversee the workings of only one acute care facility, but his board also oversees seven medical clinics and three physical therapy clinics. In addition to his role as board president, he has been a member of the St. Mary’s Hospital and Clinics (SMHC) and Clearwater Valley Hospital and Clinics (CVHC) joint board of directors for over five years. He was a member of the CVHC board from the early 1980’s until it joined with SMHC in 1998.

Through his guidance and direction these two rural hospitals have formed a partnership where collaboration has been key to the success of both. In the past year alone, SMHC received Governor Dirk Kempthorne’s Brightest Star Award and CVHC received two half million dollar federal grants through Senator Mike Crapo’s office.

Two years ago, SMHC opened a new 12,000 square foot medical clinic with 12 exam rooms, physician offices, patient service areas, and more. In August 2003, CVHC dedicated a new four bay emergency room that serves the busy Highway 12 corridor through north central Idaho. SMHC was also named twice as one of the nation’s “Top 100” hospitals during Dr. Masar’s tenure. Together the two hospitals employ 13 family practice physicians, one general surgeon, two physician assistants, and a family nurse practitioner. Recruiting and retaining health care providers in a rural area can be an overwhelming challenge, but, with Dr. Masar’s assistance, both hospitals and their satellite clinics are thriving, providing accessible health care to 25,000 people in a river canyon/mountain/prairie area larger than Rhode Island.

Dr. Masar gives very generously of his time and talents to both facilities in addition to the thousands of hours he has donated to the communities over his many years as a physician, surgeon, volunteer and board member.

Although there are many very capable trustees in our great state, it is hard to imagine that anyone has dedicated more time to his communities than Dr. Masar, a truly giving, deserving person.

Distinguished Service Award

When Dr. Michael Denyer joined Eastern Idaho Regional Medical Center’s staff in 1997, he filled a glaring service gap in southeastern Idaho. Prior to the arrival of Dr. Denyer and his partner, Dr. Greg Hodson, Idaho Falls was one of only a handful of American cities of comparable size where modern cardiovascular surgery was not available.

Before Dr. Denyer joined the EIRMC Heart Center, it was not unusual for pump times to exceed 12 hours and ICU lengths of stay to exceed one week. Mortality, morbidity, and complication rates were all unacceptably high. A clear-eyed look at EIRMC’s cardiac program revealed it was not meeting its potential, the vision of the community leaders, and, most importantly, the desired outcomes for patients. So EIRMC pledged to improve.

The cornerstone of the improvement was overhauling the open-heart surgery program by recruiting Dr. Denyer, who not only changed how open-heart surgery is done at EIRMC, but how open-heart surgery is done – period. In the US, the vast majority of cardiac surgeons (over 70%) still perform coronary artery bypass surgery by stopping the heart and using a heart-lung bypass machine to pump blood and oxygen to the body (CABG). A small but growing number of surgeons, however, now use the “beating heart” or “off-pump” method, immobilizing certain small areas of the heart with stabilizing equipment and performing grafts while the heart continues to beat. Based on consistent, measurable successes with this method, approximately 98 percent of coronary artery bypass grafts Dr. Denyer performs are done “off-pump.”

Dr. Denyer’s efforts in this field include contributions toward such surgical innovations as:

• pericardium suturing;
• radial artery harvesting and grafting;
• patient positioning and OR table angling; and,
• perhaps most importantly, design improvement for a specialized retractor, known as the “Octopus,” to stabilize portions of the heart during off-pump surgery.

Dr. Denyer is also highly-regarded for disproving the professions’ long-held belief that the posterior surface of the heart is essentially “unreachable” in off-pump surgery. For the small but significant numbers of patients who need surgery on the back of their hearts, his techniques for accessing this difficult-to-reach area have proven a most welcome discovery.

Dr. Denyer generously shares his groundbreaking techniques with his peers throughout Idaho and across the nation, advancing the field of cardiovascular medicine and helping to improve the lives of countless patients, many of whom he will never meet.

Dr. Denyer embodies the exemplary contributions envisioned by the IHA Distinguished Service Award and is recognized for his efforts.

**Leader of Volunteer Excellence (LOVE) Individual Award**

**Peggy Flowers** has been hailed as a “shero,” a “shining star,” and a “president's dream” by the staff and her fellow volunteers at St. Joseph Regional Medical Center in Lewiston. It seems, however, that Peggy Flowers’ attributes go even beyond these high accolades.

As a young woman, compassion became an integrated part of Peggy's life during her careers as both a teacher and a nurse. It is this trait — blended with her bright smile, dedication, and strong work ethic — that endears her to everyone who has the good fortune to work with her. Peggy's volunteer work touches many areas of the hospital and beyond, to include human resources, education, auxiliary, fund raising, and community events.

In the education department, Peggy organized and computerized the hospital's extensive catalog of educational videos and maintains the monthly influx of new materials. Her skills as a librarian have made this valuable resource readily and easily accessible to the staff. Another portion of her volunteer day is spent working with the hospital employee cost savings idea program called the “Spirit of Excellence.” Peggy has assisted with this program since its inception over 10 years ago processing over 1,000 ideas and saving two million dollars.

Leadership with vision and hard work is one of the reasons Peggy has become such an important part of the hospital's auxiliary. When a program, event, or activity needs help, Peggy never waits to be asked. In addition to serving as treasurer for the auxiliary board, Peggy brings her energy and enthusiasm to many different hospital events including the annual two-night Wine Fest, a very successful and much anticipated community gala. Peggy worked with the hospital foundation to grow this longstanding program to include more people, raise more funds, and provide a showcase event for the hospital. Her efforts include not only planning and strategies; she is always the first to arrive and the last to leave when there is work to be done.

In addition to her involvement at St. Joseph, Peggy is active in her church, serving on several committees. For an extended period, she worked with a family that relocated to Lewiston from Uganda. Sharing her compassion and emotional support was a gift in itself, as were her tireless efforts to secure or provide many basics for this family that remains part of her extended family today. Volunteering at the community free clinic and working with the Newcomers Club, as well as recruiting new volunteers to St. Joseph, are just a few more of her activities.

When you think there couldn’t possibly be any more minutes in her day, Peggy surprises you again. She is a superb gardener, nurturing what many call the most beautiful flowers in the valley. But it is the compassion, smile, and boundless love that she shares with the hospital and her community that allow those around her to blossom. It is in this garden where her green thumb truly shines.
**Junior Volunteer of the Year Award**

Jessica Verbanac has volunteered at Saint Alphonsus Regional Medical Center in Boise for the past four years, likening her experience as a volunteer to that of a blooming garden. Jessica sees her skills, confidence, and maturity growing. And, like the flowers she enjoys delivering, she is able to bring relief, compassion, and smiles to those around her.

Jessica has been tasked by the hospital staff to work in many areas, including transporting patients, working with families, office tasks, and, her favorite, delivering flowers. Outside of patient care, she has worked on the hospital’s annual Festival of Trees, department open houses, the Junior Volunteer toy drive, and recognition events for the Junior Volunteers. Jessica has served as public relations officer, president-elect, and president of the institution’s Junior Auxiliary Board of Directors.

Jessica considers the knowledge gained as a junior volunteer at Saint Al’s irreplaceable. The hospital, in turn, has found her dedication and service exceptional. Thank you, Jessica, and congratulations.

**Citation for Meritorious Service Award**

From her early years of x-ray training at the original Saint Alphonsus Hospital location in downtown Boise to her post-retirement efforts in support of various healthcare projects and programs, Judy Murray has exemplified superior service and dedication to the local community and surrounding areas. She has provided over 25 years of dedicated service to Saint Alphonsus with a focus on women’s health issues. Before she retired, Judy was recognized for her tireless service to patients, the community and fellow co-workers as recipient of the Saint Alphonsus President’s Commendation Award, an annual recognition of an individual who represents the hospital’s mission, goals and contributions to the community.

Judy has been a prominent member of the Idaho Breast and Cervical Cancer Coalition and the local Susan G. Komen Race for the Cure board of directors. She is dedicated to providing community education to groups large and small to help keep people informed and aware of important health concerns. Among her most noteworthy accomplishments is her community outreach. Judy was pivotal in bringing the Race for the Cure® event to Boise. Each year the number of participants and broad reach of the race to raise funds and breast cancer awareness have grown.

Through Judy’s diligence, women’s health issues have been well represented at Saint Alphonsus and in the community year-round. She is well-known and respected in the Treasure Valley for her expertise, compassion, hands-on approach, and presentations to innumerable groups about women’s health. Because of her role in developing Saint Alphonsus’ innovative, interdisciplinary approach to breast care, she has been a speaker at national conferences, as well.

In addition, Judy’s expertise in the field of radiology has not gone unnoticed. She has acted as an advisor to Boise State University’s radiology program and participated in the BSU president’s community focus groups.

Even after retiring from Saint Alphonsus, Judy has remained active as a volunteer in numerous programs, projects, and fundraisers. She has provided her time, money, and talent in support of numerous Saint Alphonsus efforts, such as Project Haiti, Festival of Trees, Life Flight Medical Center Campaign, Women & Children’s Art Project, and the Patient and Family Assistance Fund, to name a few. Today, she continues to lend her knowledge and expertise in various areas to ensure quality care is delivered to patients and their families throughout the healthcare system.

Above all, Judy has never lost sight of her main objective: to provide the best possible care for patients. For this, IHA honors Judy Murray with the Citation for Meritorious Service Award.
Retirement Award of Recognition

Sharon A. Lee retired this July after 44 years of contributions to the health care industry.

Sharon received her nursing diploma from St. Francis Hospital School of Nursing in Peoria, Illinois. Ultimately, Sharon became vice president of patient care services at St. Luke’s Regional Medical Center in Boise after earlier nursing positions in Illinois and Colorado.

An advocate for integrated patient care, Sharon greatly enhanced the delivery of nursing and patient care at St. Luke’s and in Idaho. Sharon worked hard to ensure that nurses are highly respected for their skills and knowledge, as well as for their caring and compassion, and for creating an environment of accountability for their profession.

One of Sharon’s greatest accomplishments came to fruition in 2001 when St. Luke’s was designated by the American Nurses Credentialing Center as the nation’s thirty-ninth Magnet Hospital, the first and only hospital in Idaho to have earned such distinction. The prestigious Magnet Award recognizes hospitals for nursing excellence and quality patient care – Sharon’s passion.

Sharon served on the American Hospital Association Board of Directors and the Idaho Hospital Association's Council on Nursing. A fellow and former regent of the American College of Healthcare Executives, she also served in many capacities at the American Organization of Nurse Executives, including board of directors, committee on education, and the research and development committee. She has served on the board of directors of the Women’s and Children’s Alliance, as well as the Humphrey’s Diabetes Education Center, and on the advisory board of the Treasure Valley Continuing Nursing Education Network. She has been honored by the American College of Healthcare Executives and the American Nurses’ Association, and was named “Boss of the Year” by the American Business Women’s Association (ABWA). She received IHA’s Distinguished Service Award in 2003.

We wish Sharon the best in her retirement.

Gene K. Tomt, FACHE, is retiring this fall, ending more than 30 years of service in the healthcare industry. Gene began his career in 1970 as director of personnel administration at St. Joseph Regional Medical Center in Lewiston, a position he held until 1976 when he was promoted to assistant administrator. In 1980, Gene left St. Joseph to become chief executive officer at Bonner General Hospital in Sandpoint.

Gene received a master’s in personnel administration from North Dakota State University. While working, Gene received his degree in healthcare administration from St. Louis University, St. Louis, Missouri.

Gene is president of the North Idaho Rural Health Consortium, vice president of the North Idaho Health Network, a member of the American Hospital Association Governing Council for Small or Rural Hospitals, a member of the American College of Healthcare Executives Editorial Board, and a Fellow in the American College of Healthcare Executives. A past member of the Idaho Hospital Association Board of Directors and the American College of Healthcare Executives Regents Advisory Board. Gene was a recipient of the American College of Health Executives Regents Award. He also is past president of Sandpoint Baseball Association and member of American Baseball Coaches Association.

We wish Gene a long and happy retirement.
Upon a recent introduction to a new Portneuf Medical Center employee, Tom Skaggs was greeted with the comment, “Ahh, The Legend.” While Tom was graciously modest about the compliment, those who have had the pleasure of knowing and working with Tom know that reference is well-deserved.

Tom came to Pocatello's Bannock Regional Medical Center in 1984 as an accountant and was promoted to controller within the year and to assistant administrator of finance and chief financial officer in 1987. He retired from Portneuf Medical Center in January as vice president of finance and chief financial officer.

Tom's leadership at Bannock and Portneuf was evident in successful attempts to secure bond financings and ensure that the institution has a solid reserve account. His strong financial guidance was instrumental in completion of the $15 million expansion of labor and delivery and long term care services in 1989, the $20 million construction of the new medical office building and parking garage in 1997, and the consolidation of Bannock and Pocatello Regional Medical Centers in 2003.

While Tom was managing the hospital's finances and several other departments, he was active in the Idaho chapter of the Healthcare Financial Management Association (HFMA). He served on its board of directors from 1989-1996, and held the offices of chapter treasurer, secretary, president-elect, and president. He also assisted in the development of the Southeastern Idaho Physician Hospital Organization (SIPHO), the Portneuf Health Network (PHN), and the Idaho Community Hospital Network (ICHN).

It is safe to say that Tom's influence on healthcare in Idaho has extended across the state. He will be greatly missed. Thank you, Tom, for 20 great years!

Convention Planning Committee

Special thanks to this year's Convention Planning Committee which consists of the members of the IHA Southeast Hospital Conference.

Louis Kraml, Bingham Memorial Hospital, Blackfoot, committee chairman
Rod Jacobson, Bear Lake Memorial Hospital, Montpelier
John Hoopes, Caribou Memorial Hospital, Soda Springs
Michael Olson, Cassia Regional Medical Center, Burley
Doug Crabtree, Eastern Idaho Regional Medical Center, Idaho Falls
Mike Andrus, Franklin County Medical Center, Preston
Bob Brummond, Harms Memorial Hospital, American Falls
Kim Dahlman, Lost Rivers District Hospital, Arco
Keith Steiner, Madison Memorial Hospital, Rexburg
John Kee, Magic Valley Regional Medical Center, Twin Falls
Carl Hanson, Minidoka Memorial Hospital, Rupert
Todd Winder, Oneida County Hospital, Malad City
Patrick Hermanson, Portneuf Medical Center, Pocatello
Ray Laible, State Hospital South, Blackfoot
Mike Cooper, St. Benedict's Family Medical Center, Jerome
Paul Herman, Steele Memorial Hospital, Salmon
Susan Kunz, Teton Valley Hospital and Surgicenter, Driggs
IHA Board of Directors

Carl Hanson
Chair
Administrator
Minidoka Memorial Hospital
Rupert

Louis Kraml
Chair-elect
Chief Executive Officer
Bingham Memorial Hospital
Blackfoot

Gary Moore
Secretary-Treasurer
Chief Executive Officer
Shoshone Medical Center
Kellogg

Susan Kunz
Immediate Past Chair
Chief Executive Officer
Teton Valley Hospital and Surgicenter
Driggs

Steven A. Millard
President
Idaho Hospital Association
Boise

Jeff Martin
Chief Executive Officer
Gritman Medical Center
Moscow

Craig A. Johnson
Chief Executive Officer
Boundary Community Hospital
Bonners Ferry

Anne Oglevie
Administrator
Weiser Memorial Hospital
Weiser

Joe Messmer
President/Chief Executive Officer
Mercy Medical Center
Nampa

Edwin E. Dahlberg
President
St. Luke's Regional Medical Center
Boise

Keith Steiner
Chief Executive Officer
Madison Memorial Hospital
Rexburg

Doug Crabtree
Chief Executive Officer
Eastern Idaho Regional Medical Center
Idaho Falls

John Hoopes
Chief Executive Officer
Caribou Memorial Hospital
Soda Springs

Bill R. Ringert
Trustee
Elmore Medical Center
Mountain Home

Jerry Cobb
Trustee
Shoshone Medical Center
Kellogg

Linda Porter
Trustee
Madison Memorial Hospital
Rexburg

Mark B. Adams
AHA Delegate
Chief Executive Officer
West Valley Medical Center
Caldwell

Jess B. Hawley
AHA Alternate Delegate
Administrator
Syringa General Hospital
Grangeville
The Idaho Health Facility Authority is the primary issuer of tax-exempt bonds and loans for Idaho’s health care organizations. Created in 1972, the IHFA’s mission is:

A. To provide a measure of assistance and alternative methods to enable health institutions in the State to finance, or refinance, their capital needs for eligible projects such as buildings, fixtures, equipment and other hard assets.
B. To educate its members and the health facilities in the State on the benefits and all aspects of tax-exempt finance.
C. To communicate with the National, State, and Local money markets to find the necessary moneys to fund the various projects.
D. To optimize efficiency in financing and assure borrowers they are benefiting from debt service savings.

In addition to serving as a source of capital, the IHFA developed the Rural Technical Assistance Program to provide subsidies to rural health care entities who are in need of technical assistance in four broad areas: financial, legal, community development, and organizational.
DOES YOUR COMPANY UNKNOWINGLY MAKE RISKY INVESTMENTS? IT COULD IF YOU BUY “JUNK INSURANCE” FROM THE WRONG CARRIER.

When you buy insurance today, you expect to be protected from mishaps that may not strike for years, especially in long-tail lines like D&O, excess casualty, environmental and healthcare. It isn’t enough to check financial strength ratings before picking an insurer. Good corporate governance requires you to check the long-term debt rating your insurer receives from the major credit rating services. Insist that your broker disclose these ratings. You could be putting your company’s future at risk if you buy coverage from insurers with low debt ratings – especially from insurers based in loosely regulated jurisdictions. If your insurer fails, unresolved claims might never get paid. You, your shareholders, customers and employees could be irreparably harmed by junk insurance.

**FACT:** Many insurers that hold financial strength ratings of A- hold long-term debt ratings of BBB-, just one step away from junk.

**FACT:** Over 200 property-casualty insurers failed between 1993 and 2002.

**FACT:** AIG holds the top credit rating available from the leading rating services. That means AIG has the financial resources to keep its insurance subsidiaries at top financial strength.

When you buy insurance from the AIG companies, you know we’ll be there for you. How does your insurer rate?
REGISTRATION INFORMATION: All persons attending programs of the Idaho Hospital Association or any programs of the allied societies must register and wear IHA identification badges. The IHA convention badge is your ticket to the General Session. Pre-registration is recommended and payment must accompany registration form. The general registration fee will be charged for all convention attendees (except sponsors, vendors, speakers, auxiliaries/volunteers, students, and spouses of convention attendees). The fee is $75 for advance registration (must be received by September 23), $100 for on-site registration.

Additional registration fees are charged by some organizations meeting concurrently with IHA. Sponsors, vendors, speakers, auxiliaries/volunteers and spouses of convention registrants must register and must pay society section meeting fees for any society programs or functions attended. Pre-registration 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 (NC) by putting an -0- in the space provided. See reverse for additional registration and cancellation information.

**NAME____________________________________________________________________________**
**TITLE________________________________________________________________________________**

**HOSPITAL/ORGANIZATION__________________________________________________________________________________________________________ _____________________________________**

**MAILING ADDRESS____________________________________________________CITY/STATE/ZIP________________________________________E-MAIL ______________________________________**

**BUSINESS PHONE (_______)___________________FAX (_______)_______________________SPOUSE (only if attending)_________________________________________________________________

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**ONLINE REGISTRATION AVAILABLE AT www.teamiha.org**

<table>
<thead>
<tr>
<th>#</th>
<th>Event</th>
<th>Fee per Person</th>
<th>Number of Tickets</th>
<th>Amount Due</th>
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<tbody>
<tr>
<td>1</td>
<td>IHA GENERAL REGISTRATION ($75 advance, $100 on-site) [EXEMPT FROM THIS FEE are sponsors, vendors, speakers, auxiliaries/volunteers, students, and spouses ONLY.]</td>
<td>$75</td>
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<td>2</td>
<td>Chairman’s Celebration Reception/Dinner, Sun., Oct. 3, 6:30 - 9:00p</td>
<td>$50</td>
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<td>3</td>
<td>Forum 1, “Employer Efforts in Health Care Quality…” Mon., Oct. 4, 1:30 - 4:00p</td>
<td>$75</td>
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<td>4</td>
<td>Forum 2, “Evidence-Based Medicine…” Tues., Oct. 5, 9:00 - 11:30a</td>
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<td>5</td>
<td>American College of Healthcare Executives (ACHE) Luncheon, Mon., Oct. 4, 12:00 noon - 1:30p</td>
<td>$35</td>
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<td>6</td>
<td>Auxiliaries/Volunteers Registration, Mon., Oct. 4, 11:00a - 4:00p</td>
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<td>Auxiliaries/Volunteers Luncheon, Mon., Oct. 4, 12:30 - 2:00p</td>
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<td>8</td>
<td>Auxiliaries/DVS Brunch/Education, Tues., Oct. 5, 9:30a - 12:00 noon</td>
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<td>9</td>
<td>Critical Access Hospital Breakfast Meeting (FOR CAH MEMBER HOSPITALS AND INVITED GUESTS ONLY), Mon., Oct. 4, 6:45 - 8:15a</td>
<td>N/C</td>
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<td>10</td>
<td>Insureds Meeting (formerly Farmers), Sun. Oct. 3, 12:00 noon - 2:00p</td>
<td>N/C</td>
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<td>11</td>
<td>Fund Development/Foundations – CAH Hospitals, Tues., Oct. 5, 8:30a – 3:50p</td>
<td>N/C</td>
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<td>12</td>
<td>Fund Development/Foundations – Non-CAH Hospitals, Tues., Oct. 5, 8:30a – 3:50p</td>
<td>N/C</td>
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<td>13</td>
<td>Healthcare Financial Management Association (HFMA), Mon., Oct. 4, 1:00 - 5:00p and Tues., Oct. 5, 7:30a - 12:00 noon</td>
<td>$75</td>
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<td>14</td>
<td>Idaho Alliance of Leaders in Nursing, Tues., Oct. 5, 7:30 – 9:00a</td>
<td>$20</td>
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<td>15</td>
<td>Idaho Association of Healthcare Risk Management (IDAHRM) Members, Tues., Oct. 5, 8:00a - 12:00 noon</td>
<td>$35</td>
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<td>Event Name and Details</td>
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<tr>
<td>16</td>
<td>Idaho Association of Medical Staff Services, Sun., Oct. 3, 8:00a – 4:00p</td>
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<td>17</td>
<td>Idaho Healthcare Human Resource Association (IHHRA), Mon., Oct. 4, 12:00 noon - 4:30p</td>
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<tr>
<td>18</td>
<td>Idaho Health Information Management Association (IHIMA) Members, Sat., Oct. 2, 9:00a – 3:30p</td>
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<td>19</td>
<td>Idaho Health Information Management Association (IHIMA) Non-Members, Sat., Oct. 2, 9:00a – 3:30p</td>
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<td>20</td>
<td>Idaho Nurse Managers/Rural Nursing Network, Sun., Oct. 3, 10:00a - 3:00p</td>
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<td>$60</td>
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<td>21</td>
<td>Idaho Society for Healthcare Engineers, Sun., Oct. 3, 1:00 – 5:00 p.m., Mon., Oct. 4, 11:00a – 5:00p</td>
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<td>$15</td>
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<td>22</td>
<td>Idaho Society for Healthcare Marketing and Public Relations (ISHMPR), Sun., Oct. 3, 12:00 noon - 5:00p</td>
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<td>$30</td>
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<td>23</td>
<td>Idaho Society of Directors of Volunteer Services, Sun., Oct. 3, 10:00a – 3:00p</td>
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<td>$10</td>
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<td>24</td>
<td>Idaho Society of Language Services in Healthcare, Mon., October 4, 11:00a – 4:00p</td>
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<td>25</td>
<td>Idaho Sound Beginnings (Universal Newborn Hearing Screening Consortium), Tues., Oct. 5, 10:00a - 3:00p</td>
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<td>$30</td>
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<td>26</td>
<td>Materials Managers and Purchasing Directors, Mon., Oct. 4, 12:00 noon – 2:00p</td>
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<td>$15</td>
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<tr>
<td>27</td>
<td>QIO Committee Meeting (formerly PRO Liaison Committee), Sat., Oct. 2, 9:00a - 12:00 noon</td>
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<td>N/C</td>
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<tr>
<td>28</td>
<td>Quality Utilization Resource Management Society (QURMS) Members, Sun., Oct. 3, 8:30a – 4:00 p.m.</td>
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<td>$35</td>
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<td>29</td>
<td>Trustee Luncheon, Sun., Oct. 5, 12:00 - 1:00p</td>
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<td>$25</td>
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<tr>
<td>30</td>
<td>Trustee Education, Sun., Oct. 5, 1:00 - 4:45p</td>
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<td>$35</td>
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</tbody>
</table>

**Cancellations:** Those who pre-register but subsequently do not attend an educational program of the Association will receive a refund if cancellation has been received by IHA before September 21.

**When You Arrive:** Attendees may pick up registration packets and receive general convention information at the IHA registration/information desk located in the Inn Board Room 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 22.

**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

Credit card #:_________________________ Exp. Date:_________ Signature:_________________________________

Mail to: Toni Pugmire, IHA, P.O. Box 1278, Boise, ID 83701-1278
If paying by VISA/MC, registration may be faxed to: 208/338-7800 or you may register online at www.teamiha.org.
IHAPAC GOLF TOURNAMENT (SCRAMBLE)
Saturday, October 2, 2004
Tee Times 10:00 a.m. – 1:10 p.m.
Sun Valley Golf Course, Sun Valley
Frost delays may occur. Reconfirm tee time at the pro shop or IHA registration desk on the day of the tournament.

$90 PER PLAYER
(includes greens fees, cart and beverages/snacks)
Mulligan tickets will be sold at the registration table:  1/$10 or 3/$20

*****PRIZES WILL BE AWARDED*****
♦ Low Gross Team Score ♦ Low Net Team Score (handicap) ♦ Closest to the Pin (Men) ♦ Closest to the Pin (Women) ♦ Longest Drive (Men) ♦ Longest Drive (Women)

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: Tee time preference: __________________________

*Handicap required as team prizes will be given for both gross and net score. Please estimate handicap by subtracting usual score from par if player does not have an IGA handicap.

PRE-REGISTRATION REQUIRED.
TEE TIMES WILL NOT BE GUARANTEED AFTER 9/20/04.

Send payment by September 20 to: Toni Pugmire, IHA, P.O. Box 1278, Boise, ID 83701; or FAX 208/338-7800 if paying by VISA/MC. Because this is an IHAPAC event, payment must be made payable by personal check, personal VISA/MC or money order.

PERSONAL: Check made payable to IHAPAC enclosed for $________ Check #: ______
PERSONAL: VISA/MC#: __________________________ Exp. Date: _____ / _____
Signature: ____________________________________________

SPONSORED BY:

www.chivaroli.com
IHAPAC FUN RUN/WALK
Tuesday, October 5, 2004
7:30 a.m., Sun Valley Golf Course
Sun Valley, Idaho

Check-in Time: 7:15 a.m.  Start Time: 7:30 a.m.  Cost: $15.00

You can participate in either a 3-mile or 2-mile run or walk. The course begins and ends at the Sun Valley Golf Course. A continental breakfast will be served at the finish line. Each pre-registered participant will receive a T-shirt. Prizes will be awarded.

Name:__________________________________________

HOME ADDRESS__________________________________________

City/State/Zip:__________________________________________

T-shirt size:  S____ M____ L____ XL____ Other:____($2 additional charge)

☐3-mile run  ☐3-mile walk  ☐2-mile run  ☐2-mile walk

Because this is an IHAPAC event, payment must be made by personal check, personal VISA/MC or money order.

Enclosed is PERSONAL check #:________________________ in the amount of $_____________________

PERSONAL VISA/MC #:________________________ Exp. Date:____/____/____

Name on Card (Please print):________________________

Signature:________________________________________

Please mail registration and payment to: Toni Pugmire, IHA, P.O. Box 1278, Boise, ID 83701-1278; or if paying by credit card fax to 208/338-7800.

NOTE: ONLY pre-registered participants (received before September 23, 2004) are guaranteed a T-shirt and size stated on this form.

SPONSORED BY:  

Regence BlueShield of Idaho
“FLY FISHING CLINIC”

Instructors: Silver Creek Outfitters

Saturday, October 2, 2004
1:00 - 5:00 p.m.
Meet at Baldy Bus Loop (12:30 p.m.)

This an excellent opportunity for BEGINNERS of this sport.

****THE CLASS IS LIMITED TO 15 PARTICIPANTS****

WHAT’S INCLUDED?

♦ Instruction by licensed, insured and bonded guides
♦ All equipment
♦ Day fishing license
♦ Transportation

LOCATION

Participants will be transported by Silver Creek Outfitters to a private pond for float tube fishing. All participants should meet at the Baldy Bus Loop (by the flag pole) at 12:30 p.m.

COST

This clinic is being sponsored by Chivaroli & Associates, Inc. There is no charge to participants; however, the clinic is limited to 15. A drawing will be held on Monday, September 27, and the 15 lucky registrants whose names are drawn will be the clinic participants. All will be notified on September 28.

Name:___________________________________________________________________________________
Title___________________________________________________________________________________
Organization____________________________________________________________________________
Address:_________________________________________________________________________________
City/State/Zip:____________________________________________________________________________
Phone____________________Fax____________________E-mail:__________________________________

Please mail registration to: Toni Pugmire, IHA, P.O. Box 1278, Boise, ID 83701-1278 or fax to 208/338-7800.

SPONSORED BY:
2nd ANNUAL IHA “HIKE FOR YOUR HEALTH”

Saturday, October 2, 2004
1:00 – 5:00 p.m.

This event is geared toward the intermediate to advanced hiker. If you would like to enjoy even more of the beautiful scenery of Sun Valley, join Chris Johnson, IHA’s Epidemiologist, as he leads the group on a very fast paced, intense hike.

Participants will meet at the IHA Registration/Information Desk located in the Board Room of the Sun Valley Inn at 12:30 p.m. and return to the Inn by 5:00 p.m. You will need to bring hiking clothes appropriate for the weather, including a rain jacket, hat, and gloves and a small day pack with water and a snack. Dress in layers. Wear hiking boots or running shoes.

There is no cost to participate, however, pre-registration is required by September 27.

Name________________________________________________________________________
Title________________________________________________________________________
Organization_________________________________________________________________
Address_______________________________________________________________________
City/State/Zip________________________________________________________________
Phone_________________________________ Fax___________________________________
E-mail_______________________________________________________________________

Mail registration to IHA, P.O. Box 1278, Boise, ID 83701-1278 or fax to 208/338-7800, ATTN: Toni Pugmire.

IDAH0 HOSPITAL ASSOCIATION