TEEING UP for Health Care Transformation

KEYNOTE | FORUM 1 | FORUM 2

Brian Boyle | Steve Berkowitz, MD | Greg Mertz, MBA, FACMPE

IDAHO HOSPITAL ASSOCIATION
80th Annual Convention
October 5-8, 2013
Coeur d’Alene Resort | Coeur d’Alene, Idaho
“To be the **strategic partner** to our clients in the attainment of their **risk management objectives** and **financial goals**.”

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Please note: All convention registrants (excluding IHA sponsors, exhibitors, speakers, spouses, students, auxiliars/volunteers and invited guests) will be charged a general registration fee of $25 per session, not to exceed $100, in addition to the fees listed below. The general registration fee for auxiliars/volunteers is $45. (See Page 8)

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Auxiliars/Volunteers - $45 (registration); $95 (education, luncheon and breakfast) ................................................. 16, 19-20, 23
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Idaho Society for Directors of Volunteer Services (ISDVS) - $30 ................................................................................14
Idaho Society for Healthcare Engineering (ISHE) - $50 ...............................................................................................13, 14, 20
Idaho Society for Healthcare Marketing and Public Relations (ISHMPR) - $90 ......................................................14-15
Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) Golf Tournament - $115 ..............................................................9, 12
Jr. Volunteer Scholarship Fund Raffle ..........................................................................................................................14, 17
Nurse Leaders of Idaho (NLI) - $100 NLI members; $125 non-members .................................................................13-14
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IHA Board of Directors (visit http://www.teamiha.org/AboutIHA/BoardofDirectors.cfm for a complete listing)

IHA Staff (visit http://www.teamiha.org/AboutIHA/IHAStaff.cfm for a complete listing)
It’s with great pleasure I welcome you to the 80th Annual Convention of the Idaho Hospital Association. Eighty years is a remarkable tradition and this year’s convention promises to continue that custom of outstanding education and valuable networking in beautiful Coeur d’Alene.

Despite the passage of health care reform three years ago, many of us are still teeing up our hospitals to accommodate and thrive in this new era of health care. I am personally thrilled that our convention will feature Brian Boyle and his amazing story of perseverance in the face of overwhelming odds – something we in health care can identify with. Brian is a living example that the human spirit is a strength we cannot underestimate. It is my hope that once you hear his story, you too will be inspired to reach out to do more – personally and professionally.

Brian is just one of the highlights we will get to experience during our time in Coeur d’Alene, so I encourage you to come ready to learn from the presenters we have on the agenda as well as your fellow experts. With all that is offered at this convention, I am sure that you will leave ready to create meaningful changes in your hospitals and communities.

It is my honor to serve as chairman for the Idaho Hospital Association. Again, I extend a warm welcome to this year’s convention and look forward to seeing you in Coeur d’Alene.

With best regards,

Greg L. Maurer
IHA 2013 Chairman

On behalf of the Idaho Hospital Association, I welcome you to attend our 80th Annual Convention at the spectacular Coeur d’Alene Resort.

On the agenda for Monday afternoon and Tuesday morning are IHA’s forum sessions. In addition, many allied group programs will offer professionals within specific disciplines timely, need-to-know information.

This year’s keynote speaker, Brian Boyle, will present Iron Heart: The Brian Boyle Story during the general session on Monday morning.

The official “opening” of the convention is the Chairman’s Celebration on Sunday evening at the beautiful Hagadone Event Center. A special thanks to the North Idaho Rural Health Consortium for sponsoring this event. Please plan to join us as we honor IHA’s 2013 Chairman, Greg Maurer.

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

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

Best Wishes!

Steven A. Millard
IHA President/CEO
The Idaho Hospital Association would like to extend a special thanks to the following organizations that help make this convention possible:

**PREMIER SPONSOR**
Chivaroli & Associates Insurance Services

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- Benewah Community Hospital
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- Kootenai Health
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**Electronic Handouts**

All speaker materials received in advance of the convention will be posted in PDF format on the IHA website. They will remain on the website for 30 days post convention. By posting handouts electronically, we are conserving trees and minimizing waste.

Login information to access the handouts can be found on the bottom of your registration confirmation page.

**Special Needs**

In accordance with the Americans with Disabilities Act, the Idaho Hospital Association seeks to make our meetings accessible to all. If you have a disability that may require special accommodations, please call 208.489.1409 before September 13.
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Brant Hunsaker, Commercial Relationship Manager
503-886-1312 • hunsakbc@wellsfargo.com

Chairman’s Celebration attendees will enjoy the scenic beauty of Lake Coeur d’Alene aboard the Mish-a-Nock as they are transported to/from the Hagadone Event Center.

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REGISTRATION & EXHIBIT INFORMATION

Registration Desk Hours

The IHA registration desk located in the Conference Center will be open for operation as follows:

Hours:
Saturday   7:30 a.m. – 4:00 p.m.
Sunday     7:00 a.m. – 5:30 p.m.
Monday     6:30 a.m. – 5:00 p.m. (closed during general session)
Tuesday    7:00 a.m. – 12:00 p.m.

Exhibit Hall

We hope you will plan to visit the exhibit hall on Monday, October 7, in Bay 4-6 in the Conference Center to speak with representatives of companies supporting this year’s convention. This is an excellent opportunity to become familiar with products and services available to health care personnel. Please join IHA in thanking these exhibitors for their support during the following hours.

Hours:
7:00 a.m. – 8:15 a.m.  Exhibits Open/Continental Breakfast (open to all convention registrants)
11:30 a.m. – 1:30 p.m. Exhibits Open
3:30 p.m. – 5:30 p.m.  Exhibits Open
4:30 p.m. – 5:30 p.m.  Reception/Door Prize Drawings
YOU MUST BE PRESENT TO WIN!

Exhibitors

Advanced MedTech Inc.
Architectural Nexus
Arjo-Century Distributing, Inc.
Blue Cross of Idaho
Chivaroli & Associates Insurance Services
CNA HealthPro
Contractors Northwest, Inc.
Coverys
CPSI
CTA Architects Engineers
Dingus, Zarecor & Associates
DMS Health Technologies
Eide Bailly LLP
Emdeon
First Choice Health
Hands of Hope Northwest
Healthcare Services Group Inc.
Healthland
Hudson Insurance Group
Idaho Correctional Industries
Idaho Health Data Exchange
Idaho Health Facilities Authority
Idaho State University - Division of Health Sciences
INNERFACE Architectural Signage, Inc.
KeyBank
Life Flight Network
Marketing Solutions Promotional Products
Medical Protective
MEDITECH (Medical Information Technology, Inc.)
Moss Adams LLP
MTX Medical Solutions
PacificSource Health Plans
Professional Finance Company
Qualis Health
Qualis Health - WIREC
RazorInsights
Rocky Mountain Health Network
Shannon Specialty Floors
Sodexo
Swisslog
TruBridge
VALIC
Yellowstone Insurance Exchange, RRG
Resort Information

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

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

By car, Coeur d’Alene is 40 minutes from Spokane, Washington. Shuttle service is available from Spokane International Airport ($69 round trip, $50 one-way). For shuttle reservations, please call 800.688.5253, option 2.

A block of rooms will be held until September 3, 2013 at special rates for IHA convention attendees (single/double occupancy): Lake Tower (formerly Premier) - $169; Park Tower (formerly Deluxe) - $149; and, North Wing (formerly Traditional) - $119. Prices do not include tax. The Resort will continue to honor these rates beyond the cut-off date on a space available basis. To make your reservations, call the Resort directly at 800.688.5253 or visit https://gc.synxis.com/rez.aspx?Hotel=27203&Chain=10237&template=GEGCD&group=IDHOSPITAL13. For best selection, please make reservations early. One night’s lodging plus tax will be charged at time of booking. Guests can cancel reservations up to 72 hours prior to arrival to avoid forfeiture of deposit. If cancellation is made within 72 hours prior to arrival, the first night’s room and tax deposit are non-refundable.

Registration Information

Please complete the online registration form at https://www.teamiha.org/Education/Convention/Registration/Index.cfm. If paying by check, print and return a copy of the completed registration form with your check made payable to IHA, P.O. Box 1278, Boise, ID 83701-1278. Visa, MasterCard, American Express or Discover are also accepted. Payment must accompany all registrations. Registrations will not be processed without proper payment. The advance registration deadline is 5:00 p.m. MT on September 26, 2013 after which time you must contact IHA for special instructions. All registrations received after this date will be assessed a processing fee equal to 50% of registration fee (not to exceed $40). This applies to all registrations received after the deadline. If payment has not been received prior to an event and the registrant fails to attend or does not cancel within the stated time period, the entire registration fee in addition to the processing fee, is payable and will be billed.

Name badges and tickets will be available for pre-registrants at the IHA registration/information desk located in the Conference Center. Registration/information desk hours are provided on page 7. If you have questions, contact Toni Pugmire at 208.489.1409 or e-mail tpugmire@teamiha.org.

Cancellation Policy

A non-refundable processing fee equal to 50% of the registration fee (not to exceed $40) will be retained for all cancellations. Cancellations received after 5:00 p.m. on September 26 are non-refundable. All fees associated with an event are forfeited for those who fail to cancel within the stated time period or fail to attend an event. Registrants unable to attend are permitted and encouraged to send a substitute at no extra charge. Qualifying refunds will be processed after October 14. If payment has not been received prior to the event and the registrant fails to attend or does not cancel within the stated time period, the entire registration fee, in addition to the processing fee, is payable and will be billed.

Per Person Fees

All convention registrants (excluding IHA sponsors, exhibitors, speakers, spouses, students, auxilians/volunteers and invited guests) will be charged a general registration fee of $25 per session, not to exceed $100. General registration fees are in addition to specific section, forum, meal functions or program fees, and are intended to offset general registration materials, processing and program development.

[NOTE: The general registration fee for auxilians/volunteers is $45; directors of volunteer services must pay the IHA general registration fee, but are not required to pay the $45 auxilian/volunteer registration fee.]
How to Register

Hospital CEOs are encouraged to distribute registration materials to all hospital personnel and trustees. Auxiliary presidents and/or directors of volunteer services are encouraged to distribute registration materials to their members. Each participant, including IHA sponsors, exhibitors, students, spouses/guests, and invited guests must be registered online.

To register visit https://www.teamiha.org/Education/Convention/Registration/Index.cfm
- Complete the registration form and select payment type. If paying by check, print the completed registration form, which will serve as an invoice and mail a copy with payment to IHA, P.O. Box 1278, Boise, ID 83701-1278. The registration form will automatically total the various registrant fees.
- Name badges will be printed from the information provided on this form.

Recreational Event Registration

Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) Golf Tournament (scramble format - shotgun start)
Sponsored by Chivaroli & Associates Insurance Services

To register for this event, visit https://www.regonline.com/JWMGolf2013. Payment for the golf tournament must be made with a personal check or personal credit card. Corporate funds can only be accepted from proprietary hospitals and non-hospital organizations. If you have corrections or additions to your registration, call Toni Pugmire at 208.489.1409. IHA should be notified of additions or corrections prior to September 19, 2013.

Convention Helpful Hints

To make the most of your convention experience, here are some helpful hints:
- Meeting rooms are kept cool (66 – 69 degrees) and temperatures may fluctuate. Dress in layers or bring a sweater.
- Coats and umbrellas are also recommended due to inclement weather in October.
- Wear comfortable shoes to walk between meeting locations.
- Due to space considerations, not all meetings are classroom-style (with tables). Bring along a clipboard or binder if you plan to take notes.
- Plan to be at your meetings at least 10 minutes early.
- Sit at the front of the room. You’ll have a better view, hear better, and distractions will be minimized.

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

FRIDAY, OCTOBER 4

3:00 p.m. – 6:00 p.m. • Casco Bay
IHA Board of Directors Meeting
(This meeting is open to IHA board members, IHA staff and invited guests ONLY)

SATURDAY, OCTOBER 5

7:30 a.m. – 4:00 p.m. • Conference Center Registration
IHA Registration/Information Desk

10:00 a.m. – Shotgun Start (Check-in 9:30 a.m.) •
Coeur d’Alene Resort Golf Course
Jeffrey W. Martin Memorial (IHAPAC/AHAPAC)
Golf Tournament
Sponsored by Chivaroli & Associates Insurance Services

1:00 p.m. – 5:15 p.m. • Bay 1A 1B
Performance/Quality Improvement for Critical
Access Hospitals (CAHs)

6:00 p.m. – 8:00 p.m. • President’s Suite (TBD)
Idaho Society for Healthcare Engineering (ISHE)
Social

SUNDAY, OCTOBER 6

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

7:30 a.m. – 12:00 p.m. • Bay 3
IHA Membership Meeting
(This meeting is open to employees of IHA member hospitals/health systems, IHA staff and invited guests ONLY)
Breakfast Sponsored by Idaho Health Data Exchange

7:30 a.m. – 3:15 p.m. • Bay 1A 1B
Nurse Leaders of Idaho (NLI)

7:30 a.m. – 5:30 p.m. • Boardroom 3-4
Idaho Society for Healthcare Engineering
(ISHE)—Multi-Day Event

9:00 a.m. – 3:00 p.m. • Kootenai Health, Classroom #2
Idaho Society for Directors of Volunteer Services
(ISDVS)

9:00 a.m. – 5:00 p.m. • Conference Center
Jr. Volunteer Scholarship Fund Raffle—Multi-Day
Event

11:00 a.m. – 4:00 p.m. • Boardroom 5ABC
Trustee Luncheon and Education

12:00 p.m. – 2:30 p.m. • Kidd Island Bay
Chivaroli & Associates Insurance Services
Luncheon and Meeting
(For Health Care Executives, Medical Group Leaders and Physicians)

1:00 p.m. – 2:30 p.m. • Bay 3
Auxiliaries/Volunteers—Multi-Day Event

2:30 p.m. – 4:30 p.m. • Kootenai Health
Auxiliaries/Volunteers—Multi-Day Event

4:00 p.m. – 8:00 p.m. • Bay 4-6
Exhibitor Move-in

5:45 p.m. • Mish-a-Nock Cruise Boat
Chairman’s Celebration Transportation
(Boat begins loading at 5:15 p.m. for a 5:45 p.m. departure to Hagadone Event Center. Loading will begin at 7:30 p.m. for an 8:00 p.m. return departure to the Resort)

6:00 p.m. – 8:00 p.m. • Hagadone Event Center
Chairman’s Celebration
Sponsored by North Idaho Rural Health Consortium

MONDAY, OCTOBER 7

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

6:45 a.m. – 8:15 a.m. • Casco/Kidd Island/North Cape Bay
Critical Access Hospital (CAH) Breakfast and
Education

7:00 a.m. – 8:15 a.m. • Bay 4-6
Exhibits Open/Continental Breakfast

7:00 a.m. – 4:00 p.m. • Conference Center
Jr. Volunteer Scholarship Fund Raffle—Multi-Day
Event

8:00 a.m. – 8:30 a.m. • Bay 2-3
Pre-General Session Entertainment

8:30 a.m. – 11:30 a.m. • Bay 2-3
General Session
• Opening Remarks
• Awards Presentation
• Chairman’s Address
• Keynote Address

11:30 a.m. – 1:30 p.m. • Bay 4-6
Exhibits Open
11:30 a.m. – 5:30 p.m. • Bay 1A  
Idaho Healthcare Human Resource Association (IHHRA)

11:45 a.m. – 1:30 p.m. • Casco Bay  
American College of Healthcare Executives (ACHE) Luncheon and Education

12:00 p.m. – 3:30 p.m. • Boardroom 5AB  
Idaho Association for Healthcare Risk Management (IDAHRM)

12:00 p.m. – 4:15 p.m. • Kidd Island/North Cape Bay  
Auxilians/Volunteers Luncheon and Education—Multi-Day Event

1:00 p.m. – 3:30 p.m. • Boardroom 3-4  
Idaho Society for Healthcare Engineering (ISHE) —Multi-Day Event

1:00 p.m. – 4:30 p.m. • Bay 1B  
Idaho Health Information Management Association (IdHIMA)

1:00 p.m. – 5:00 p.m. • Bay 3  
Idaho Healthcare Financial Management Association (HFMA)—Multi-Day Event

2:00 p.m. – 3:30 p.m. • Bay 2  
Forum 1—Turbocharging Quality

3:30 p.m. – 5:30 p.m. • Bay 4-6  
Exhibits Open

4:30 p.m. – 5:30 p.m. • Bay 4-6  
Exhibitor Reception and Door Prize Drawings

6:00 p.m. – TBA  
Idaho Healthcare Financial Management Association (HFMA) Social

**TUESDAY, OCTOBER 8**

7:00 a.m. – 12:00 p.m. • Conference Center Registration  
IHA Registration/Information Desk

7:30 a.m. – 12:00 p.m. • Bay 3  
Idaho Healthcare Financial Management Association (HFMA)—Multi-Day Event

8:00 a.m. – 11:30 a.m. • Bay 5  
Forum 2—Hospital/Physician Collaborative Models: What is right for you?

8:30 a.m. – 11:30 a.m. • Bay 2  
Auxilians/Volunteers Breakfast and Education—Multi-Day Event

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### IHA Members Connect Now!

**Idaho Health Data Exchange (IHDE)**

Exchange health information easily, quickly and cost effectively with many other Idaho hospitals, providers, labs and radiology departments. Connect to the IHDE to ensure continuity and coordination of care.

For more information about the IHDE please call:  
Matt McGraw at 208-332-7267
Following are program details, listed in chronological order.
You can read more about the speakers at http://www.teamiha.org.

**FRIDAY, OCTOBER 4**

**IHA BOARD OF DIRECTORS MEETING** ◆ 3:00 p.m. - 6:00 p.m. ◆ Casco Bay
(This meeting is open to IHA board members, IHA staff and invited guests ONLY)

**SATURDAY, OCTOBER 5**

**IHA REGISTRATION/INFORMATION DESK—Multi-Day Event** ◆ 7:30 a.m. - 4:00 p.m. ◆ Conference Center Registration

**JEFFREY W. MARTIN MEMORIAL (IHAPAC/AHAPAC) GOLF TOURNAMENT** ◆ 10:00 a.m. Shotgun Start (check-in 9:30 a.m.) ◆ Coeur d’Alene Resort Golf Course
Sponsored by Chivaroli & Associates Insurance Services

The Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) golf tournament will be held at the Coeur d’Alene Resort Golf Course with a 10:00 a.m. shotgun start. Proceeds from this event go to the IHA and AHA Political Action Committees (IHAPAC/AHAPAC). Teams are encouraged to check with either the IHA registration/information desk or the golf pro shop for possible frost delays and should plan to arrive 30 minutes prior to the scheduled start time. Play will be followed by an awards presentation in Casco/Kidd Island/North Cape Bays. Festivities will include appetizers, no-host bar, and prizes for longest drive, closest to the pin, low gross team score, low net team score and the traditional “nice try” team. The green fees of $115 per player include 18 holes of golf, forecaddie service for each foursome, shared new custom deluxe golf cart, practice balls at the lakefront range, complimentary pre-round sports massage, and two food/beverage coupons per player. Please note: Caddy gratuity is not included. The recommended amount is $25/pp.

Fill out the golf registration form at [https://www.regonline.com/JWMGolf2013](https://www.regonline.com/JWMGolf2013) listing yourself and others in your foursome. If you do not list others, IHA will place you in a foursome. Payment for this event must be received by personal check made payable to IHAPAC or personal credit card and must include registrants’ home address. Corporate funds can only be accepted from proprietary hospitals and non-hospital organizations.

Registrations must be received by 5:00 p.m. MT on September 19. If payment has not been received prior to an event and the registrant fails to attend, or does not cancel by 5:00 p.m. MT on September 19, the entire registration fee, in addition to a $40 processing fee, is payable and will be billed.

**PERFORMANCE/QUALITY IMPROVEMENT FOR CRITICAL ACCESS HOSPITALS (CAHs)** ◆ Bay 1A 1B

Presiding: Anthony Koroush, Director of Quality Improvement, Idaho Hospital Association—Boise, ID

1:00 p.m. - 3:30 p.m. ◆ CAH Regulations: Through the Eyes of a Surveyor
Mary Kabriel, RN, Consultant—Silver Lake, KS

Attendees will learn:
• How to prepare for a state/federal survey
• Understand the difference between Conditions of Participation and standard regulations
• Understand when a CAH is like a general hospital
• Become aware of resources to track communication between CMS and state surveyors
• Understand the importance of mock surveys

3:30 p.m. - 3:45 p.m. ◆ Break

3:45 p.m. - 5:15 p.m. ◆ CAH Regulations: Through the Eyes of a Surveyor (continued)
Mary Kabriel

**NOTE:** This session is funded in part by FLEX funds through the Idaho State Office of Rural Health.
IDAHO SOCIETY FOR HEALTHCARE ENGINEERING (ISHE) ◆ President’s Suite (TBD)

6:00 p.m. - 8:00 p.m. ◆ SOCIAL

SUNDAY, OCTOBER 6

IHA REGISTRATION/INFORMATION DESK—Multi-Day Event ◆ Conference Center Registration ◆ 7:00 a.m. - 5:30 p.m.

IHA MEMBERSHIP MEETING ◆ 7:30 a.m. - 12:00 p.m. ◆ Bay 3
(This meeting is open to employees of IHA member hospitals/health systems, IHA staff and invited guests ONLY) Breakfast Sponsored by Idaho Health Data Exchange

NURSE LEADERS OF IDAHO (NLI) ◆ Bay 1A 1B

Creating Excellent Practice Environments

7:30 a.m. - 9:00 a.m. ◆ Registration and Breakfast Buffet

8:00 a.m. - 8:45 a.m. ◆ Welcome and NLI Membership Meeting
Presiding: Margaret Wainwright Henbest, RN, MSN, CPNP, Executive Director, Nurse Leaders of Idaho—Boise, ID

8:45 a.m. - 9:00 a.m. ◆ Break

9:00 a.m. - 10:00 a.m. ◆ Creating Civility to Promote Healthy Work Environments
Cindy Clark, RN, PhD, ANEF, FAAN, Professor, School of Nursing, Boise State University—Boise, ID

Participants will complete a workplace civility assessment and learn a wide range of evidence-based strategies to recognize, prevent, and address incivility in nursing education and practice.

10:00 a.m. - 10:30 a.m. ◆ Break

10:30 a.m. - 11:30 a.m. ◆ Pathways to Excellence
Leigh Hume, MN, RN, Sr. Analyst, American Nurses Credentialing Center—Silver Spring, MD

The Pathway to Excellence Program recognizes health care organizations for positive practice environments where nurses excel. Participants will learn about the 12 practice standards essential to an ideal nursing practice environment and the Pathways to Excellence application review process.

11:30 a.m. - 11:45 a.m. ◆ Break

11:45 a.m. - 1:00 p.m. ◆ Networking Luncheon

1:00 p.m. - 2:00 p.m. ◆ Preventing Patient Assault of Health Care Providers
Julie Hoerner, MA, BSN, RN, CEN, Director, Emergency and Trauma Services, Kootenai Health—Coeur d’Alene, ID

Participants will hear about the proactive steps organizations can take in order to make the workplace safer, and the toolkits and resources available to institute these recommendations.

2:00 p.m. - 3:00 p.m. ◆ Building and Strengthening Regional Supportive Networks for Critical Access Hospitals
Panel Discussion: Carol Bischoff, Flex Director, MHA - An Association of Montana Health Care Providers—Helena, MT; Mary Sheridan, Director, State Office of Rural Health, Idaho Department of Health and Welfare—Boise, ID; Jan Moseley, Director of Nursing Systems, Operations and Innovation, Kootenai Health—Coeur d’Alene, ID; Beth Bates, RN, Chief Nursing Officer, Shoshone Medical Center—Kellogg, ID
3:00 p.m. - 3:15 p.m. ◆ Wrap-Up and Adjournment

4 CNE units (pending approval) “This activity has been submitted to the Arizona Nurses Association for approval to award contact hours. The Arizona Nurses Association is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.”

IDAHO SOCIETY FOR HEALTHCARE ENGINEERING (ISHE)—Multi-Day Event ◆ Boardroom 3-4

7:30 a.m. - 8:30 a.m. ◆ ISHE Board Meeting

8:30 a.m. - 8:45 a.m. ◆ Break

8:45 a.m. - 9:45 a.m. ◆ ISHE Business Meeting
Presiding: Wayne Tuckness, President, Idaho Society for Healthcare Engineering; Safety Officer and Emergency Management, West Valley Medical Center—Caldwell, ID

9:45 a.m. - 10:00 a.m. ◆ Break

10:00 a.m. - 12:00 p.m. ◆ OSHA Compliance
Bill Morgan, ISHE Honorary Member—Boise, ID

12:00 p.m. - 1:30 p.m. ◆ Lunch (on your own)

1:30 p.m. - 2:30 p.m. ◆ Medical Gas Compliance and Testing
Bill Garrett, Vice President, Intermountain Biomedical Services—Kalispell, MT

2:30 p.m. - 3:30 p.m. ◆ McKinstry Air Exchanges and Air Pressure Relationships in Critical Areas
Sean Rasmussen, INW Commissioning Manager, McKinstry—Boise, ID

3:30 p.m. - 3:45 p.m. ◆ Break

3:45 p.m. - 4:45 p.m. ◆ CMS Compliance and Adaption of the 2012 Life Safety Code

4:45 p.m. - 5:30 p.m. ◆ Advocacy, Guidelines for Construction
Roger Gehrke, Health Facility Fire/Life Safety & Construction Consultant—Boise, ID

IDAHO SOCIETY FOR DIRECTORS OF VOLUNTEER SERVICES (ISDVS) ◆ Kootenai Health, Classroom #2

9:00 a.m. - 3:00 p.m. ◆ Business Meeting (Breakfast and Lunch Provided)
Presiding: Sarah Nielsen, President, Idaho Society for Directors of Volunteers Services; Director of Volunteer Services, Kootenai Health—Coeur d’Alene, ID

JR. VOLUNTEER SCHOLARSHIP FUND RAFFLE—Multi-Day Event ◆ 9:00 a.m. - 5:00 p.m. ◆ Conference Center

IDAHO SOCIETY FOR HEALTHCARE MARKETING AND PUBLIC RELATIONS (ISHMPR) ◆ North Cape Bay

10:00 a.m. - 11:30 a.m. ◆ Got Marketing Questions? Let’s Talk
Scott Mosley, Vice President for Strategy, Prairie Dog/TCG—Kansas City, MO

What does population health management mean for our marketing strategy? How do you get buy-in for a new branding effort? What does it take to gain more respect for my hospital? Here’s your chance to ask a national health care marketing consultant anything — for free. This interactive session will begin with questions that you and your colleagues have submitted pre-conference, and continue with a lively Q&A session. Scott Mosley brings more than 25 years of experience leading and consulting hospital marketing teams. Bring your issues and join in.
11:30 a.m. - 12:30 p.m. ◆ Responding to Hospital and Health Care Rankings
Jan Emerson-Shea, Vice President, External Affairs, California Hospital Association—Sacramento, CA

It seems like every week, a new set of hospital rankings makes a big splash — some are respected, some questionable, and some from left field. Whether it’s a statewide ranking or targeting individual hospitals, deciding what to respond to and how can be a difficult task. Jan Emerson-Shea battles this on a regular basis as lead media contact for the California Hospital Association. Before you lose hours preparing your C-suite with talking points and data, join Ms. Emerson-Shea to learn how and when to best dedicate your resources in responding to the latest lists.

12:30 p.m. - 1:30 p.m. ◆ Networking Luncheon

1:30 p.m. - 2:15 p.m. ◆ IHA Update on Legislative/Advocacy Issues
Toni Lawson, Vice President of Governmental Relations, Idaho Hospital Association—Boise, ID

2:15 p.m. - 3:30 p.m. ◆ Community Outreach
St. Luke’s Community Outreach Team, St. Luke’s Treasure Valley—Boise, ID

Hospitals aren’t strangers to working for and in their communities. The events and activities they support and sponsor is too long to list. Today’s hospital world is dynamic and making sure community outreach not only aligns with hospital goals, but also helps improve community health is important. Making the most of every human and capital resource to improve our communities is a critical part of the decision making process. St. Luke’s is paying special attention to the outreach they do to make sure every dollar and man hour count. Join the discussion and look at new ways to reach your community.

TRUSTEE LUNCHEON AND EDUCATION ◆ Boardroom 5ABC

11:00 a.m. - 12:00 p.m. ◆ The New Health Care Consumer
Joan Dentler, President and Founder, ASC Strategies—Austin, TX

In this session, the presenter will discuss some of the universal traits of the young adults who are just beginning their independent entry into the health care system and explain how these traits will impact their choice of and loyalty to health care providers in the future. Audience members will be exposed to the threats and opportunities this new consumer brings to their current operations and profitability.

12:00 p.m. - 1:00 p.m. ◆ Luncheon

1:00 p.m. - 4:00 p.m. ◆ Principles of Good Governance for Idaho’s Hospital Boards
Thomas J. Mortell, Partner, Hawley Troxell Ennis & Hawley LLP—Boise, ID

Hospital boards in Idaho face many challenges in the ever-changing world of health care. Health care reform, increased compliance obligations, declining reimbursement and mandates to improve quality are just some of the changes that hospital boards must address.

Does your board have the tools to effectively govern your hospital and address these issues? Does your board understand its role in governing the hospital, and do your individual board members understand what it takes to have an effective board? The role of the board, and those of individual board members to promote good governance, will be discussed.

This presentation will outline the thought-provoking questions that all boards and board members should ask themselves on a regular basis. The legal obligations of board members as well as effective governance principles that will allow for board members to discharge their duties and govern their hospital in these difficult times will also be discussed.

CHIVAROLI & ASSOCIATES INSURANCE SERVICES LUNCHEON AND MEETING ◆ Kidd Island Bay
Lunch and Panel Discussion for Health Care Executives, Medical Group Leaders and Physicians

12:00 p.m. - 12:30 p.m. ◆ Luncheon

12:30 p.m. - 2:30 p.m. ◆ Meeting
Presiding: Rick Chivaroli, President & CEO, Chivaroli & Associates Insurance Services—Westlake Village, CA
Chivaroli & Associates Insurance Services is pleased to host lunch and provide a panel discussion regarding physician/hospital integration in the new era of health care. Lively discussion following lunch will include the following:

- the risk and rewards of physician integration into the continuum of care at large and small facilities;
- current health care regulatory environment;
- current health care litigation/liability trends;
- insurance coverage requirements & pitfalls within:
  - medical malpractice liability;
  - director’s & officers liability;
  - managed care liability; and,
  - security & privacy of information (HIPAA) liability

The advisory panel will open the floor to answer questions and address comments from the audience as time permits.

AUXILIANS/VOLUNTEERS—Multi-Day Event ◆ Bay 3

1:00 p.m. - 2:30 p.m. ◆ Understanding and Creating Volunteer Engagement
David Rowlee, PhD, Senior Vice President and Practice Leader, INTEGRATED Healthcare Strategies—Kansas City, MO

As the largest research organization focusing on health care volunteers, Dr. Rowlee and his team have amassed an impressive amount of data on what motivates our health care volunteers.

During this session, we will explore the motivations that lead people to volunteer and how we can better align ourselves with them to create partnerships with engaged volunteers. Highly engaged volunteers are the key to the continued success and change we are all facing. Dr. Rowlee will explore what drives engagement, including generational motivations as well as looking at hospital affiliation with a focus on those in smaller rural hospitals as well as larger facilities. The session will culminate with a return-on-investment case study for building engagement among volunteers. Specifically we will show empirical evidence that links volunteer engagement to business excellence.

2:30 p.m. - 3:30 p.m. ◆ Transport to Kootenai Medical Center for Gift Shop Tour

3:30 p.m. - 4:30 p.m. ◆ It’s a New World Out There
Casey Meza, Executive Director of Regional Services, Kootenai Health—Coeur d’Alene, ID

It’s no secret that it’s a dynamic time for hospitals and health care, and there’s no one solution that will work for every organization. Join Kootenai Health’s Executive Director of Regional Services, Casey Meza, as she shares some of the new business models and partnerships they are undertaking. By understanding how hospitals are changing to create new ways of caring for their communities, volunteers will better be able to create the services and programs that help the hospital succeed. Ms. Meza brings a wealth of experience to this role having created a unique management team that oversaw two rural hospitals in Orofino and Cottonwood and which were recognized as one of the most technologically advanced small hospitals in the country.

EXHIBITOR MOVE-IN ◆ Bay 4-6 ◆ 4:00 p.m. - 8:00 p.m.

CHAIRMAN’S CELEBRATION TRANSPORTATION ◆ 5:15 p.m. Begin Loading ◆ 5:45 p.m. Departure ◆ Mish-a-Nock

CHAIRMAN’S CELEBRATION ◆ 6:00 p.m. - 8:00 p.m. ◆ Hagadone Event Center
Sponsored by North Idaho Rural Health Consortium

Join us for an evening at the beautiful Hagadone Event Center as we honor IHA Chairman Greg Maurer, chief executive officer of St. Luke’s Elmore in Mountain Home. Business casual attire is recommended. The event will feature a one hour hosted bar, as well as food stations located throughout the venue, musical entertainment, ample time for networking, and transportation aboard the Mish-a-Nock to/from the event. Attendees will begin loading at the dock beginning at 5:15 p.m. for a 5:45 p.m. departure and 7:30 p.m. for an 8:00 p.m. departure back to the Resort. Please come by the IHA registration/information desk in the Conference Center by 5:30 p.m. to pick up your registration packet, which will contain your name badge and tickets to this and other events for which you've pre-registered. Tickets will be collected at the door.
MONDAY, OCTOBER 7

IHA REGISTRATION/INFORMATION DESK—Multi-Day Event ◆ 6:30 a.m. - 5:00 p.m. ◆ Conference Center Registration

CRITICAL ACCESS HOSPITAL (CAH) BREAKFAST AND EDUCATION ◆ Casco/Kidd Island/N. Cape Bay

6:45 a.m. - 7:15 a.m. ◆ Welcome Remarks and Breakfast
Presiding: John Hoopes, FACHE, Chief Executive Officer, Caribou Memorial Hospital & Living Center—Soda Springs, ID

7:15 a.m. - 8:15 a.m. ◆ The Unique Challenges of Reform for Rural and Community Hospitals
Steve Berkowitz, MD—Austin, TX

Impending health care reform and the resultant pressures on accountability and cost control will challenge even the best organizations to achieve superior outcomes. Maintaining superior quality is essential in an era of consumer choice and data transparency. It is possible to achieve excellent quality and safety outcomes, and deliver a favorable bottom line. This session will discuss how embracing data transparency is a powerful tool to improve clinical outcomes and will review how organizations have successfully implemented evidence-based practice guidelines. Participants will also learn how it is necessary to master pay for performance in order to be successful with Medicare and will examine how differentiating Market from Mandate is essential in understanding health care reform. The 12 challenges organizations must overcome in order to be successful in 2013 will also be shared.

EXHIBITS OPEN/CONTINENTAL BREAKFAST ◆ 7:00 a.m. - 8:15 a.m. ◆ Bay 4-6

JR. VOLUNTEER SCHOLARSHIP FUND RAFFLE—Multi-Day Event ◆ 7:00 a.m. - 4:00 p.m. ◆ Conference Center

GENERAL SESSION ◆ 8:00 a.m. - 11:30 a.m. ◆ Bay 2-3

8:00 a.m. – 8:30 a.m. Arrive early to be entertained by Ron Greene, a singer/songwriter who performs groove oriented, soulful alt-pop music specializing in lyrics about life, love and the world around us.

8:30 a.m. – 10:00 a.m. Opening Ceremony and Awards Presentation
Presiding: Steven A. Millard, President and CEO, Idaho Hospital Association—Boise, ID

10:00 a.m. – 10:30 a.m. Chairman’s Message
Greg Maurer, Chairman, Idaho Hospital Association; Chief Executive Officer, St. Luke’s Elmore—Mountain Home, ID

10:30 a.m. – 11:30 a.m. Iron Heart: The Brian Boyle Story
Brian Boyle, Author and Ironman Competitor

It was a horrific car crash. On the way home from swim practice in 2004, 18-year-old Brian Boyle’s future changed in an instant when a dump truck plowed into his vehicle. He was airlifted to a shock-trauma hospital. He had lost 60 percent of his blood, his heart had moved across his chest, and his organs and pelvis were pulverized. He was placed in a medically-induced coma. When he finally emerged from the coma two months later, he had no memory of the accident. He could see and hear, but not move or talk. Unable to communicate with his doctors, nurses, or frantic parents, he heard words like “vegetable” and “nursing home.” If he lived, doctors predicted he might not be able to walk again, and certainly not swim. Then, miraculously, he clawed his way back to the living. First blinking his eyelids, then squeezing a hand, then smiling, gradually emerging from his locked-in state. The former swimmer and bodybuilder had lost 100 pounds.
Keynote Speaker:

In 2007, Brian Boyle staged what many consider to be one of the greatest comebacks in sports history when he crossed the finish line at the Hawaii Ironman just three years after leaving the intensive care unit.

In 2008, he competed in the Foster Grant Ironman 70.3 World Championship in Clearwater, Florida and Men’s Health magazine named Boyle one of its 20 heroes. In 2009, he published his first book, Iron Heart, and he was presented the Spokesperson of the Year award from the American Red Cross for his contributions. In 2010, he graduated cum laude from St. Mary’s College of Maryland, ran his first 50 mile ultra-marathon, completed his third Ironman in 10:14, and also made his very first blood donation at the hospital that brought him back to life. In 2011, he was awarded the Presidential Award for Excellence from the President of the American Red Cross, Gail McGovern. He launched the Red Cross Iron Heart Campaign to help raise blood donation awareness on a national level. After graduating from college, Mr. Boyle pursued a professional career in public speaking with various health care organizations and medical associations that involves his efforts as a patient and health care advocate.

His story has been featured on the Ellen DeGeneres Show, NBC’s Today Show, ESPN, and several other programs throughout the country that have earned Emmy nominations and awards.

His journey of courage and determination has touched the hearts of many and his story and the message it carries has been celebrated around the world.

EXHIBITS OPEN  ◆ 11:30 a.m. - 1:30 p.m. ◆ Bay 4-6

IDAHO HEALTHCARE HUMAN RESOURCE ASSOCIATION (IHHRA)  ◆ Bay 1A

11:30 a.m. - 12:30 p.m.  ◆ Welcome, Luncheon and HR Jeopardy
Presiding: Tammy Hanks, President, Idaho Healthcare Human Resource Association; Human Resources Director, Minidoka Memorial Hospital—Rupert, ID

HR Jeopardy
Joel Rogers, COO/Assistant Administrator, Minidoka Memorial Hospital—Rupert, ID

12:30 p.m. - 1:30 p.m.  ◆ Idaho Insurance Exchange/Health Care Reform
Thomas J. Mortell, Partner, Hawley Troxell Ennis & Hawley LLP—Boise, ID

1:30 p.m. - 2:15 p.m.  ◆ Hospital Manager Training (Best Practices)

2:15 p.m. - 2:30 p.m.  ◆ Break

2:30 p.m. - 3:30 p.m.  ◆ Workplace Investigations
Steven W. Berenter, Managing Partner, Hawley Troxell Ennis & Hawley LLP—Boise, ID; Deanna McCutcheon, Vice President, Human Resources, Idaho Hospital Association—Boise, ID

3:30 p.m. - 3:40 p.m.  ◆ Break

3:40 p.m. - 5:00 p.m.  ◆ Workers’ Compensation System in Idaho
Matthew Vook, Benefits Analyst, Education/Evaluation Coordinator, Idaho Industrial Commission—Boise, ID; Tamie Bremer, Benefits Analyst and Medical Provider Liaison, Idaho Industrial Commission—Boise, ID

5:00 p.m. - 5:30 p.m.  ◆ IHHRA Business Meeting (For IHHRA members Only)
Presiding: Tammy Hanks

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES (ACHE) LUNCHEON AND EDUCATION  ◆ Casco Bay

11:45 a.m. - 12:30 p.m.  ◆ ACHE Luncheon
In the best of circumstances, health care organizations operate in a complex environment. This can be exacerbated when a community faces a local disaster, either man-made or natural, that thrusts the health care system to the forefront of response and makes it the focus of recovery efforts. It is critical that the local health care community be actively engaged in the development of comprehensive emergency preparedness plans to ensure that local organizations communicate and coordinate their mutual support in service to the community.

This program has been developed and is presented by the Idaho Healthcare Executive Forum. The American College of Healthcare Executives has awarded 1.5 ACHE Face-to-Face Credits to this program.

IDAHO ASSOCIATION FOR HEALTHCARE RISK MANAGEMENT (IDAHRM)  ◆  Boardroom 5AB

12:00 p.m. - 12:30 p.m.  ◆  Luncheon

12:30 p.m. - 1:30 p.m.  ◆  Disruptive Professional Behavior: A (Not So) Hidden Threat to Health Care
Larry Veltman, MD, Retired—Portland, OR
Sponsored by AIG Healthcare Risk Consulting

In this presentation, we will examine the role of incivility, intimidation, and disruptive professional behavior in the health care setting. Disruptive behavior from any health care provider can inhibit communication and increase the chance for errors and patient injury. We will see how these behaviors are detrimental to individuals on the receiving end, how they increase stress, and how they decrease the willingness to work as members of the team. A seven-step organizational approach for eliminating disruptive behavior will be highlighted which will include some tools, scripts, and checklists to aid in this important process. The origins of this behavior and some legal precedents will be discussed.

1:30 p.m. - 2:30 p.m.  ◆  Patient Safety, Hospital Risk: Perspectives of Risk Managers and C-suite Executives
Tim Klein, RN, JD, Health Care Consultant, AIG Healthcare Risk Consulting—Houston, TX
Sponsored by AIG Healthcare Risk Consulting

Hospital C-suite executives and risk managers agree that patient safety and risk reduction is their number one priority, while fiscal sustainability is their number one threat. This was confirmed in a recent survey in interviews with 250 hospital C-suite executives and 100 hospital risk managers to obtain their views on a wide range of issues related to patient safety and risk. Ninety-eight percent of the survey participants said their hospital has a culture of patient safety, yet over one-third of them expressed the view that their organization needed to undergo major changes to attain a true culture of patient safety. This session will explore the results of this survey, conducted by AIG. Additional survey topics to be covered include internal and external influences to patient safety, public reporting of patient safety data, and who is ‘most responsible’ for keeping patients safe.

2:30 p.m. - 3:30 p.m.  ◆  IDAHRM Business Meeting  (For IDAHRM members ONLY)
Presiding: Valerie Leonard, MSN, RN, President, Idaho Association for Healthcare Risk Management; Risk & Claims Coordinator/Risk Manager, St. Luke’s Health System—Boise, ID

AUXILIANS/VOLUNTEERS—Multi-Day Event ◆  Kidd Island/North Cape Bay

12:00 p.m. - 1:00 p.m.  ◆  Luncheon
Presiding: Sharon Laird, Chair, IHA Committee on Volunteers; Eastern Idaho Regional Medical Center—Idaho Falls, ID

1:00 p.m. - 2:30 p.m.  ◆  Creating the Unknown: Managing the Health Care Evolution with Volunteers
Avi E. Zaraya, Director, Volunteer & Chaplain Services, Innovative Healthcare Consultancy—Woodland Hills, CA
Lee Unkrich recently said: “It’s one thing to make peace with the idea of something that’s going to happen someday; it’s another to find yourself at that day.” The health care industry, after decades of searching for its rightful progression, finds itself in an unprecedented time of change and unknown. A change that will inevitably require a fresh perspective to the way we deliver care, but more importantly to the way we manage our human capital, particularly that of volunteers. But to meet this challenge, we will have to reinvent ourselves, to reinvigorate our base and the core principles that govern it in order to become an unrivaled think tank of opportunity and growth. This workshop will assess high-level approaches and give practical tools to reshape your operational and administrative outlook from the bottom up, closing the divide that has kept volunteer services from becoming the focal point of any organization.

2:30 p.m. - 2:45 p.m. ◆ Break

2:45 p.m. - 4:15 p.m. ◆ Dealing with Change
Donna Tyson, Author and Motivational Speaker—Fredericksburg, VA

Getting ready for the new paradigm will be a must for everyone...especially volunteers. This powerful presentation explores the psychological stages of adapting to change and offers exciting new techniques for dealing with both corporate and personal change in a positive productive way. Participants will learn strategies for using change as a positive catalyst and discover more about redefining goals, teamwork, and maintaining a positive attitude.

IDAHO SOCIETY FOR HEALTHCARE ENGINEERING (ISHE) ◆ Boardroom 3-4

1:00 p.m. - 3:00 p.m. ◆ DEQ Exhaust Gas Compliance, UST, Waste Streams
Marc Kalbaugh, Site Remediation Manager, Idaho Department of Environmental Quality—Coeur d’Alene, ID

3:00 p.m. - 3:30 p.m. ◆ Closing Comments and Door Prize Drawings

IDAHO HEALTH INFORMATION MANAGEMENT ASSOCIATION (IdHIMA) ◆ Bay 1B

Final Countdown to ICD-10 Implementation: Steps to Ensure Your Success

With the implementation of ICD-10-CM/PCS less than a year away, there is no time to delay final planning and preparation. This is a wide-reaching project with significant financial, clinical system, and operational impacts for all providers, both large and small — failure is not an option! This presentation will provide tools and strategies to minimize transition problems and maximize opportunities for successful implementation, to include:
• Preparation timeline with key milestones
• Education plan which extends beyond coding/HIM staff
• Strategies for testing system readiness
• Risk mitigation and contingency plans

1:00 p.m. - 3:00 p.m. ◆ Presentation
Kaelyn Coltrin, RHIT, Co-Chair, Idaho ICD-10 Collaborative; Manager, Health Information Management, Saint Alphonsus Regional Medical Center—Boise, ID; Additional speakers TBA

3:00 p.m. - 3:15 p.m. ◆ Break

3:15 p.m. - 4:30 p.m. ◆ Presentation (continued)

IDAHO HEALTHCARE FINANCIAL MANAGEMENT ASSOCIATION (HFMA)—Multi-Day Event ◆ Bay 3

1:00 p.m. - 1:15 p.m. ◆ Welcome and Introductions
Presiding: Norilina Harvel, President, Idaho Healthcare Financial Management Association; Chief Financial Officer, Bonner General Hospital—Sandpoint, ID

1:15 p.m. - 2:45 p.m. ◆ The Value Journey: 2013 and Beyond
Kari S. Cornicelli, FHFMA, CPA, Chair-Elect, Healthcare Financial Management Association; Vice President and Chief Financial Officer, Sharp Grossmont Hospital—La Mesa, CA
This session will explore the “Value Gap” in contemporary health care. Ms. Cornicelli will explore the “Value Journey” toward helping providers and the industry address these value issues, and she will explore explicitly how HFMA helps its members create success for their individual organizations within this framework.

2:45 p.m. - 3:00 p.m. ◆ Break

3:00 p.m. - 5:00 p.m. ◆ The Great Recession Fades: The Wilderness Lies in Wait
John W. Mitchell, Principal, M & H Economic Consultants—Lake Oswego, OR

The national upturn is in its fifth year with employment still shy of its early 2008 level. Like Idaho, most states are growing, but the recovery has been slow. The fallout from the housing bubble, a long period of deleveraging, international events, wealth loss and shaken confidence have hindered the expansion. Fiscal policy tightened in 2013 with the Fiscal Cliff, and sequestration, while monetary policy has pushed short term rates to zero and continued to purchase long term bonds and mortgage backed securities. The Affordable Care Act implementation continues in a grand behavioral experiment. Prospects and risks for the national and Idaho economies will be covered in the presentation along with some thoughts on the industry.

6:00 p.m. ◆ Social (Location TBD at the meeting)

FORUM 1 ◆ Turbocharging Quality ◆ 2:00 p.m. - 3:30 p.m. ◆ Bay 2
Steve Berkowitz, MD—Austin, TX

Despite continued concerns about the quality of care in the health care system, forces such as increasing data transparency, the existence of evidence-based practices for many measures, and the trend toward value-based purchasing are moving the quality agenda faster than ever. Dr. Berkowitz will detail how these forces are becoming the new quality engines driving superior clinical outcomes. He will also offer strategies for the top ten quality challenges hospitals now face.

Steve Berkowitz, MD, has over 25 years’ experience in health care management and consulting. For 13 years, he was the chief medical officer for St. David’s Healthcare, an eight-hospital system in Austin, Texas, as well as the division chief medical officer, Central and West Texas Division with Hospital Corporation of America, which included facilities in Austin and El Paso. He was also chairman of the board of Capital Area Providers, a 5.01-(a) Texas medical foundation of over 800 participating physicians. During this time, St. David’s achieved national prominence in mortality reduction, CMS core measure performance, STEMI times, and VTE prophylaxis. In 2008, St. David’s won the Texas Award for Performance Excellence, an award based on Baldrige criteria. Prior to this position, Dr. Berkowitz was the national practice leader for physician services with the HayGroup. During this time he assisted over 75 major health care clients throughout the USA and Canada in the areas of strategic development, physician integration, physician compensation/incentives, and medical practice management. He has been a senior executive for Harris Methodist Health System serving as medical director of the HMO and chief medical officer for the integrated delivery system. He began his administrative career as medical/executive director for The Travelers in Phoenix, Arizona.

Dr. Berkowitz presently serves on the board of trustees of the Texas Hospital Association and on the board of the Society of Chest Pain Centers. He is board certified in internal medicine and is a prominent national speaker and writer in the health care arena.

EXHIBITS OPEN ◆ 3:30 p.m. - 5:30 p.m. ◆ Bay 4-6

EXHIBITOR DOOR PRIZE DRAWINGS ◆ 4:30 p.m. - 5:30 p.m. ◆ Bay 4-6

IDAHO HEALTHCARE FINANCIAL MANAGEMENT ASSOCIATION (HFMA) SOCIAL—Multi-day Event ◆ 6:00 p.m. ◆ TBA
IDAHO HEALTHECARE FINANCIAL MANAGEMENT ASSOCIATION (HFMA)—Multi-day Event ◆ Bay 3

7:30 a.m. - 8:00 a.m. ◆ Breakfast

8:00 a.m. - 8:15 a.m. ◆ Welcome and Introductions
Presiding: Norilina Harvel

8:15 a.m. - 10:15 a.m. ◆ Developing Finance and Physician Collaboration to Cut Costs without Diminishing Quality
Kenneth H. Cohn, MD, MBA, FACS, Chief Executive Officer, Healthcare Collaboration—Amesbury, MA

Participants will learn how to:
• Build a culture of collaboration from the ground up
• Engage doctors to decrease expenses
• Align incentives to optimize resource utilization

This program has been developed and is presented by the Idaho Healthcare Executive Forum. The American College of Healthcare Executives has awarded 1.5 ACHE Face-to-Face Credits to this program.

10:15 a.m. - 10:30 a.m. ◆ Break

10:30 a.m. - 12:00 p.m. ◆ The 31 Flavors of Value-Based Care: What’s Best for You
Scott J. Cullen, Senior Vice President, Consulting Services, Valence Health—Chicago, IL

Based on more than 20 years of personal experience, and dozens of client engagements, Valence Health Senior Vice President Scott J. Cullen discusses the spectrum of value-based payment and care delivery options. From the Medicare shared savings programs, to shared risk arrangements with ceilings, to narrow corridor full risk arrangements to provider-sponsored health plans, there are literally dozens of permutations on how provider organizations can best align care quality and financial incentives. In this presentation, Dr. Cullen provides a framework to understand the full value-based spectrum, outlines the pros and cons of some of the options, and defines criteria for selecting which approach is appropriate for certain situations and business lines (Medicare, Medicaid, Commercial, Self-Funded Employees).

FORUM 2 ◆ Hospital/Physician Collaborative Models: What is right for you? ◆ 8:00 a.m. - 11:30 a.m. ◆ Bay 5
Greg Mertz, MBA, FACMPE, Managing Director, Physician Strategies Group, LLC—Virginia Beach, VA

This program is designed to address the critical need for hospitals and physicians to work together to restructure the care process in response to the incentives, and disincentives, of the reimbursement shift from volume to value. This shift will place physicians in control of the care process and, ultimately, the ability of hospitals to be successful under the evolving payment strategies. The session will examine the different approaches to reimbursement currently proposed under consideration by public and commercial payers, specifically Medicare.

Greg Mertz, MBA, FACMPE, has presented to hospital associations, physician groups, and other trade associations on the topics of hospital physician relationships and the evolving health care industry. He has more than 30 years of experience in the industry and has been consulting with health systems for more than 15 years. His current focus is on the development of win/win situations for hospitals and physicians and helps clients refine their strategy related to the future delivery models and their physician integration plans.

Prior to joining Physician Strategies Group, Mr. Mertz was an associate director with Navigant Consulting and a director of consulting operations with Healthcare Strategy Group where he led the clinical integration strategy team. He is a frequent contributor to health care journals and
currently has a semi-weekly column for *Physicians Practice* magazine on the changing health care market and is a recognized national thought leader on accountable care models.

**AUXILIANS/VOLUNTEERS—Multi-Day Event ◆ Bay 2**

**8:30 a.m. - 9:00 a.m. ◆ Business Meeting and Passing of IHA Committee on Volunteers Gavel**
Presiding: Jerry Myers, Chair-elect, IHA Committee on Volunteers; St. Joseph Regional Medical Center—Lewiston, ID

**9:00 a.m. - 9:45 a.m. ◆ IHA Health Reform Update**
Toni Lawson, Vice President, Governmental Relations, Idaho Hospital Association—Boise, ID

**9:45 a.m. - 10:00 a.m. ◆ Break**

**10:00 a.m. - 11:30 a.m. ◆ The Power of Laughter**
Carol Moore, MS, RNC, Education Specialist, Peninsula Regional Medical Center—Salisbury, MD

Laughter is a great way to provide true customer service excellence. It has the power to enhance relationships, including those we have with our fellow volunteers, hospital staff, and patients. During this session, discover how laughter can not only help you maintain good health but also how you can share it in ways which bring more joy when helping others.

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**Junior Volunteer Scholarship Fund Raffle**

Over the last eight years, the IHA Committee on Volunteers has raised nearly $25,000 and provided 16 scholarships to deserving young volunteers in our hospitals.

*Raffle prizes will be on display in the conference center lobby. Tickets are $1 each or 6 for $5.*
Gary Fletcher’s dedication to excellence in health care spans over four decades. In 1970, he received a master’s degree in hospital/health administration from the University of Iowa, and just six years later he was serving in the top role as administrator and CEO at Central Montana Hospital and Nursing Home, a position he held until joining St. Luke’s in 1987. Today, his name is synonymous with quality health care, collaborative leadership, and St. Luke’s values of integrity, compassion, accountability, respect, and excellence. Throughout his 24 years at St. Luke’s, Mr. Fletcher’s leadership has been integral in achieving many significant milestones in the delivery of health care services to their patients and communities. He is perhaps best known throughout the organization for his unending quest for excellence. Nearly everyone, from service personnel to board members has heard him say, “St. Luke’s is a great organization; but we can be better, we can do better.” Prior to being appointed chief operating officer for the health system in August 2011, Mr. Fletcher served as chief executive officer of St. Luke’s Treasure Valley.

Extraordinary achievements in oncology, cardiology, neonatology, emergency medicine, medical research, surgical procedures, and medical imaging have all been encouraged and supported under Mr. Fletcher’s leadership. St. Luke’s was designated Idaho’s first Magnet organization and has achieved re-designation three times. While many clinical awards and accreditations have been earned, Mr. Fletcher often reflects on the significance of the Idaho Consumer Choice award, which St. Luke’s has achieved 12 years in a row, because it is a direct reflection of St. Luke’s care for patients and their families.

A member of the American College of Healthcare Executives, his operational expertise, financial acumen, and frank advice is sought both in Idaho and on a national level. He serves on a variety of boards, including the VHA Pacific Northwest Board of Directors, Idaho Hospital Association Board of Directors, Boise State University Foundation Board of Directors, and the Governing Council for St. Luke’s Idaho Elks Rehabilitation and Wound Care/Hyperbarics.

During his tenure, St. Luke’s has grown from one hospital with an associated cancer center to a health system comprised of eight hospitals — including Idaho’s only children’s hospital, five cancer centers, and more than 100 clinics across southern and central Idaho. Although this expansion has changed the geography of St. Luke’s, his dedication to the people served has ensured that St. Luke’s not-for-profit mission “To improve the health of people in our region” is stronger than ever. Mr. Fletcher’s insistence that St. Luke’s partner with hospitals only in those communities that want services from St. Luke’s has enhanced their reputation of caring, and has helped sustain the strength of their balance sheet. This has resulted in an “A” rating from Standard & Poor’s, an especially impressive achievement during uncertain economic times and the myriad challenge facing today’s health care services providers.

The best way to describe Mr. Fletcher is through his actions. Busy as any executive, with more demands on his time than most, he still takes the time to connect with the people who matter most: frontline employees. While CEO of St. Luke’s Treasure Valley, he would make regular rounds throughout the many facilities, talking with staff and asking what he and other leaders could do to make their work-life better or more efficient. He conducted bi-annual employee forums, and hundreds would attend to hear St. Luke’s news firsthand from the organization’s top leader. He sent, and continues to send, written updates called “Gary’s Take” to keep employees, physicians, and board members informed. And he joined the communication revolution, hosting an online “live chat” so that all members of the organization could participate. Talk about dedication: After a day of meetings half-way across the country, he caught a couple hours sleep and returned to his office to conduct a live chat at 2:00 a.m., ensuring that the night-owl shift workers had the opportunity to pose their questions and dialogue with the CEO, experiencing for themselves his transparency, sincerity, and authenticity.

In Mr. Fletcher’s current role of Health System Chief Operating Officer, he brings together the CEOs of all St. Luke’s hospitals, both literally and figuratively. One of his greatest gifts is his ability to see everyone’s point of view, and work to find ways to come to mutually agreeable decisions. This is why, under his leadership, St. Luke’s has seen a positive shift in hospital administration-physician relationships. Physicians describe Mr. Fletcher as a straight-shooter, an honest leader who both listens and tells you what is on his mind.

Those who work most directly with Mr. Fletcher have nothing but the highest praise for him as a leader, mentor, and friend. He is often called the “hot coals man,” because so many employees would walk across hot coals to work with him. He constantly challenges employees’ collective and individual performance and calls upon them to set high expectations, achieve their goals, and support their colleagues. He does this because he knows it is good for the organization, and best for their patients. Mr. Fletcher is the embodiment of a humble, centered, and principled leader. Everyone who does as
he does is certain to make important contributions to their fellow man, gain the respect of their community, and excel in every aspect of life.

**TRUSTEE OF THE YEAR AWARD**

**Margaret Soulen-Hinson**

As a third generation livestock producer, Margaret Soulen-Hinson’s love for rural Idaho was the passion that drove her to volunteer countless amounts of time, energy and resources to insure quality health care for Weiser’s small rural community. With over 13 years (1999-2012) on the hospital board, 11 of those as board chair, Ms. Soulen-Hinson led Weiser Memorial Hospital (WMH) to become recognized as a leader in the advancement of quality patient care throughout the rural regions of Idaho and Eastern Oregon. Under her steadfast leadership, in 2010 WMH earned DNV accreditation as a critical access hospital; hence raising the bar for other critical access hospitals in Idaho.

During her time on the Board she served on multiple committees including the governance, finance, quality, and planning committees and most recently as an ex-officio to all committees. She not only was an active board member but also was instrumental in promoting quality care and satisfaction for the hospital's patients and their families.

During her reign as board chair, the organization thrived and currently is undergoing the most comprehensive physical renovation since the hospital was first constructed in 1950. Anyone who knows Ms. Soulen-Hinson knows that she is an Idahoan through and through. As a reflection of her commitment to Idaho, her influence and desire to serve went beyond Washington County and the surrounding areas. As a result of her years of commitment on the hospital’s board, she gained a great perspective on health care dynamics and how they impact and relate to local communities. She served on the Idaho Hospital Association’s (IHA) Board of Directors from 2008 until her recent retirement. During her tenure, she was actively involved in many legislative issues affecting Idaho hospitals; perhaps the most famous of which is the City of Boise vs. Frazier decision which restricted the ability of district hospitals to gain financing for much needed facility projects and medical equipment.

In addition to her service on the IHA Board, she was a huge advocate for trustee education, a passion that was dear to her heart having earned her degree from the University of Idaho in education. As a result of this passion, she chose to serve on the Western Regional Trustee Symposium Planning Committee from 2007 - 2011 and as the 2008 committee chair.

Her service to her community was consistent and she was always actively engaged. Her willingness to help wherever and whenever needed was evidenced through her belief that we all have a responsibility to support our community’s health and well-being. As a pillar in Idaho’s philanthropic community, she provided support to the Weiser Hospital Foundation through the donation of her time and financial resources. An avid golfer, she assisted each year in organizing the Foundation’s annual golf tournament and encouraged others to participate. Through her philanthropic efforts the hospital has been the recipient of multiple grants which have funded necessary equipment, assisted with physician recruitment and financed renovations to the physical plant.

Her passion for the people of Weiser was no more evident than during the holiday season. A time of joy and giving, to which she gave her all by hosting the annual Festival of Trees Gala. Through her culinary talents everyone feasted on succulent leg of lamb and prime rib. As a result of her enduring support the Festival of Trees has grown to be Weiser’s event of the year.

2012 was filled with many exciting changes for Ms. Soulen-Hinson. Although she loves Idaho and the rural lifestyle, she was led away from Weiser to new opportunities on the other side of the nation in Maryland. Following a lifelong dream to live near the water and enjoy all that nature has to offer, she and her husband, Joe, turned the page to retirement. Her service and influence for good will be felt in Idaho and the Weiser community for many years to come.

**AWARD OF EXCELLENCE IN PATIENT CARE**

**J. Robert Polk, MD**

For the past 15 years, Dr. Bob Polk has been the unparalleled champion of improving quality, increasing patient safety, and reducing errors at Saint Alphonsus Regional Medical Center (SARMC) and throughout the Saint Alphonsus Health System. His leadership, passion, and sense of purpose in quality arenas have resulted in thousands of lives being saved, and his knowledge and guidance have brought national distinction to SARMC through countless clinical quality excellence awards, accreditations, and achievements. These include designation as a give-time recipient of Healthgrades®
Dr. Polk’s understanding of quality improvement is world-class, and the results of his work can be seen in clinical outcomes and improvements that are now considered “best practice”: hand hygiene, MRSA, surgical site infections, falls, urinary tract infections, perinatal safety initiatives, and regional OB case review. His adoption and sponsorship of information technologies has led the way for many of these improvements at Saint Alphonsus and across Idaho. As the physician executive for Saint Alphonsus as part of Trinity Health’s electronic health record implementation (go-live in October 2010), SARMC achieved a computerized physician order entry rate of over 85% on the second day of go-live, the most successful rate ever within Trinity Health. Almost instantly, medication errors plummeted. Dr. Polk created the first Clinical Informatics Department at Saint Alphonsus in 2011, and brought the clinical quality improvement software, Crimson, enabling physicians to engage in best practice benchmarking. Dr. Polk was an original member of the Idaho Health Data Exchange (IHDE) Board, and is now involved in oversight and evaluation to improve IHDE’s effectiveness to monitor and enable coordinated care between Idaho providers.

Dr. Polk provided executive leadership to develop the hospitalist program, used Six Sigma and LEAN methodologies to bring about revisions in the peer review process, and engaged the entire Saint Alphonsus Board in 2003 in a retreat devoted entirely to patient safety — resulting in the first patient safety annual plan. Dr. Polk has tackled countless issues, situations, and “sacred cows” over the course of his career with both delicate diplomacy and directed accountability. Whether the tough job called for negotiating physician contracts, changing medical staff bylaws, and peer review processes, developing disruptive physician conduct policies, or launching a “Just Culture” initiative to reduce fear around self-reporting of errors, Dr. Polk is the epitome of commitment and courage. When conversations drift unproductively into discussing complex technicalities and hypothetical issues, he will bring a group back to its core purpose by saying, “How many people will die or be hurt before we fix this?” He has led quality improvement teams with Clinical Resource Management staff and sponsored numerous LEAN initiatives with multi-disciplinary teams to improve patient safety, clinical operations, and the quality of care.

Passion for collaborative learning is what personifies Dr. Bob Polk. Whether it’s in the form of hosting daily safety huddles with a team of 20 employees in his office, as the physician executive leading implementation of a system-wide electronic health record, or serving as co-leader throughout Trinity Health to implement a new Culture of Safety Collaborative, he knows it takes a team approach to get things done. He teaches and leads by example — rounding with staff, consulting and engaging other physicians, challenging others to be creative in developing solutions to eliminate the holes in potential “Swiss cheese” care processes.

Dr. Polk was instrumental in developing and engaging a 19-member ad-hoc group of interested and employed physicians in 2011 to consider how Saint Alphonsus Health System would transform itself to improve patient care and meet health reform requirements. What emerged from over a years’ work was a new physician-led provider network — the Saint Alphonsus Health Alliance — with a mission and vision to become a clinically integrated network. The impact of Dr. Polk’s involvement in that effort continues today, supporting the Quality and Informatics Committee of the Health Alliance. True to his nature and passion, he is working with others to measure, monitor, improve, redesign, and raise the bar for building better health care for our patients and our communities.
LEADER OF VOLUNTEER EXCELLENCE (LOVE) INDIVIDUAL AWARD
Dorothy Vauk

There are few areas of Saint Alphonsus Nampa that Dorothy Vauk hasn’t seen during her 50 years as a volunteer. For longer than many of us have had the privilege of being alive, Ms. Vauk has shared her considerable talents, compassion, and time at the hospital.

Following the sale of their family business in 1963, she joined the hospital as a volunteer and still makes a meaningful difference to those she serves five decades later. A lifelong resident of Nampa, her service is a stunning example of the need to foster a sense of community. With her special attention and kindheartedness, Ms. Vauk has helped hundreds of families facing the difficulties of critical hospitalizations and the loss of family and friends.

As a Eucharistic minister, she volunteers jointly with St. Paul’s Catholic Church and the hospital to be with patients and their families. She also visits local nursing homes and makes personal home visits when asked. At a spry and energetic 93, Ms. Vauk says it’s the love of the people that she works with that brings her back week to week. “I have been a part of the organization for so long, it feels like a second home to me.”

She is a beloved part of the community and shares her talents with many local organizations. Father Jerry Funke, Pastor of St. Paul’s Church, had this to say, “Dorothy is a sterling example of faith, joy, and service. At 93 years young, her stamina is amazing. St. Paul’s and all of Nampa can take pride in this wonderful lady and citizen. A life-long resident of Nampa, she truly lives the spirit of our city and gives heart to our community.”

She is also well known for her baking and her homemade pies are a coveted treat. Following the death of her son Ron in the September 11th attack on the Pentagon, she began donating a pie-a-month to the local St. Paul’s School auction in his honor. She (and her pies) are so cherished that they are always a hotly contested item, bringing in over $3,000 one year.

Health care, hospitals, and the role of volunteers have changed substantially over the last 50 years, but she notes that at its core, volunteering remains the same, rooted in compassion and caring, when a group of people remain devoted to serving God’s sick.

Our thanks to Dorothy Vauk for all she has and continues to do to bring peace and kindness to those at Saint Alphonsus Nampa. As our 2013 LOVE winner, you are a shining example of what it means to be a committed, caring volunteer.

JUNIOR VOLUNTEER OF THE YEAR AWARD
Alexis Hulme

By the time you get to her essay on volunteering, you are already so impressed with Alexis Hulme you’re sure it can’t get much better. Community volunteer, honor student, athlete, and adored by those she works alongside for her smile and willingness to make a difference, Ms. Hulme is all that and more. At just 18, she shares a nugget of brilliance that we should all embrace and it is what makes her stand out as this year’s Junior Volunteer of the Year.

But before you learn the secret to her success, we want to share a bit about this young volunteer who has been helping at Bear Lake Memorial Hospital, as well as throughout her hometown of Montpelier, for years. An unofficial volunteer in elementary and junior high, she became a mainstay at the hospital as she volunteered with her mother. Later, when she became eligible for the Junior Volunteer program, she jumped in with both feet.

Throughout her time at the hospital, Ms. Hulme took advantage of opportunities to share her talents in many different areas of the hospital, including the Physical Therapy Department, where she impressed the staff. Said Dr. Will Crane, “Her ability to interact with others is impressive and she demonstrates a sharp mind as she learns and adapts to new situations. She always brings a smile to her work.” It is this experience combined with helping to care for a young woman with cerebral palsy over the last eight years that has led to an interest in physical therapy.

In her essay, Ms. Hulme told us “I have loved the literal hands-on experience with the patients and especially enjoyed seeing the progress they made in rehabilitative, preventative and restorative therapy. One particular case was especially gratifying for me. One of the therapists massaged a woman’s legs and helped her shed 45 pounds of water weight over the course of several months. This woman had carried that extra water weight in her legs and ankles for several years and had
a lot of pain when walking. I watched her life, as well as other people’s lives, change as they developed new attitudes about life because their physical condition had changed.”

An ambitious and compassionate young woman, she talks about volunteering as a key component in her life. “Volunteering for me has evolved from being something I was trained to do, to something I want to do. The most satisfying experiences I have had are those that no one knew about.”

Ms. Hulme is truly a caring and dedicated volunteer, the perfect person to represent all of our young volunteers as the 2013 Junior Volunteer of the Year. She is also wise beyond her years, sharing “I have truly learned that the more I forget about myself and help others, the more I discover who I really am.” Advice we can all benefit from. Thank you, Ms. Hulme, and congratulations!

EXCELLENCE IN MEDICINE AWARD
MINDY GADDIS, MD

As a pediatrician for nearly 20 years, Dr. Mindy Gaddis, medical director of St. Luke’s Children’s Childhood Obesity Initiative, has seen firsthand the impacts of the growing epidemic of childhood obesity on many of the young patients she treats. Dr. Gaddis grew increasingly concerned with the minimal resources she had available to help her patients. Not willing to give up on a problem that few in the medical field have found a solution for, Dr. Gaddis began mobilizing a group of passionate professionals to tackle the issue head-on. In 2009, under her leadership, the group developed an evidence-based fitness and nutrition curriculum appropriate for children between the ages of 5 and 16. The initiative received a boost from a significant grant, and the Youth Engaged in Activities for Health (YEAH!) Program for childhood obesity was formed.

Colleagues say it was Dr. Gaddis’ dedication to finding a solution to childhood obesity that got the program off the ground and has kept it alive. “Dr. Gaddis has provided both passion and persistence in developing this program. From concept to the current landscape, she has been positive and enthusiastic. It is an extraordinary accomplishment,” said Dr. John Hanks.

YEAH! is a 16-week program that focuses on fitness and nutrition. Following an initial consultation in the clinic and baseline data gathering, participants are enrolled in a weekly fitness class and an every-other-week nutrition class with professional experts. Participants learn about healthy lifestyle choices, lifetime fitness activity, locally sourced food, and the resources available to support them beyond program completion.

Many of the children participating in the program are part of a highly marginalized population in school settings. The children often exhibit high rates of depression and low self-esteem. They say that they feel embarrassed around peers, they struggle with activities of daily living, and overall, feel their future outlook is bleak.

For many program participants, the goal is to see stabilization of body mass index (BMI), and great improvement in fitness-related tests and measures. But the program has become much more than that. Many kids and parents are reporting significant improvement in their perception of their emotional health. In one case, a 16-year-old boy attended the first night of the program with arms crossed clearly showing his disdain for having to attend. He said that he was regularly made fun of at school, and was very depressed.

At the conclusion of the program, he and his mother reported emotional well-being status in the 94th percentile. He had become active enough to play goalie in an after-school soccer league and was actively choosing healthy food options. He was so grateful for the progress he made that he became a program mentor for the next group of participants.

Dr. Gaddis inspires, leads, and encourages our communities’ children and their families to adopt healthy lifestyle behaviors that are manageable and sustainable. She has rallied a network of policymakers, educators, St. Luke’s Health System leaders, and community groups to collaborate around decreasing our state’s childhood obesity trend. She leads by example, rolls up her sleeves to get the work done, and won’t take “no” for an answer when it involves the health and well-being of children.

Dr. Gaddis’ vision and dedication has helped establish St. Luke’s Children’s Hospital as a leader in childhood obesity intervention and prevention in Idaho. The YEAH! Program now includes a medical program and regional community programs in the Wood River Valley, Magic Valley, and Treasure Valley, ensuring that more children at risk can be reached.
The program’s influence on the kids and their families will impact them for the rest of their lives. Parents and children regularly report at their one-year follow up visits that they are actively involved in activities they previously never thought they could do, have tried foods they always thought they wouldn’t like, and have become a source of support to other kids who are just like them.

At the conclusion of a recent community program, one mother, fighting back tears, said she had been so afraid of what the future held for her son if he didn’t receive significant help to address his health-related issues. She said that as a family they are changing their habits and she now has great hope for his future.

Dr. Gaddis’ vision and persistence to address the problem of childhood obesity has created a lifeline for children and their families who had lost hope. Dr. Hanks said that throughout the process, Dr. Gaddis has never been one to take credit for her efforts. “She would be the first to point out the many others who have given their time and talents as well, but without her leadership it would not have happened. She has given a great gift to the children and families of Idaho.”

SPECIAL RECOGNITION OF RETIREMENT

Jan Gieselman

Jan Gieselman is an experienced professional nurse who has a broad clinical background in nursing care as well as expertise in staff education, research, quality management, and accreditation. She was widely recognized at the Boise VA Medical Center and at the Veterans Integrated Service Network 20 as a skilled and knowledgeable registered nurse in an expanded role. The depth and breadth of Ms. Gieselman’s professional experiences served her well in her role as the accreditation manager at the Boise VA Medical Center. She was well respected for her understanding of complex clinic issues, nursing practice standards, and the roles of the members of the interdisciplinary team. Ms. Gieselman worked tirelessly to mentor staff in quality practices, author facility policies, organize and analyze department tracers, follow through on survey results, and assure compliance with countless other elements related to accreditation. Ms. Gieselman consulted daily on nursing issues and was respected for her knowledgeable, thoughtful, and practical approaches to problem solving.

Ms. Gieselman began her career in the intensive care unit at the Boise VA Medical Center in 1978, transferring to the emergency room and ambulatory care in 1982, where she served as an accomplished registered nurse for seven years. She was then selected by the chief of medicine to develop a new nursing role with medical services as the patient liaison and the nurse coordinator of the anticoagulation clinic. During the four years she served in this position, she designed and implemented a system for triaging incoming patient calls to the medical center as well as developing a system for effectively monitoring and tracking patients receiving anticoagulation therapy. In her last years working in medical services, she also helped develop the endoscopy program, including the registered nurse role in assisting physician staff, providing patient education, assisting with procedures, and processing medical reusable equipment.

Ms. Gieselman then moved into a health services research and development program as a research associate. In this role, she participated in writing grant proposals and human subject applications as well as assisting in the design of questionnaires, surveys and other data collection instruments. This position provided her with the opportunity to conduct interviews and collect data for educational research projects and participate in the interpretation and dissemination of findings. From 1996 to 2000, Ms. Gieselman was an associate on the faculty development team for the Northwest Regional Faculty Development Center. She participated in the design and marketing of seminars for primary care faculty and practitioners. She also administered evaluation surveys and summarized results for program improvement.

Ms. Gieselman returned to VA service as the education specialist for the Boise VA Medical Center in 2000 and remained in that role for five years. During her tenure as the education program specialist, she assessed, designed, implemented, and evaluated staff and patient education programs at the Boise VA Medical Center. Ms. Gieselman made and enforced policies related to staff and patient education programs. She also served as the liaison between the Veterans Health Administration, Veterans Integrated Service Network 20 and the Boise VA Medical Center staff and education committees to meet strategic goals as well as facilitating and maintaining educational affiliation agreements. In her role as education specialist, she also designed, developed, and maintained staff and patient education websites for the Boise VA Medical Center and the education web page for the Veterans Health Administration and Veterans Integrated Service Network 20.

Ms. Gieselman assumed the role of Boise VA Medical Center’s quality manager from 2005 to 2006, providing oversight of the operations of the quality management program. In this role she collected, analyzed, interpreted, and applied information derived from a variety of complex data sources. She served as a liaison between the Veterans Health Administration, Veterans Integrated Service Network 20, accrediting agencies, and the Boise VA Medical Center with

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regard to continuous improvement efforts. Ms. Gieselman also made and enforced policies related to total quality improvement processes.

In 2006, she returned to clinical nursing as a staff nurse in ambulatory care providing support on the silver team in patient care services and supporting medical care providers, including training physicians in faculty positions. In December 2007, she accepted the position of nurse educator. In June of 2008, she was reassigned to the director’s office, where she worked on the quality and process improvement team as the accreditation manager — the position she retired from in March of 2013.

Ms. Gieselman is the consummate professional, recognized by those who have had the privilege of working with her as a professional of tremendous integrity and an impeccable work ethic. It is reasonable to say that in a world of overlooked health care providers, Ms. Gieselman worked as hard as or harder than most health care employees. Staff members who had the privilege to work with her consistently found her supportive, knowledgeable and professional at all times.

**Iris Hawley**

In over 30 years of professional nursing, Iris Hawley has worked in big systems and small, with paper charts and electronic records. Through it all, she has been an unflinching advocate of empowerment, teamwork, and quality.

Ms. Hawley earned her Bachelor of Nursing from the University of North Dakota in 1971. She then spent several years working for Saint Alphonsus Regional Medical Center in Boise, where she started as a medical surgical staff nurse in 1972. In 1976, she became the infection control practitioner.

Her interest in infection control continued throughout her career. “Iris loves germs!” noted the current infection control nurse at St. Mary’s Hospital in Cottonwood. “It’s been an adventure having her as my mentor. We’ve discussed infection outbreaks from all over the world.”

After eight years in infection control, she was promoted to director of surgical services at Saint Alphonsus Regional Medical Center. She honed her leadership and mentoring skills there.

In 1992, Ms. Hawley followed her husband, Jess, out of the big city and into frontier north-central Idaho. She enjoyed the beauty of country living and the slower pace that allowed her to indulge in a favorite hobby, reading. She also began work at St. Mary’s Hospital in Cottonwood.

In 20 years of energetic, thoughtful service, she served as the director of nursing services at St. Mary’s Hospital from 1993 to 2012, when she was promoted to chief of patient care services. In 2011, she also took on more of the role of director of quality. To promote teamwork and buy-in, all hospital departments now report on quality indicators.

Ms. Hawley was a key member of the management staff that helped integrate St. Mary’s Hospital with Clearwater Valley Hospital in 1998. The partnership between these two hospitals is unique within the state, and perhaps, throughout the nation, according to a study by a national FLEX monitor. The two organizations are financially independent of each other but have shared a joint management team since 1998.

Both hospitals made a strategic decision to cooperate rather than compete, which requires a strong, skilled, flexible management team. Ms. Hawley is a long-standing leader of that team, and their success has been nationally recognized. In 2005, *HealthLeaders* magazine recognized the national potential of this model by awarding both hospitals the Top Leadership Team in the Nation for hospitals under 170 beds. The National Rural Health Association recognized the hospitals as the 2011 Outstanding Rural Health Organization.

Asked to reflect on her legacy, her colleagues noted, “Empowerment was always Iris’ big thing. She sent us out there and made us become leaders.” A testimony to her skill is that all the current nurse leaders at St. Mary’s Hospital were mentored by her. They and all her colleagues wish her a retirement filled with adventures, where she can play as hard as she’s worked for years.
Luana Lamkin

When Luana Lamkin joined St. Luke’s Health System in 2004 as administrator of St. Luke’s Mountain States Tumor Institute (St. Luke’s MSTI), she quickly added to the already impressive list of accomplishments she had achieved while serving in a variety of key leadership positions at medical centers in Colorado and Hawaii. During her tenure at St. Luke’s MSTI, Ms. Lamkin’s leadership and vision helped further expand cancer care in Idaho and establish St. Luke’s MSTI as the region’s premier cancer center. Staff and colleagues say Ms. Lamkin puts her entire being into any effort and is gifted at connecting people and building relationships. In December 2010, Ms. Lamkin stepped down from her administrator position to take on yet another challenge as interim director for research at St. Luke’s Health System.

Mark Parkinson, who assumed the role of administrator at St. Luke’s MSTI after Ms. Lamkin’s departure said, “Luana is someone who exudes passion about whatever she does, whether it is leading a cancer program or rebuilding a research program.” Furthermore, Parkinson said that Luana is “articulate and always knows what to say in whatever moment.”

While at St. Luke’s MSTI, Ms. Lamkin’s accomplishments were many. She was instrumental in making sure St. Luke’s MSTI patients had access to the best medical equipment and the highest trained staff and physicians. She was also key in St. Luke’s MSTI being named a Community Cancer Center by the National Cancer Institute, which brought in new funding to help reduce disparities in cancer care in Idaho that often occur because of geography, language barriers, and economic challenges.

Ms. Lamkin, who holds a master of public health administration degree from the University of Hawaii and a bachelor of science in nursing degree from the University of Illinois, started her nursing career in 1971 at Rush Presbyterian Medical Center in Chicago. The majority of her career was in the oncology field. The dedication to health care, especially cancer care, is personal for Ms. Lamkin, who is the wife of a cancer survivor, and as she said, the granddaughter of two inspirational women who succumbed to their diseases.

While at St. Luke’s MSTI, Lamkin says she was “proud to work with the most caring and professional staff members and physicians I have ever known.” During that time, she also became acutely aware that “as medical professionals, we can never do enough for the patients and families to whom we devote ourselves.”

Ms. Lamkin’s expertise in cancer care isn’t limited to her work at St. Luke’s MSTI. She has published numerous articles about the delivery of oncology care in the community setting and has presented at national and international conferences. Her expertise in the area of strategic planning, cancer program development, oncology care, and nursing staff issues has resulted in national acclaim. This prestigious recognition includes the National American Cancer Society Award for Outstanding Nursing Leadership and the Excellence in Nursing Administration from the Oncology Nursing Society. In 2002, Ms. Lamkin was named to the Association of Community Cancer Centers Board of Directors and subsequently, in 2009, was named president of the association.

In addition to her long list of impressive professional accomplishments, Ms. Lamkin has also remained active as a volunteer for the American Cancer Society, Sigma Theta Tau, and the Big Brothers/Big Sisters of America.

In the relatively short time that she guided research at St. Luke’s, she has undertaken a number of projects and interventions that set a positive course for St. Luke’s Research. For anyone who has had the honor and privilege of interacting with Ms. Lamkin and getting to know her, they have found someone that Dr. Mark Roberts, medical director of research at St. Luke’s, says has a “grace and leadership that is hard to describe.” Dr. Roberts said she made his transition into the medical director position both easy and enjoyable.

As she closes her health care career, her legacy will set the standard for the leaders that follow in her footsteps. Dr. Roberts sums it up well when he says that Ms. Lamkin “has a near magical ability to set a vision and course of action that engages even the disbeliever or skeptic to follow. And all of this is accomplished with sugar and spice and everything nice, rather than a large-bore gastric tube used to insert a bitter pill.”
Sister Patricia Mulvaney

For more than a half century of involvement in health ministry, Sister Patricia has been dedicated to serving patients, physicians, and the communities in which she resides.

Sister Patricia taught at the Saint Alphonsus School of Nursing in 1954. In 1959, she pursued graduate studies at the Catholic University of America. After completing her degree, she directed Holy Cross School of Nursing in Salt Lake City, Utah from 1960 to 1963, and returned to Boise to serve as administrator of Saint Alphonsus Hospital from 1963 to 1972. During that time, Sister Patricia made the decision to relocate the hospital to its present site at the Curtis Campus. Opened in 1894, Saint Alphonsus was well established at its downtown location. Sister Patricia’s effort to move the hospital to the new location was forward thinking — given the growing needs of the community. It was, however, an idea that was met with great resistance from civic leaders and physicians. At the time, back in 1979, only sagebrush and rattlesnakes populated the perimeter of the new site. Yet, Sister Patricia had a strong tenacity and resolve to take the program forward for the good of the community, and managed to do so without damaging relationships or creating long-term animosity. She had, and continues to have, the ability to foster leadership in others, and to support others in their growth.

Between 1972 and 1989, Sister Patricia held various leadership positions in the Holy Cross Health System and the Congregation of the Sisters of the Holy Cross. She served as project manager for the addition and renovation of Saint Catherine’s retirement community for the sisters in Ventura, California. This gave way to more opportunity for other renovation projects including Saint Mary’s Convent in Notre Dame, Indiana. During her tenure at St. Mary’s, Notre Dame from 1989 to 1999, Sister Patricia completed the project with the objective of having “places of beauty to ensure that the sisters’ external environment would be conducive to their interior peace.” In 2000, Sister Patricia returned to Saint Alphonsus to lead the establishment of the palliative care program.

During her term as board chair of the Idaho Hospital Association (1969), Sister Patricia raised awareness of the need for compassionate care and for focus on quality service. Her own commitment to improving hospital administration raised the caliber of health care in the state. She provided guidance, insight and vision to an often neglected and overlooked, yet essential, aspect of health ministry.

Her latest role at Saint Alphonsus is one that exemplifies her leadership — dedicating her health ministry to the development of a palliative care initiative for patients near the end of life. Palliative care is defined as “a comprehensive care, provided by an interdisciplinary team, for patients and families living with a life-threatening or terminal illness, particularly where care is focused on alleviating suffering and promoting quality of life.” This latest effort illustrates how Sister Patricia is as passionate about improving care of patients at the end of life as she was in building the Saint Alphonsus campus.

In 2002, Sister Patricia was awarded the highest honor of the Idaho Hospital Association — the Star Garnet Award — in recognition of her efforts to promote hospitals and health care in Idaho. She was also awarded both the Saint Alphonsus Distinguished Citizen Award and the Girl Scouts of the Silver Sage Council, Woman of Today and Tomorrow Award in 2003.
ASPIRING NURSE LEADER AWARD 2013  
Presented by Nurse Leaders of Idaho (NLI)  
Teresa Stanfill

With almost 30 years’ experience in bedside nursing and clinical education, Teresa Stanfill has a strong background in OB nursing, but her love has always been teaching. She began her career as a staff nurse in a Level II Good Samaritan Hospital before transitioning to St. Luke’s in Boise. During her time as a staff nurse at St. Luke’s, she also joined the maternal transport team and served as the patient care coordinator.

Over time, her passion for teaching and lifelong learning propelled her into the world of clinical education, where she designed, provided, and revised educational activities for staff working in maternity services. As a clinical instructor, she has taught a number of classes and has presented at the Association of Women’s Health, Obstetrics and Neonatal Nurses National Conference. She co-authored the content for ACLS-OB and was instrumental in getting the class nationally recognized and promoted. Because of her passion and commitment to OB nursing, ACLS-OB has a presence in 30 states and has trained over 250 instructors nationwide.

In 2010, she became the clinical education manager, overseeing the provision of credentialed classes, the clinical competency process for orientation, and annual competency program. She supervised and coordinated programs that ensured initial and ongoing development of clinical personnel. Working closely with the Washington State Nurses’ Association, she served as the primary nurse planner for St. Luke’s Continuing Nursing Education Provider Unit. Currently, she is serving as the interim director for clinical learning & development, providing leadership and oversight for all clinical education throughout the St. Luke’s Health System, during a period of transition and reorganization.

Ms. Stanfill’s commitment to lifelong learning includes her own educational advancement, as she is currently pursuing a Doctor of Nursing Practice degree from the University of Kansas.

OUTSTANDING NURSE LEADER AWARD 2013  
Presented by Nurse Leaders of Idaho (NLI)  
Sharon Kensinger

With nearly four decades of experience in nursing, Sharon Kensinger has a background in progressive clinical and leadership roles. Starting as a clinical nurse and assistant manager in the critical care and emergency department, she advanced to positions as department manager, director, then in nursing administration as assistant chief nursing officer (CNO), in hospitals ranging from a university medical center and tertiary community hospital setting, to an entirely different environment with a move to rural Hawaii, as a CNO.

Following several years in that challenging setting, she then served as the CNO at St. Luke’s Wood River, a Critical Access Hospital (CAH), transitioning to vice president for rural clinical services for St. Luke’s Health System (SLHS), where she serves as an invaluable mentor and leader for the rural CAHs throughout SLHS. With humor, energy, and grace, she moves through her work with a methodical dedication to patient care and an undying commitment to each nurse within SLHS and throughout Idaho. Ms. Kensinger has the unique ability to make each person feel like they are the only one in the room. And through that gift, nurses learn and thrive. She has emerged as a statewide leader through her roles with Rural Connection and with IALN, taking a hands-on approach in supporting the growth and development of nurses.

Ms. Kensinger’s clinical expertise is in emergency nursing where she has held leadership positions for the past 25 years. She remains active in the Emergency Nurses Association, even though her practice has been facility-wide administration and leadership for several years.

As chair of the Rural Connection Preceptor Committee, Ms. Kensinger has been instrumental in building a preceptor program that provides a foundation and network for supporting the development of nurse preceptors by improving their skills in teaching, leadership, mentorship, and communication. Six years and running, Rural Connection has continued to administer a comprehensive, sustainable preceptor program for rural and tertiary care centers. The Nurses as Teachers Preceptor program supports the development of clinical preceptors through curriculum that brings theory to practice and includes a toolkit for teaching orientees with a variety of learning styles. Her leadership in the creation of this program has significantly changed the outcome of the program; moreover her continued push for excellence in all areas of nursing generates ongoing improvements to the program.
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