Disruption in Healthcare:
Preparing for What's Around the Bend
Insurance and alternative risk funding solutions for the healthcare industry.

Your Strategic Partner
Keeping Your Needs In Mind

- Insurance Program Design
- Consulting Services
- Alternatives to Insurance
- Risk Management Services

Endorsed Broker
The Idaho Hospital Association
Endorsed Broker

We proudly support the healthcare communities of Idaho
On behalf of the Idaho Association, we invite you to attend!

Welcome to the 84th Annual Convention of the Idaho Hospital Association. It has been an interesting year and this convention is a great opportunity to share ideas and success stories on transforming healthcare for the benefit of all Idahoans.

This year’s conference theme is “Disruption in Healthcare: Preparing for What’s Around the Bend”. I’m sure we all are wondering what’s around the bend. There is plenty of uncertainty in our industry.

Our keynote speaker is Chris Bashinelli. Mr. Bashinelli is a TV host, actor/activist, trailblazer and global citizen from Brooklyn, NY. His presentation will focus on what it means to be a global citizen.

As in years past, there are forums and workshops for you to attend. I have found these very beneficial and informative. The presenters are prepared to help us as we work to embrace the changes occurring throughout healthcare. Your participation is very important as we learn from one another to improve quality and the patient experience in our hospitals and communities.

This conference is a great opportunity for us to discuss opportunities, challenges and concerns with Idaho Hospital Association’s President & CEO, Brian Whitlock and the knowledgeable IHA staff. Please take the time to thank them for their efforts in helping us to fulfill our duties and responsibilities to the communities in which we live and work.

It has been an honor to serve as the 2017 Chair of the Idaho Hospital Association. I look forward to our time together in Sun Valley.

With best regards,

Dallas Clinger
IHA 2017 Chair

On behalf of the Idaho Hospital Association, and as your President & CEO, I extend to you an invitation to attend our 84th Annual Convention October 7-10 at the beautiful Sun Valley Resort.

On Sunday evening we will honor IHA’s 2017 Chair, Dallas Clinger. We hope you’ll plan to join us for an evening of food, drink and networking.

This year’s keynote speaker, Chris Bashinelli, will present START AT STEP “Z”: A Unique Approach to Becoming the Person you Wish to Be during the general session on Monday morning.

Members of the American College of Healthcare Executives (ACHE) will earn 4.5 ACHE Face-to-Face credits if attending the ACHE breakfast and Issue Briefings on Monday. In addition, the many allied group programs will offer timely, need-to-know information for professionals within those disciplines.

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 Exhibitor Showcase on Sunday afternoon, view the wide array of products and services available, and express your appreciation for their participation. A light, strolling luncheon will begin in the exhibit area at 1:00 p.m. IHA will be giving away prizes throughout the afternoon and exhibitor door prizes will be given away beginning at approximately 4:00 p.m. You must be present to win!

We look forward to seeing you in Sun Valley and hope that you will take advantage of the great recreational opportunities this special region of the Gem State offers. Our wish is that you go home refreshed and inspired in your ongoing efforts to provide high quality healthcare within your communities.

Best Wishes!

Brian Whitlock
IHA President & CEO
Our team can assist your hospital with everything from business, employment and compliance to physician integration and litigation - so you can focus on your mission of making Idaho’s communities healthier. As the healthcare world continues to evolve, we are here to offer innovative solutions for our most compassionate clients - Idaho’s Hospitals. Hawley Troxell is proud to serve as IHA’s legal counsel and to assist its member hospitals with their legal needs.
TABLE OF CONTENTS

Sponsors ......................................................................................................................................................6

Exhibitors & Exhibitor Showcase Information ..................................................................................................7

Lodging & Registration Information ...............................................................................................................13-14

Mobile Event App ...........................................................................................................................................15

At-A-Glance ...................................................................................................................................................16-17

Meetings/Events
American College of Healthcare Executives (ACHE) Networking Event ..........................................................26
American College of Healthcare Executives (ACHE) Breakfast and Education ..................................................27
Chairman’s Celebration ..................................................................................................................................26
Critical Access Hospital (CAH) Breakfast and Education ...............................................................................21-22
Foundation Directors/Idaho Society for Directors of Volunteer Services/Idaho Society for Healthcare Marketing and Public Relations (joint meeting) ..................................................................................23
Foundation Directors ..................................................................................................................................25
General Session .............................................................................................................................................28
Healthcare Financial Management Association (HFMA), Idaho Chapter ..........................................................31-32 and 33-34
HIInovation Roadshow ..................................................................................................................................18-19
Idaho Healthcare Human Resource Association (IHHRA) ...........................................................................29-30 and 35
IHA Board of Directors Meeting ..................................................................................................................18
IHA Membership Meeting ............................................................................................................................23
Idaho Society for Directors of Volunteer Services (ISDVS) .........................................................................22
Idaho Society for Healthcare Marketing and Public Relations (ISHMPR) .....................................................25-26
Issue Briefings (ACHE Panel Presentations) .................................................................................................31 & 32
Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) Golf Tournament .................................................................20
Nurse Leaders of Idaho (NLI) Luncheon ..........................................................................................................29
Trustee Education ..........................................................................................................................................24
Volunteers ......................................................................................................................................................30-31 and 34

Award Recipients ........................................................................................................................................36-48

IHA Board of Directors ..................................................................................................................................49-50

Healthcare Business Ventures...An IHA Subsidiary | Endorsed Partners ............................................................................................................................51

IHA Staff (visit http://www.teamiha.org/AboutIHA/IHASstuff.cfm for a complete listing)
The Idaho Hospital Association would like to extend a special thanks to the following organizations for helping make this convention possible:
We encourage you to visit the Exhibitor Showcase on Sunday, October 8, in the Continental/Limelight Salon A/Promenade in the Sun Valley Inn between 1:00 p.m. and 5:00 p.m. (see specific hours below) 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 healthcare organizations. Please join IHA in thanking them for their support.

Exhibits will be open between the hours of 1:00 p.m. and 5:00 p.m. on Sunday, October 8 as outlined below:

- 1:00 p.m. - 2:00 p.m.
  Strolling Luncheon and Exhibitor Showcase
- 2:00 p.m. – 4:00 p.m.
  Exhibitor Showcase
- 4:00 p.m. – 5:00 p.m.
  Exhibitor Showcase and Door Prize Drawings (Must be present to win!)

In addition to the door prizes being given away by exhibitors between 4:00 p.m. and 5:00 p.m., IHA will hold random drawings throughout the afternoon; must be present to win!
Feel Confident in Your Business Decisions

As a health care leader, it’s challenging to stay ahead of constant industry change. Many of our consultants have held leadership roles at health care providers, and we’ve served the industry for 50 years, so we understand. Tap into our thought leadership—we’ll help you develop strategies for a strong future.

Stop by booth #15 to discuss cyber security, EHR selection and implementation, reimbursement and revenue cycle strategies, operational improvement ideas or any other issues on your mind.

Let’s talk. | 800.280.0354 | eidebailly.com

---

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

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

Shelley Shannon, Executive Director
Blue Heron Building
1087 W. River Street, Suite 250
Boise, ID 83702
(208) 343-8772 | www.idhfa.org

We are proud to support the Idaho Hospital Association.
A DESTINATION SITE FOR HEALTH PROFESSIONS EDUCATION

The students in ISU’s health professions programs make up nearly half of the student body, a testament to our mission of meeting the health professions’ workforce needs in Idaho. Contact the Kasiska Division of Health Sciences to discover opportunities for partnership as we prepare the future leaders of health care in Idaho.

- Audiology, AuD
- Counseling, MCoun, PhD, EdS
- Dental Hygiene, BS, MS
- Dentistry Residency
- Dietetics, BS and Internship
- Emergency Management, AS, BS
- Family Medicine Residency
- Fire Services Administration, AS, BS
- Health Care Administration, BS
- Health Education, BA, BS, MHE
- Health Sciences, BS
- Medical Laboratory Science, BS, MS
- Nursing, BS, MS, PhD, DNP
- Occupational Therapy, MOT
- Paramedic Science, AS
- Pharmacy, MS, PhD, PharmD
- Physical Therapy, DPT
- Physician Assistant Studies, MPAS
- Community and Public Health, MPH
- Radiographic Science, BS
- Sign Language, AS, BS
- Speech Language Pathology, BS, MS

Partnering with other colleges:
- Clinical Psychology, PhD
- Social Work, BA
- Health Informatics, BBA, MS
- Spanish for the Health Professions, BA
- College of Technology, various

(208) 282-4899  |  isu.edu/healthsciences  |  /isuhealthsciences

#IdahoState
Pocatello | Idaho Falls | Meridian | Twin Falls
We’re stronger when we work together.

Teamwork, cooperation, and respect for others. We understand how these three things are instrumental to everyone’s professional success. That’s why Key supports programs that help people advance in their careers. KeyBank proudly supports Idaho Hospital Association’s 84th Annual Convention.

Key.com is federally registered service mark of KeyCorp. ©2017 KeyCorp. KeyBank is a Member FDIC.

We are a proud supporter of the Idaho Hospital Association.
Increase your Risk IQ

Outsmarting risk requires a high degree of intelligence – yours and ours.

Coverys combines proven Medical Professional Liability Insurance with proactive risk analytics, resources, and education to outsmart risk and improve outcomes.

800-772-1201  www.coverys.com

Washington Casualty Company

EXCELLENCE IN HEALTHCARE LAW

Approximately 500 attorneys with the collective experience to meet your legal needs

- CONTRACTS, VENTURES, AND ACQUISITIONS
- STARK, ANTI-KICKBACK AND FRAUD AND ABUSE
- HIPAA AND PATIENT CONFIDENTIALITY
- MEDICARE AND MEDICAID COMPLIANCE
- LICENSING AND CREDENTIALING
- TAX
- INTELLECTUAL PROPERTY
- GOVERNMENT INVESTIGATIONS AND REPAYMENTS
- EMPLOYMENT LAW AND EMPLOYEE BENEFITS
- LITIGATION
- REAL ESTATE

Holland & Hart proudly supports the Idaho Hospital Association

Contact: Kim Stanger
208.383.3913
kcstanger@hollandhart.com
800 W. Main Street, Suite 1750
Boise, ID 83702

www.hollandhart.com/healthcare-services

Discover the Difference That Creates Strong Relationships Across Idaho – and Across the Country.

Visit Us At Booth #5

Contact Shane Hunt
Regional Vice President
770.643.5562
shunt@jacksonphysiciansearch.com

Bronze Sponsor of the Idaho Hospital Association

Jackson Physician Search

HMH, revenue cycle, patient engagement, and care coordination services for RURAL, COMMUNITY, AND CRITICAL ACCESS HOSPITALS

Visit us at athenahealth booth #3

Healthy cash flow
Healthy hospital
Healthy community

THESE DOORS NEVER CLOSE

Visit athenahealth at booth #3

Holland & Hart
70 Years of Excellence

Holland & Hart
www.hollandhart.com
Because your teams work wonders.

At UMIA, we know delivering life-changing health care is a challenge, and we think the benefits are worth the risks. That's why our insurance is comprehensive, and we offer a variety of options so you get the coverage that's right for you. And, our policies come with brainpower—our responsive team is here to help you minimize your risks and stay current. So your hospital can keep on working wonders—one patient at a time.

Insurance & Risk Solutions

WIPFLI CPAs and Consultants
HEALTH CARE PRACTICE
wipfli.com/healthcare
RESORT INFORMATION

LODGING AND REGISTRATION INFORMATION

Resort Information

Amid the splendor of Idaho’s majestic mountains, Sun Valley has reigned as the world’s first and finest destination ski resort since 1936. Sun Valley remains the ultimate timeless resort for all seasons. Airline connections to the Wood River Valley can be made from all major surrounding cities. By car, Sun Valley is just under three hours from Boise or five hours from Salt Lake City. Complimentary shuttle service is available for hotel guests from Friedman Memorial Airport (SUN) in Hailey, just 14 miles (approximately 22 minutes) from the resort. For shuttle reservations call 800.786.8259.

A block of rooms will be held until September 4, 2017, at special rates starting at $145/night (single/double occupancy) for IHA convention attendees. Prices do not include tax. Lodging reservations can now be made by calling 800.786.8259 between 8:00 a.m. and 9:00 p.m. MDT. To receive our discounted rates, be sure to mention the Idaho Hospital Association when making your reservation. Confirmed reservations require an advance deposit equal to one night’s room rental, plus resort fee and tax. Sun Valley accepts VISA, Master Card, American Express, and Discover. Cancellations must be made thirty (30) days prior to arrival to receive a refund minus a $25 processing fee. The deposit is forfeited on all cancellations made within thirty (30) days of arrival. Reservations may also be made online at http://bit.ly/2sV2dju. A confirmation of room reservation will be forwarded upon receipt of deposit. For best selection, please make reservations early!

Registration Information

Please complete the online registration form at http://bit.ly/2tND1yj. If paying by check, print and return a copy of the registration confirmation with your check made payable to IHA, P.O. Box 1278, Boise, ID 83701-1278. Visa, Master Card, American Express or Discover are also accepted. Registrations will not be processed without proper payment. The pre-registration deadline is 4:00 p.m. MDT on September 28. A $40 processing fee will be added to all registrations received after this date. You may continue to register online until October 2 at 4:00 p.m. All registrations after this date must be completed on site on a space available basis. 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.

Each participant, including IHA sponsors, exhibitors, speakers, healthcare professions students, spouses/guests, and invited guests must be registered online. IMPORTANT: If you have received a promotional code to be applied during the registration process, you must scroll to the bottom of the events list, click on ‘Enter Promotional Code,’ enter the code, and click ‘Apply.’ Return to the top of the page and proceed with selecting tickets to the events you wish to attend and submit your order to continue with checkout.

Registered attendees are allowed to attend/purchase tickets for all sessions of interest unless otherwise noted for a specific audience or member group.

Name badges will be available for pre-registrants at the IHA registration/information desk located in the Edelweiss Room. Included in your registration packet will be a personalized itinerary which will serve as your ticket to all events for which you have pre-registered. Registration/information desk hours are provided on page 14. Please direct questions to Toni Pugmire at 208.489.1409 or e-mail tpugmire@teamiha.org.
Cancellation Policy

A non-refundable processing fee of $40 will be retained for all cancellations. **Cancellations received after 4:00 p.m. MDT on September 28 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 (if no changes are made to the ticket selections). Qualifying refunds will be processed after October 16. 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, health professions students, and invited guests) are required to pay a general registration fee of $75. The general registration fee is in addition to specific program fees and meal functions, and is intended to offset general registration materials, processing and program development.

**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.
- Download handouts for the sessions you have registered for prior to leaving for the event. The link and password are provided in your registration confirmation email. Contact Toni Pugmire at 208.489.1409 or tpugmire@teamiha.org should you have questions. NOTE: Not all presenters provide presentations in advance for posting.

Registration Desk Hours

The IHA registration/information desk located in the Edelweiss Room will be open for operation as follows:

- **Saturday** • 7:30 a.m. – 5:00 p.m.
- **Sunday** • 7:00 a.m. – 5:30 p.m.
- **Monday** • 7:00 a.m. – 5:00 p.m.
- Closed for General Session from 9:30 a.m. - 12:00 p.m.
- **Tuesday** • 7:00 a.m. – 12:00 p.m.

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 until 11/30/17. By posting handouts electronically, we are conserving trees and minimizing waste.

Login information to access the handouts can be found within your registration confirmation.

Special Needs

In accordance with the Americans with Disabilities Act, IHA 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 12.

Appropriate Attire

The dress is business casual for all sessions and events.

Photo Release

Your registration provides permission for your photographic or video images, captured during conference activities and meetings, to be used in print or electronic publications and promotional materials for the Idaho Hospital Association’s (IHA) purposes. You agree to waive any right of compensation or ownership and you hereby release IHA, its directors, officers, agents, employees, customers and representatives from all claims on account of such use. If you do not wish to grant permission for the photo release above, you understand that it is your responsibility to provide notice of that fact to IHA at the conference registration desk.
MOBILE EVENT APP

Fit the entire 2017 Annual Convention in the palm of your hand!

Maximize your time at the convention with TripBuilder EventMobile™. Easily view the Schedule, Sponsors, Exhibitors, Speakers, City Content, Instant Alerts, and more. You can even create personalized lists to target what you want to see, hear & do.

Type www.tripbuildermedia.com/apps/iha2017 into your device browser. This link will automatically detect your device type and take you to the right place to download the app.

About  View information about the IHA 2017 Annual Convention, learn more about the Idaho Hospital Association, and helpful app tips
Schedule  View the entire schedule by day, including session start/end times, location, speaker bios, and add your session choices to your MyShow
Attendees  View the list of attendees, including title and company
Sponsors  View the list of convention sponsors and click through to see their contact information
MyShow  View your personal lists you’ve created, including your schedule, contacts, sponsors, exhibitors, speakers, etc.
Alerts  Receive up-to-the-minute alerts and announcements from IHA
Floor Plans  View floor plans for the hotel, resort and exhibit area
Speakers  View the list of speakers and click through to view their bios
Exhibitors  View the list of exhibitors and click through to view their contact information
Support  View links to TripBuilder support in case you have any questions about the app
Social  Click through directly to IHA’s Twitter account
Sync  Easily update the app for the latest information
Search  Easily search by keywords
City Content  Easily link to www.visitsunvalley.com to search for restaurants, etc.
FAQ  Quickly find answers to commonly asked convention related questions
Venues  Get directions to, and contact information for, the Sun Valley Club (golf course)

SPONSORED BY

HAWLEY TROXELL
ATTORNEYS AND COUNSELORS

Powered by TripBuilder® | Apple, iPhone, iPad and iTunes are registered trademarks of Apple, Inc., registered in the U.S. and other countries. Blackberry is a registered trademark of Research in Motion Ltd., registered in the U.S. and other countries.
SATURDAY, OCTOBER 7

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

IHA Board of Directors Meeting
8:00 a.m. – 11:00 a.m. • Limelight Salon C
Registration for this meeting is ONLY open to IHA board members, IHA staff and invited guests; agenda to be provided under separate cover.

HIINovation Roadshow (HIIN)
10:00 a.m. – 5:00 p.m. • Limelight Salon B
Registration for this meeting is ONLY for employees of Idaho hospitals participating in the HIIN project.
• 10:00 a.m. - 11:00 a.m. | Registration
• 11:00 a.m. - 12:00 p.m. | Luncheon (optional - ticket required)
• 12:00 p.m. - 5:00 p.m. | Meeting

Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) Golf Tournament
12:00 p.m. – Shotgun Start (Check-in 11:30 a.m.) • Trail Creek Golf Course
Sponsored by Chivaroli & Associates Insurance Services

Golf Awards Reception
4:30 p.m. – 5:30 p.m. • Sun Valley Club North Patio

SUNDAY, OCTOBER 8

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

Critical Access Hospital (CAH) Breakfast and Education
7:30 a.m. – 8:45 a.m. • Limelight Salon B

Idaho Society for Directors of Volunteer Services (ISDVS)
7:30 a.m. – 10:15 a.m. • Camas

Exhibitor Move-in
8:00 a.m. – 12:00 p.m. • Continental/Limelight Salon A/ Promenade

Jewelry Sale - Proceeds benefit IHA’s Jr. Volunteer Scholarship Fund
8:00 a.m. - 5:00 p.m. • Sawtooth

IHA Membership Meeting
9:00 a.m. – 1:00 p.m. • Limelight Salon C
Registration for this meeting is ONLY open to employees of IHA member hospitals/health systems, IHA staff and invited guests; agenda to be provided under separate cover.

Foundation Directors / Idaho Society for Directors of Volunteer Services (ISDVS) / Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)
10:30 a.m. – 1:00 p.m. • Boiler

Exhibitor Showcase, Strolling Luncheon and Door Prize Drawings
1:00 p.m. – 5:00 p.m. • Continental/Limelight Salon A/Promenade
(IHA will be giving away door prizes throughout the afternoon. Exhibitor door prize drawing to begin at approximately 4:00 p.m. You must be present to win!)

Trustee Education
2:00 p.m. – 4:00 p.m. • Boiler

Foundation Directors
2:00 p.m. – 4:00 p.m. • Aspen

Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)
2:00 p.m. – 4:00 p.m. • Columbine A & B

American College of Healthcare Executives (ACHE) Networking Event
5:30 p.m. - 6:30 p.m. • Lupine
Sponsored by the Idaho Healthcare Executive Forum (IHEF)

Chairman’s Celebration
6:30 p.m. – 9:00 p.m. • Limelight Salon B & C
Sponsored by Healthcare Business Ventures...An IHA Subsidiary
• Reception
• Chairman’s Address
• Dinner
MONDAY, OCTOBER 9

IHA Registration/Information Desk
7:00 a.m. – 5:00 p.m. • Edelweiss

American College of Healthcare Executives (ACHE) Breakfast & Education—Disruptive Innovation in Healthcare Delivery
7:30 a.m. – 9:00 a.m. • Limelight Salon A
Sponsored by the Idaho Healthcare Executive Forum (IHEF)

Jewelry Sale - Proceeds benefit IHA’s Jr. Volunteer Scholarship Fund
8:00 a.m. - 5:00 p.m. • Sawtooth

General Session
9:30 a.m. – 12:00 p.m. • Limelight Salon B & C
Opening Remarks; Presentation of Awards; Keynote Address - Chris Bashinelli—START AT STEP “Z”: A Unique Approach to Becoming the Person you Wish to Be

Chivaroli & Associates Client Luncheon and Meeting
12:00 p.m. – 1:30 p.m. • Limelight Salon A
Registration for this meeting is by separate invitation.

Nurse Leaders of Idaho (NLI) Luncheon
12:00 p.m. – 2:00 p.m. • Camas

Idaho Healthcare Human Resource Association (IHHRA)
12:00 p.m. – 4:30 p.m. • Columbine A & B—Multi-Day Event

Volunteers
12:30 p.m. - 4:30 p.m. • Continental—Multi-Day Event

Issue Briefing—Improving the Health Status of Your Community
1:30 p.m. – 3:00 p.m. • Limelight Salon B & C
Sponsored by the Idaho Healthcare Executive Forum (IHEF)

Healthcare Financial Management Association (HFMA), Idaho Chapter
1:30 p.m. – 5:00 p.m. • Boiler—Multi-Day Event

Issue Briefing—Shifting from Strategic Planning to Execution
3:30 p.m. – 5:00 p.m. • Limelight Salon B & C
Sponsored by the Idaho Healthcare Executive Forum (IHEF)

TUESDAY, OCTOBER 10

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

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

Volunteers
8:00 a.m. – 11:30 a.m. • Continental—Multi-Day Event

Idaho Healthcare Human Resource Association (IHHRA)
8:30 a.m. – 11:30 a.m. • Columbine A & B—Multi-Day Event
SATURDAY, October 7

IHA REGISTRATION/INFORMATION DESK—Edelweiss
7:30 a.m. - 5:00 p.m.

IHA BOARD OF DIRECTORS MEETING—Limelight Salon C
8:00 a.m. - 11:00 a.m.
This meeting is ONLY open to IHA board members, IHA staff and invited guests. Registration instructions and agenda to be provided under separate cover. Direct questions to Darryl-lynn Oakes, doakes@teamiha.org; 208.489.1405.

Price: N/C

HIINovation ROADSHOW—Limelight Salon B
Registration for this meeting is ONLY for employees of Idaho hospitals participating in the HIIN project.

Meeting Objectives:
• Workshop-style sessions will promote skill building that will directly apply to hospital-based improvement work.
• Focus on foundational, cross-cutting leadership, improvement and change management strategies.
• Engage new and diverse audiences and encourage attendance by teams.
• Promote peer-to-peer networking and utilize hospital stories, with the aim of identifying successful strategies to overcome common challenges.

10:00 a.m. - 11:00 p.m.—Registration

11:00 a.m. - 12:00 p.m.—Luncheon (optional - ticket required)
Presiding: Darin Atherton, MBA, BSN, RN, WCC, Vice President of Quality and Healthcare Transformation, Idaho Hospital Association—Boise, ID

12:00 p.m. - 12:30 p.m.—Welcome and Overview
Darin Atherton and TBD, Program Manager-HRET and TBD, Program Manager-HRET—Chicago, IL

Idaho Hospital Association and HRET will provide an overview of the Partnership for Patients work, including our accomplishments to date and ambitious goals for the HIIN project.

12:30 p.m. - 2:30 p.m.—The Way Up: How Four Cross-Cutting Strategies Can Reduce Harm Across the Board
Barbara DeBaun, RN, MSN, CIC, Improvement Advisor, and, Betsy Lee, MSPH, RN, Improvement Advisor, Cynosure Health—San Francisco, CA

Objectives:
• Review four interventions to change delivery: sedation management, hand hygiene and progressive mobility and medication appropriateness.
• Discover tools and strategies for engaging stakeholders in targeted improvement - from front-line staff to senior leadership.
2:30 p.m. - 2:45 p.m.—**Break**

2:45 p.m. - 4:45 p.m.—**Rules of Engagement**
Barbara DeBaun, RN, MSN, CIC and Betsy Lee, MSPH, RN

**Objectives:**
- Review how to engage leaders, physicians, staff and other stakeholders.
- Integrate joy in work and concepts of workforce psychological safety.
- Utilize case examples and role playing scenarios to practice strategies for engagement.

4:45 p.m. - 5:00 p.m.—**Reflection and Next Steps**

**Objectives:**
- Review themes from the day, opportunities for collaboration and next steps.

TBD, Program Manager-HRET—Chicago, IL

**Barbara DeBaun, RN, MSN, CIC,** is an improvement advisor for Cynosure Health. She provides individual and team coaching and facilitation to promote patient safety and quality improvement.

Ms. DeBaun recently supported activities associated with the American Hospital Association (AHA) Health Research and Educational Trust CMS Partnership for Patients Hospital Engagement Network contract and is currently supporting the AHA HIIN project. In addition, she has conducted performance improvement training, infection prevention program support, and medication administration ‘measureventioning’ in a variety of settings in the San Francisco Bay Area. Ms. DeBaun is adjunct faculty for the MSN Nursing Program at Dominican University and is certified as a TeamSTEPPS Master Trainer. Prior to joining Cynosure Health, she was an improvement advisor for BEACON, the Bay Area Patient Safety Collaborative and the director of patient safety and infection prevention at California Pacific Medical Center in San Francisco.

Ms. DeBaun is a Certified Infection Prevention Practitioner (CIC) and earned a bachelor’s degree in nursing from Pace University in New York and a master’s degree in nursing from San Francisco State University. She is an active member of APIC, the Association for Professionals in Infection Control and Epidemiology and recently served two years as an elected member of APIC Board of Directors. Prior to her board service, she served as APIC's liaison to the Centers for Disease Control’s Hospital Infection Control Practices Advisory Committee (HICPAC).

**Betsy Lee, RN, MSPH,** is an improvement advisor for Cynosure Health and currently supports the American Hospital Association (AHA) Health Research and Educational Trust (HRET) CMS Partnership for Patients Hospital Improvement and Innovation Network (HIIN). She previously served as the founding director of the Indiana Patient Safety Center at the Indiana Hospital Association. Prior to that role, she was a director for the Institute for Healthcare Improvement (IHI) and supported quality improvement and patient safety in numerous hospital and ambulatory settings. Ms. Lee received her master's degree in public health with a specialty in health policy and administration from the University of North Carolina School of Public Health in Chapel Hill, North Carolina. She earned her bachelor's degree in nursing from Duke University School of Nursing in Durham, North Carolina.

This is a CMS funded event. The education is being provided at no charge. Attendees who wish to participate in the luncheon are responsible for the cost of the luncheon ticket. Attendees may opt out of the luncheon and attend the education ONLY at no charge.

**Registration Required • Price: $30** (Pre-paid Luncheon Fee)
JEFFREY W. MARTIN MEMORIAL GOLF TOURNAMENT—Sun Valley Resort Trail Creek Golf Course
12:00 p.m. Shotgun Start (check-in 11:30 a.m.)

The Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) golf tournament will be held at the Sun Valley Resort’s Trail Creek Golf Course with a 12:00 p.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 on the Sun Valley Club north patio. 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 $110 per player include 18 holes of golf, riding cart, and two food/beverage coupons per player to be used on the course or at the snack bar.

Mulligan tickets will be available for purchase at the event—1 for $10 or 3 for $20. All proceeds benefit the IHAPAC/AHAPAC.

Fill out the golf registration form at https://ihagolf2017.eventbrite.com 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. MDT on September 21. A $40 processing fee will be retained for all cancellations. 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. MDT on September 21, the entire registration fee, in addition to a $40 processing fee, is payable and will be billed.

Pre-Registration Required: $110/pp

SPONSORED BY

www.chivaroli.com
CRITICAL ACCESS HOSPITAL (CAH) BREAKFAST AND EDUCATION—Limelight Salon B

7:30 a.m. - 7:45 a.m.—Welcome Remarks and Breakfast
Presiding: Larry Tisdale, MBA, Vice President of Finance, Idaho Hospital Association—Boise, ID

7:45 a.m. - 8:45 a.m.—Behavioral Health Problems in the ED: Legal Requirements and Risk Management Solutions
Kim C. Stanger, Partner, Holland & Hart—Boise, ID; and, Sharon Gilmore, MHA, BSN, RN, BC, CPHRM, Senior Risk Consultant, Coverys—Spokane, WA

Critical Access Hospitals often struggle with managing behavioral health patients who come to the emergency department. This program will discuss the legal framework and provide practical suggestions for responding, including:

- Mental holds and shelter care
- EMTALA requirements for screening and transporting patients
- Growing use of telehealth
- Recent BFS guidance concerning managing behavioral health issues

This program will also discuss risk mitigation strategies, to include:

- Proactive patient management and flow
  - Violent patients
  - Discharge planning
  - Restraints and seclusion
  - Safety
- Staff education and competencies
- Tele-psychiatry

Kim C. Stanger guides facilities and professionals through the many regulatory, transactional, and practical challenges facing the rapidly evolving healthcare industry. He has particular expertise on unique laws facing healthcare providers, including HIPAA, Stark, the Anti-Kickback Statute, EMTALA, Medicare/Medicaid regulations, and licensing requirements. With 20 years of experience, he understands the needs of his healthcare clients and how to address those needs in a cost-efficient manner. Mr. Stanger’s commitment to his clients and the industry is demonstrated by the hundreds of hours he spends each year providing free education to his clients and serving in industry organizations. He is a frequent and popular speaker at healthcare meetings and association conferences. He also presents monthly webinars and publishes regular Holland & Hart Health Law Alerts.
Sharon Gilmore, MHA, BSN, RN, BC, CPHRM, has more than 30 years of healthcare and administrative experience with over 20 of those focused on program development, process improvement, quality management and patient safety. She is a registered nurse with a background in medical technology, cardiac and obstetrical critical care, and ambulatory nursing. Prior to joining Coverys, Ms. Gilmore was director of risk management and quality for an integrated health system. In this role, she was responsible for the overall risk management and patient safety program; loss control and risk financing; claims administration; contract review and patient relations; quality and accreditation activities and served as a liaison with insurance and regulatory representatives. She previously served as a quality clinical consultant for a national healthcare insurance provider. She has successfully developed and implemented disease management and medical home model programs. Ms. Gilmore is skilled in using the Six Sigma Lean process, implementing the GE Change Acceleration Process, and assisting entities to become a high reliability organization. She holds a master’s degree in health administration from the University of LaVerne and a bachelor’s degree in nursing and psychology from the University of New Mexico. She is also a board certified Nurse Executive (NEA-BC).

Registration Required • Price: $60

IDAHO SOCIETY FOR DIRECTORS OF VOLUNTEER SERVICES (ISDVS)—Camas

7:30 a.m. - 8:00 a.m. — Opening, Roundtable Sharing, Breakfast
Presiding: Christina Metcalf, President, Idaho Society for Directors of Volunteer Services; Director of Marketing, Community & Volunteer Services, St. Joseph Regional Medical Center—Lewiston, ID

8:00 a.m. - 9:00 a.m. — Opportunities for Volunteer Services in Light of Healthcare Transformation
Joan Ryzner, Director of Member Relations, American Hospital Association—Chicago, IL

Changes in healthcare present opportunities for volunteer services as never before. As the landscape evolves, volunteers can be capitalized on for their power as mirrors of the community to engage with patients and their families in an effort to improve health. The trend is toward more wellness and prevention, more outpatient care and improving community health. This session will include information on how the healthcare system is changing and why, and practical ideas on how volunteer programs around the country are engaging on a robust level.

9:00 a.m. - 10:15 a.m.
Business Meeting (For ISDVS members Only)
Presiding: Christina Metcalf

Joan Ryzner is director of member relations with the American Hospital Association (AHA), where she has worked since 2007. She is a member of AHA’s CEO Relations team, serving as a liaison to hospitals in Alaska, Oregon and Washington. She also supports the AHA’s Committee on Volunteers, the State Auxiliary Leaders Network and the Hospital Awards for Volunteer Excellence. Prior to these responsibilities, she served as executive director of AHA’s Association for Healthcare Research & Educational Trust.

Earlier in her career she led grassroots advocacy for the Hospital Council of Northern and Central California, and worked as communications manager of a hospital in Central California.

Ms. Ryzner holds a master’s degree in health administration from the University of Southern California and a bachelor’s degree in journalism from California State University, Fresno.

Registration Required • Price: $35 (includes joint session)
EXHIBITOR MOVE-IN—Continental / Limelight Salon A / Promenade
8:00 a.m. - 12:00 p.m.
Exhibitors may set-up at any time between 8:00 a.m. and 12:00 p.m. All displays must be in place before the Exhibitor Showcase opens at 1:00 p.m.

IHA MEMBERSHIP MEETING—Limelight Salon C
9:00 a.m. - 1:00 p.m.
Registration for this meeting is ONLY open to employees of IHA member hospitals/health systems, IHA staff and invited guests; agenda to be provided under separate cover. Direct questions to Darryl-lynn Oakes, doakes@teamiha.org; 208.489.1405.

Registration Required • Price: N/C

FOUNDATION DIRECTORS / IDAHO SOCIETY FOR DIRECTORS OF VOLUNTEER SERVICES (ISDVS) / IDAHO SOCIETY FOR HEALTHCARE MARKETING AND PUBLIC RELATIONS (ISHMPR) — Boiler
10:30 a.m. - 12:00 p.m.—Working Together to Achieve One Goal
Sherri Birkeland, Senior Vice President, Hillary Lyons Associates—Dimondale, MI; and, Libby Lashley, Foundation Director, Great Plains Health Care Foundation, North Platte, NE

Staff working in hospital foundations, community and public relations, and with volunteers are often the public faces of their hospitals and are key to building community support. This session will feature discussions on the challenges facing leaders in these areas; how to collaborate to build stronger relationships and image; and ideas for recognition, recruitment and retention of volunteers, donors and supporters.

12:00 p.m. - 1:00 p.m.—Roundtable Discussions

Sherri Birkeland has worked in the healthcare field for over 25 years. Prior to joining Hillary Lyons Associates, she served as vice president of development and planning for North Country Health Services (NCHS) in Bemidji, Minnesota. Her responsibilities included marketing, public relations, strategic planning, administration of the NCHS Foundation, and supervision of the volunteer program. During Ms. Birkeland’s tenure, the NCHS Foundation completed its largest fundraising project, raising over $5 million. She has also held nursing positions in home care and hospice services. She has a bachelor’s degree in nursing from the University of North Dakota, Grand Forks. Ms. Birkeland has served on the Bemidji Area United Way Board, the Minnesota Health Strategy and Communications Network Board, and the Minnesota Home Care Association Board.

Libby Lashley works with the Foundation Board of Directors to oversee philanthropic giving. She assumed the position in 2011 and since, has helped to raise over $6 million for projects that enhance patient care as well as improve the patient experience. Ms. Lashley received a bachelor’s degree in dental hygiene in 1994 from the University of Nebraska Medical Center and her master’s degree in health care administration from Bellevue University in 2007. Additionally, she has completed several educational programs furthering her knowledge of philanthropy and development including a certification in fundraising management from UNO and a fellowship from the Charitable Estate Planning Institute.

Registration Required • Price: N/C (must be registered attendee of one of the three groups to attend)
EXHIBITOR SHOWCASE—Continental / Limelight Salon A / Promenade

1:00 p.m. - 2:00 p.m.—Strolling Luncheon

2:00 p.m. - 4:00 p.m.—Visit with Exhibitors

4:00 p.m. - 5:00 p.m.—Door Prize Drawings—You must be present to win!

TRUSTEE EDUCATION—Boiler

2:00 p.m. - 4:00 p.m.—The Board’s Role in Leading Through Uncertainty: Key Questions Trustees Should Ask
Karma Bass, MPH, FACHE, Principal, Via Healthcare Consulting—Carlsbad, CA

As the healthcare industry enters a time of unprecedented transformation, hospital boards across the country are grappling with some of the biggest issues their organizations will ever face. Karma Bass draws on her experience working with boards across the country to share how top-performing boards are facing these challenges and offer tips for navigating them with your board.

Participants can expect to:
• Hear how successful leaders are dealing with an uncertain future;
• Understand the five critical questions boards should be asking; and
• Learn the four real-world practices of top boards in navigating transformation.

Over her 20-year career, Karma Bass has been a sought-after speaker, facilitator, and consultant with deep knowledge and experience in governance, strategic planning, philanthropy, quality oversight, healthcare policy, and board effectiveness.

Before founding Via Healthcare Consulting, she worked with ACCORD LIMITED, a Chicago-based consulting firm serving clients nationwide with their strategic planning, governance, speaking and board retreats. She spent two years as president and CEO of Alliance Healthcare Foundation in San Diego, California where she reported to an independent, eleven-person not-for-profit board.

Notably, Ms. Bass spent ten years at The Governance Institute holding various positions including vice president, membership services and director of research and publications. During her time at The Governance Institute, she oversaw the prestigious biennial hospital governance practices survey tracking trends in US hospitals and health systems.

During three years at the Hospital Council of San Diego and Imperial Counties, she facilitated the first-ever collaborative community health needs assessment for San Diego’s 32 hospitals, responding to the then-newly-implemented California Hospital Community Benefit law. Her experience gives her a uniquely valuable perspective as a consultant to hospital and health system boards today.

Ms. Bass is board certified in healthcare management and holds a master’s degree in public health with a focus in health services administration from San Diego State University. She received her bachelor’s degree from the University of California, San Diego.

Registration Required • Price: $50
**FOUNDATION DIRECTORS—Aspen**

2:00 p.m. - 3:00 p.m.—**Small But Mighty**
Sherri Birkeland, Senior Vice President, Hillary Lyons Associates—Dimondale, MI; and, Libby Lashley, Foundation Director, Great Plains Health Care Foundation, North Platte, NE

Discover how a rural community hospital raised $3.5 million in 15 months with a staff of two FTEs. Follow their journey to discover their challenges and successful strategies to build support from current and new donors.

3:00 p.m. - 4:00 p.m.—**Group Discussion: Challenges and Solutions for Donor Development**

**Sherri Birkeland** has worked in the healthcare field for over 25 years. Prior to joining Hillary Lyons Associates, she served as vice president of development and planning for North Country Health Services (NCHS) in Bemidji, Minnesota. Her responsibilities included marketing, public relations, strategic planning, administration of the NCHS Foundation, and supervision of the volunteer program. During Ms. Birkeland’s tenure, the NCHS Foundation completed its largest fund-raising project, raising over $5 million. She has also held nursing positions in home care and hospice services. She has a bachelor’s degree in nursing from the University of North Dakota, Grand Forks. Ms. Birkeland has served on the Bemidji Area United Way Board, the Minnesota Health Strategy and Communications Network Board, and the Minnesota Home Care Association Board.

**Libby Lashley** works with the Foundation Board of Directors to oversee philanthropic giving. She assumed the position in 2011 and since, has helped to raise over $6 million for projects that enhance patient care as well as improve the patient experience. Ms. Lashley received a bachelor’s degree in dental hygiene in 1994 from the University of Nebraska Medical Center and her master’s degree in health care administration from Bellevue University in 2007. Additionally, she has completed several educational programs furthering her knowledge of philanthropy and development including a certification in fundraising management from UNO and a fellowship from the Charitable Estate Planning Institute.

**Registration Required • Price: $90** (includes joint session)

---

**IDAHO SOCIETY FOR HEALTHCARE MARKETING AND PUBLIC RELATIONS (ISHMPR)**
— Columbine A & B

2:00 p.m.—**Welcome and Introductions**
Presiding: Darryl-lynn Oakes, Director of Communication, Idaho Hospital Association—Boise, ID

2:05 p.m. - 2:45 p.m.—**HIPAA and the Media**
Kim C. Stanger, Partner, Holland & Hart—Boise, ID

Although HIPAA has been a key element of our work with the public and media for years, recent cases have demonstrated that a misstep can be costly to our hospitals. Kim Stanger will join us to review two recent settlements between hospitals and the government totaling $4.6 million. Both arose out of HIPAA violations involving media disclosures. Best practices will be discussed and reviewed using real scenarios our Idaho hospitals have faced, providing participants with an understanding of how to protect the privacy of patients and adhere to the law when working with the media. Even for experienced PR professionals, this course aims to help you better anticipate the tough ethical questions that can arise out of unusual and unexpected situations.

2:45 p.m. - 3:45 p.m.—**Scenario Processing and Best Practice Discussion**
Facilitator: Anita Kissée, Public Relations Manager, St. Luke’s Health System—Boise, ID
3:45 p.m. - 4:00 p.m. — Issues and Successes Discussion

Kim C. Stanger guides facilities and professionals through the many regulatory, transactional, and practical challenges facing the rapidly evolving healthcare industry. He has particular expertise on unique laws facing healthcare providers, including HIPAA, Stark, the Anti-Kickback Statute, EMTALA, Medicare/Medicaid regulations, and licensing requirements. With 20 years of experience, he understands the needs of his healthcare clients and how to address those needs in a cost-efficient manner. Mr. Stanger’s commitment to his clients and the industry is demonstrated by the hundreds of hours he spends each year providing free education to his clients and serving in industry organizations. He is a frequent and popular speaker at healthcare meetings and association conferences. He also presents monthly webinars and publishes regular Holland & Hart Health Law Alerts.

Anita Kissée is the Treasure Valley public relations manager for St. Luke’s Health System. Ms. Kissée transitioned to public relations in 2016 after more than 20 years as a broadcast journalist. Her television career has taken her to San Diego, Fresno, Portland, New York and Washington, and earned her four Emmy awards, an Edward R. Murrow Award, and the Walter Cronkite Award for Excellence in Journalism. Most recently, she was the host and executive producer of political news shows and documentaries at TVW, the public affairs network in Washington state. Locally, Ms. Kissée was an anchor and reporter at KTVB in Boise from 2000 to 2003. It’s the career stop that made her fall in love with Idaho, and drew her back to the community to raise her son. Ms. Kissée holds a master’s degree in political journalism from Columbia University in New York, and a bachelor’s degree in journalism and mass communications from Point Loma Nazarene University in San Diego.

Registration Required • Price: $90 (includes joint session)

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES (ACHE) NETWORKING EVENT — Lupine

5:30 p.m. - 6:30 p.m.
Sponsored by the Idaho Healthcare Executives Forum (IHEF)

Convention attendees who are current ACHE members, or those with serious interest in becoming an ACHE member, are invited to join IHEF for a complimentary beverage, an opportunity to socialize with Idaho’s healthcare executives, and a chance to win a cool raffle prize.

Registration Required • Price: N/C

CHAIRMAN’S CELEBRATION RECEPTION & DINNER — Limelight Salon B & C
Sponsored by Healthcare Business Ventures...An IHA Subsidiary

6:30 p.m. - 9:00 p.m.

Join us for an evening of networking and celebration as we honor IHA Chair, Dallas Clinger, Administrator of Power County Hospital District in American Falls. This event will feature a reception to include hors d’oeuvres and one hour hosted bar, with ample time for connecting with friends and colleagues. The reception will be followed by the Chairman’s Address and dinner.

Please come by the IHA registration/information desk in the Inn Board Room by 5:30 p.m. to pick up your registration packet which will contain your name badge. Your registration form will serve as your ticket to this and other events for which you’ve pre-registered. Names will be checked against the registration list at the door. Business casual attire is recommended. Seating is limited!

Pre-Registration Required • Price: $60
MONDAY, October 9

IHA REGISTRATION/INFORMATION DESK—Edelweiss
7:00 a.m. - 5:00 p.m.

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES (ACHE) BREAKFAST AND EDUCATION—Limelight Salon A
Sponsored by the Idaho Healthcare Executive Forum (IHEF)
7:30 a.m. - 9:00 a.m.—Disruptive Innovation in Healthcare Delivery
Presiding: Bradley C. Turpen, MBA, FACMPE, IHEF Chapter President; Interim Chief Executive Officer, Valor Health—Emmett, ID
Moderator: Evans Baiya, PhD, MBA, Technology & Innovation Strategist, Author—Boise, ID
Panelists: Dan Silver, Senior Director, Operations Improvement, Physician Services, St. Luke’s Health System—Boise, ID; and, Josh Schlaich, Public Relations and Strategy Manager, Saint Alphonsus Health System—Boise, ID

Disruptive innovations have the potential to decrease costs while improving both the quality and accessibility of care. Disruptive innovations enable new applications and changes in behaviors. This panel will focus on the role of innovation in the medical marketplace and examples.

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

Registration Required • Price: $90
GENERAL SESSION—Limelight Salon B & C

9:30 a.m. – 12:00 p.m. — Opening Ceremony and Presentation of Awards
Presiding: Brian Whitlock, President & CEO, Idaho Hospital Association—Boise, ID

Keynote Address—START AT STEP “Z”: A Unique Approach to Becoming the Person you Wish to Be
Chris Bashinelli, TV Host, Actor/Activist, Trailblazer and Global Citizen—Brooklyn, NY

We each have an area in our life where we are currently at Step A and we’d like to get to Step Z. We often wait for conditions to be perfect before ever taking the first step toward our goal. Our excuses appear to be boundaries - no time, no money, no resources - but they usually boil down to the same core belief; a lack of faith in our potential. Mr. Bashinelli shows how, with no formal training or credentials, he created a unique career as an explorer, TV producer and renowned international storyteller. His method is simple...start from the place you wish to be.

• Change your mind, Change your world - We see the world not as it is, but as we are. The only way we will realize our full potential is if we genuinely believe it is possible to change. Illuminated through the story of his first ever speech to three thousand people at the United Nations at just 23-years-old, he shows that with no formal training - but unwavering faith in one’s potential - we can start becoming the person we wish to be – now!
• Start at Step Z - Mr. Bashinelli highlights that the fastest way to get from where we are to where we want to be is to be there first - on the inside. The best way to get from Step A to Step Z is to START AT STEP Z. So long as we are waiting for conditions to be perfect we will never begin the journey toward becoming a “Global Citizen” which begins with an unceasing commitment to one’s own potential.
• Greater than “I” - The key to finding the inspiration necessary to overcome obstacles is to have a goal greater than oneself. Through inspirational stories of Global Citizens from the slums of Haiti, to the Pine Ridge Indian Reservation, we will see that becoming a Global Citizen has nothing to do with external resources and everything to do with internal drive. Mr. Bashinelli shows how we are all not only interrelated, but interdependent - and will therefore be motivated to serve others.

Once we change the way we view ourselves, we often find conditions change as well. Suddenly, aspirations that once seemed impossible are suddenly within sight. From Brooklyn to Brazil, Mr. Bashinelli will walk us through the practical methods for identifying our most limiting beliefs, thereby opening the doorway to a new world.

Chris Bashinelli is an actor/activist from Brooklyn, New York whose TV career spans MTV to The Sopranos. He has traveled from Tanzania to Thailand hosting the internationally recognized TV series Bridge the Gap TV with Chris Bashinelli (broadcast into 45 million homes in 80 markets) that fosters intercultural dialogue highlighting stories of everyday life from around the world. He has interviewed everyone from Ben and Jerry to NBA legend Dikembe Mutombo, and has formed partnerships with the world’s leading non-profit organizations, including the Jane Goodall Institute and Do Something.

After years of reading headlines about world hunger, human suffering and extreme poverty, Mr. Bashinelli traveled to Tanzania with a Sony handy cam and came home with a new found meaning for life. He returned to New York to face tragedy and within two years would bury his father due to cancer. These turbulent times forced him to find meaning, and he did so in Bridge the Gap.

Mr. Bashinelli’s experience is in the world of film. He holds a B.A. in Theatre Arts (Cum Laude) from Marymount Manhattan College. He is an Eagle Scout and a United Nations guest speaker. He has spoken at international youth conferences and emceed in the UN General Assembly Hall with Secretary General Ban Ki-moon. He is determined beyond measure to produce wide-reaching, socially conscious media.

Through motivational stories based on his experiences traveling the globe, Mr. Bashinelli will help us to understand how to reach your full potential.

Registration Required • Price: N/C (included in IHA General Registration Fee) • ALL registered attendees are encouraged to attend
NURSE LEADERS OF IDAHO (NLI) LUNCHEON—Camas

12:00 p.m. - 2:00 p.m.
Presiding: Deena R. Rauch, MSN, RN, NEA-BC, FACHE, Executive Director, Nurse Leaders of Idaho—Moscow, ID

Registration Required • Price: $55

IDAHO HEALTHCARE HUMAN RESOURCE ASSOCIATION (IHHRA)—Columbine A & B—Multi-Day Event
(continued on Tuesday)

12:00 p.m. - 12:30 p.m.—Networking Luncheon

12:30 p.m. - 1:00 p.m.—Welcome and Introductions
Presiding: Stefanie Thiel, President, Idaho Healthcare Human Resource Association; Senior HR Business Partner, Saint Alphonsus Medical Center-Nampa—Nampa, ID

1:00 p.m. - 2:30 p.m.—Managing Employee Mental Health Issues in the Workplace
Steven W. Berenter, Managing Partner, Hawley Troxell Ennis & Hawley LLP—Boise, ID

2:30 p.m. - 3:30 p.m.—Employer Policies and Protected Concerted Activity—the NLRB’s View
Jacqueline M. Damm, Shareholder, Ogletree Deakins—Portland, OR

This topic will be of interest to unionized and non-unionized hospitals.

3:30 p.m. - 3:45 p.m.—Break

3:45 p.m. - 4:30 p.m.—Business Meeting (For IHHRA members Only)
• Treasurer’s Report
• Election of Officers
• New Business: SHRM Affiliation Discussion

Steven W. Berenter is the managing partner at Hawley Troxell Ennis & Hawley LLP and the chairperson of its Employment Practice Group. He maintains a broad employment law practice, including representing a number of healthcare providers and advising the Idaho Hospital Association and its members on employment matters. He dedicates a significant amount of his practice to defending clients in wrongful discharge cases and employment discrimination cases under the Idaho Human Rights Act; Title VII; the Age Discrimination in Employment Act; and the Americans With Disabilities Act. He also assists the firm’s clients by auditing and revising employment applications, employee handbooks and other documents and procedures that may give rise to employment disputes. Mr. Berenter counsels clients regarding their rights and obligations under the evolving principles of employment law and related statutes. He has significant experience before the Idaho Human Rights Commission and the Equal Employment Opportunity Commission and is involved in employment-related litigation in both federal and state court. He earned his Juris doctorate at the University of Washington School of Law and his bachelor’s degree at Stanford University. He is a member of the Idaho State Bar Association and the Human Resources Association of the Treasure Valley. Mr. Berenter has lectured before numerous groups on employment-related issues.
In 2000, Jackie M. Damm relocated from Chicago, Illinois to Portland, Oregon where she continues to focus her practice on representing both public and private sector employers in collective bargaining negotiations, National Labor Relations Board proceedings, Employment Relations Board proceedings, and labor arbitrations. Ms. Damm also has developed a significant practice in preventive labor and employment law, which includes advising clients on labor contract administration, leave law issues, employment discrimination, personnel policies and procedures, and union-organizing campaigns.

**Registration Required • Price: $90-IHHRA Members; $120-non-IHHRA Members** (includes Monday and Tuesday sessions)

**VOLUNTEERS—Continental—Multi-Day Event (continued on Tuesday)**

12:30 p.m. - 1:45 p.m.—Lunch and Volunteer Recognition
Presiding: Mary Wood, Chair, IHA Committee on Volunteers, Gritman Medical Center—Moscow, ID

1:45 p.m. - 3:15 p.m.—Engaging Healthcare Volunteers to Pursue the Triple Aim
Joan Ryzner, Director of Member Relations, American Hospital Association—Chicago, IL

3:15 p.m. - 3:30 p.m.—Break

3:30 p.m. - 4:30 p.m.—Where is Healthcare Headed?
Brian Whitlock, President & CEO, Idaho Hospital Association—Boise, ID

Joan Ryzner is director of member relations with the American Hospital Association (AHA) where she has worked since 2007. She is a member of AHA’s CEO Relations team, serving as a liaison to hospitals in Alaska, Oregon and Washington. She also supports the AHA’s Committee on Volunteers, the State Auxiliary Leaders Network and the Hospital Awards for Volunteer Excellence. Prior to these responsibilities, she served as executive director of AHA’s Association for Healthcare Research & Educational Trust.

Earlier in her career she led grassroots advocacy for the Hospital Council of Northern and Central California, and worked as communications manager of a hospital in Central California.

Ms. Ryzner holds a master’s degree in health administration from the University of Southern California and a bachelor’s degree in journalism from California State University, Fresno.

**Brian Whitlock** has over 30 years of communications, government, public relations and management experience in Idaho. He has served as the President & CEO of the Idaho Hospital Association since August 2015 where he is the lead spokesperson for Idaho hospitals. He is responsible for state and federal advocacy and legislative representation for IHA’s agenda on key political issues and leads the development of new policies and programs that serve member hospitals.

Prior to joining the Idaho Hospital Association, he was the director of state and regional governmental affairs for the Idaho National Laboratory – one of Idaho’s largest employers – and advocated for state policies that benefited nearly 4,000 scientists, researchers and engineers in eastern Idaho.

Mr. Whitlock was a familiar and trusted legislative advisor having previously served as chief of staff to Governor Dirk Kempthorne. He established and maintained relationships of trust with statewide elected officials, legislators and state agency directors. Prior to serving as chief of staff, he managed a $4 billion budget as the state’s budget director.
A 1985 graduate of Brigham Young University with a bachelor's degree in broadcast communications, he had a short stint as a television reporter in Tri Cities, Washington before becoming the lead reporter for the ABC affiliate in Boise, Idaho from 1986 to 1990. In February 1990, Idaho's senior United States Senator offered him a deputy press secretary position on Capitol Hill.

He has served as senior staff to elected officials at the local, state and federal levels.

**Registration Required • Price: $90 (includes Monday and Tuesday sessions)**

**ISSUE BRIEFING 1—Limelight B & C**  
*Sponsored by the Idaho Healthcare Executive Forum (IHEF)*

1:30 p.m. - 3:00 p.m. — *Improving the Health Status of Your Community*  
Presiding: Ben Quintana, Director, Organizational Effectiveness, St. Luke's Health System—Boise, ID  
Moderator: Christine Neuhoff, J.D., Vice President and Chief Legal Officer, St. Luke's Health System—Boise, ID  
Panelists: James Lederer, MD, Chief Medical Officer, Saint Alphonsus Health System—Boise, ID; and, Nora Carpenter, President & Chief Executive Officer, United Way of Treasure Valley—Boise, ID

Healthcare organizations exist to serve the communities in which they reside. Though community health has always been a focus for these organizations, new regulations require them to take an active role. The health of a community or geographic population has a critical impact on a healthcare organization's planning, operations, financial sustainability, outcomes and success.

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

**Registration Required • Price: $75 for those wishing to receive ACHE credits; $25 for all others**

**HEALTHCARE FINANCIAL MANAGEMENT ASSOCIATION (HFMA), Idaho Chapter—Boiler—**  
*Multi-Day Event (continued on Tuesday)*

1:30 p.m. - 1:45 p.m. — *Welcome and Introductions*  
Presiding: Lisa Kirk, President, Healthcare Financial Management Association, Idaho Chapter; Vice President of Sales, Hawes Financial—Vancouver, WA

1:45 p.m. - 3:00 p.m. — *The Patient Financial Navigator—Transforming the Hassle Factor in Healthcare*  
Day Egusquiza, President, AR Systems, Inc.—Twin Falls, ID

During this session, Ms. Egusquiza will share how she and the Advisory Board, along with St. Luke's Magic Valley in Twin Falls, have been removing the hassle factor in healthcare - one patient, one family, one employer, one community at a time. Learn step-by-step implementation of all three dynamic legs: community outreach, employer 'lunch and learns', and the onsite ‘Navigator Resource Library.’

3:00 p.m. - 3:15 p.m. — *Break*

3:15 p.m. - 4:30 p.m. — *Don’t Let Liability Claims Wreck Your A/R*  
Michael Good, Vice President, National Business Development, ClaimAssist—Norwood, MA
Trends addressing denials and ways organizations can align people, process and technology to be successful will be covered in this session. Learn how to leverage data to enable decision-making, and metrics and process standardization to drive sustainable improvements.

4:30 p.m. - 5:00 p.m. — HFMA Certification Program
Michele Marcum, Senior Network Manager, Aetna—Boise, ID

Have you ever considered getting certified through HFMA? During this session, Ms. Marcum will walk you through the Certified Healthcare Financial Professional (CHFP) structure, program objectives, value of CHFP, and process for earning this coveted designation. The new CHFP is geared toward financial professionals, clinical and non-clinical leaders, and payers—all whose jobs require a deep understanding of the new financial realities of healthcare.

Day Egusquiza brings over 30 years' experience in healthcare reimbursement, hospital business office operations (20 years in an Idaho hospital), contracting and compliance implementation. Additionally, her experience includes eight years as a director of a physician medical management billing service which included completing an integrated business office between a hospital and a large physician clinic. She has been an entrepreneur in hospital and physician practice accounts receivable management and a leader in redesigning numerous organizations. Ms. Egusquiza is a nationally recognized speaker on continuous quality improvement (CQI), benchmarking, redesigning, reimbursement systems and implementing an operational focus on compliance—both in hospitals and practices.

Michael Good has been with ClaimAssist, the third party liability recovery division of The CCS Companies since 2005 and for the last 12 years he has been working with Healthcare Revenue Cycle teams to develop and implement processes aimed at identifying missed recovery opportunities and converting those into payments. Internally at ClaimAssist, Mr. Good helped design and implement many of the workflows currently used to ensure Operations is recovering on behalf of its clients at an optimum level.

Michele Marcum has been a Certified Healthcare Financial Professional (CHFP) since 2003. She will share her experience of becoming a Certified Healthcare Financial Professional and give tips and advice for you to successfully take the exam also.

Registration Required • Price: $100 (includes Monday and Tuesday sessions)

ISSUE BRIEFING 2—Limelight B & C
Sponsored by the Idaho Healthcare Executive Forum (IHEF)

3:30 p.m. - 5:00 p.m. — Shifting from Strategic Planning to Execution
Presiding: Ben Quintana, Director, Organizational Effectiveness, St. Luke's Health System—Boise, ID
Moderator: Dan Anderson, Vice President, Strategy & Planning, St. Luke's Health System—Boise, ID
Panelists: Charles Davis, DO, President, Saint Alphonsus Medical Group—Boise, ID; and, Tom Murphy, FACHE, Chief Executive Officer, Minidoka Memorial Hospital—Rupert, ID

Once the strategic plan is developed, the work is only half done. Without effective implementation, a strategic plan may be no more than a fancy binder on a shelf. Leaders face many challenges in getting organization-wide buy-in of the goals and plan and in setting up a system of accountability to ensure that the strategic plan is followed. This program will review common situations and concerns addressed by the panelists when implementing their strategic plans. The program will conclude with a question-and-answer period.

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

Registration Required • Price: $75 for those wishing to receive ACHE credits; $25 for all others
HEALTHCARE FINANCIAL MANAGEMENT ASSOCIATION (HFMA), Idaho Chapter—Boiler—
Multi-Day Event

7:30 a.m. - 8:00 a.m.—Breakfast Buffet

8:00 a.m. - 8:15 a.m.—Welcome and Introductions
Presiding: Lisa Kirk

8:15 a.m. - 9:30 a.m.—The Future of Healthcare and Impacts of the AHCA to Idaho
Shar Sheaffer, Owner, Dingus, Zarecor & Associates—Spokane, WA

This presentation will provide an overview of the legislative outlook for healthcare and what the future of healthcare may look like for those in the US and, specifically in Idaho.

9:30 a.m. - 10:45 a.m.—Value-Based Payments for Rural Providers—The Rural ACO Experience
Sue Deitz, MPH, Vice President of Business Development, Caravan Health—Spokane, WA

This presentation will explore how accountable care contracts and other value-based payment approaches can strengthen rural hospitals and successfully transform their healthcare delivery system. Caravan Health encourages hospital CEOs and CFOs who are making the transition to value-based payments to fully understand the MIPS-ACO reporting requirements and the benefits and risks of adding independent physicians to their ACOs.

10:45 a.m. - 12:00 p.m.—Top Five Cybersecurity Issues Healthcare Finance Managers Need to Know
Brad Frazer, Partner, Hawley Troxell Ennis & Hawley, LLP—Boise, ID

Healthcare financial managers are on the front lines in the battle against hackers, phishers, spammers and other Internet black hats who seek to steal company data and intellectual property. The war is continuous and the battlefield is virtual, creating the need for constant monitoring of resources and requiring awareness of legal issues that are wholly new in the last ten years.

In this lively and interactive session, Hawley Troxell Partner, Brad Frazer, will review the top five cybersecurity issues healthcare financial managers need to know and provide key insights into identifying and mitigating critical legal issues, risk and exposures.

Working exclusively with healthcare organizations for over 15 years, Shar Sheaffer specializes in consulting with Critical Access Hospitals about reimbursement issues. The reimbursement landscape is ever-changing, and Ms. Schaeffer educates staff and clients about those modifications. She assists Critical Access Hospitals, other hospitals, nursing homes, rural health clinics, community health centers, and home health agencies with reimbursement, financial reporting, and consulting needs.
Sue Deitz serves as vice president of business development. Through her work on the Comprehensive Primary Care Plus (CPC+) and Transforming Clinical Practice Initiative (TCPI), Ms. Deitz supports providers in their understanding and preparation of value-based payment models. Prior to this position, she was the executive director of the Critical Access Hospital Network (CAHN) in Eastern Washington for almost a decade. At the CAHN, she leveraged rural collaboration to secure over 25 grants that targeted projects to better position rural providers for healthcare reform and test an infrastructure designed to stabilize and strengthen the local and regional delivery systems.

Ms. Deitz earned a master's degree in public health from the University of Illinois at Chicago with an emphasis in community health sciences. Her areas of expertise include rural health disparities, health information technologies, and chronic disease management and prevention.

Boise, Idaho native, Brad Frazer, has been deputy general counsel to several high-tech Internet and computer companies, where his practice areas included cybersecurity, Internet law, technology licensing and related transactional work and litigation. He is currently a partner at Boise-based Hawley Troxell Ennis & Hawley LLP, where he is a member of the firm’s Emerging Business and Venture Capital Practice Group. He is a 1995 cum laude graduate of Brigham Young University (Provo) and a 1988 graduate of the University of California, Hastings College of the Law, where he earned a position on the college’s law review. After law school, he received his master’s degree in business administration from the University of Utah. Mr. Frazer’s debut novel The Cure: A Thriller was recently published by NYC-based Diversion Books and the sequel, The Cure: Immortal, is a work-in-progress.

**VOLUNTEERS—Continental—Multi-Day Event**

8:00 a.m. - 8:30 a.m.—**Networking Breakfast**
Presiding: Mary Wood, Chair, IHA Committee on Volunteers, Gritman Medical Center—Moscow, ID

8:30 a.m. - 10:00 a.m.—**Living the Life of a Servant Leader**
Debi Dockins, Director of Volunteer Services (Retired), Gritman Medical Center—Moscow, ID

Where do volunteers fit in a world that suggests money and power are what drive people, businesses and communities? Where the term “servant leader” implies we are free to slave away in jobs that are redundant and boring? How do we share the value we bring to volunteering in a way that creates satisfaction, consistency and collaboration? What ideas do YOU bring to the table?

10:00 a.m. - 11:30 a.m.—**Work, Live and Play Full Out**
Kim Hodous, Author—Fayetteville, AR

A life lived FULL OUT, performing at full capacity in all areas of your life, brings an unparalleled vibrancy that leads to what we’re all striving for - SUCCESS and HAPPINESS. Motivational maven and award-winning author, Kim Hodous, will help you embrace new challenges with passion, look for the best in every situation and be ready to bust through the door when opportunity knocks - all so you can make a bigger impact than you already are!

For more than 30 years, Debi Dockins has coordinated volunteer programs. Seventeen of those years, at Gritman Medical Center, creating one of the largest hospital volunteer programs in Idaho. With certifications in Volunteer Administration and training in customer service and quality management, Ms. Dockins will help you remember your “why.” Why you volunteer, why you chose your local hospital, and why it matters. She will help us remember that what we do is important, valued and necessary in today’s world of budget cuts and healthcare shortages.

Kim Hodous is the author of the award-winning book, *Show Up, Be Bold, Play Big: 33 Strategies for Outrageous Success and Lasting Happiness*, which was a 2013 finalist for the Indie Next Generation Book Award of Excellence. Her innovative ideas on communication and time management have been shared in a wide array of publications and have been cited on numerous national networks. Ms. Hodous holds a bachelor’s degree from Ball State University and is a member of the National Speakers Association. She serves on numerous corporate and education boards and is an inductee into the Arkansas Small Business Hall of Fame.
8:30 a.m. - 9:00 a.m.—**Networking Breakfast**

9:00 a.m. - 9:45 a.m.—**Healthcare Apprenticeship Programs - Managing Workforce Shortages**
Deanna McCutcheon, Vice President, Human Resources, Idaho Hospital Association—Boise, ID

9:45 a.m. - 10:30 a.m.—**Roundtable Discussion - Best Practices in Enhancing the Work Culture**

10:30 a.m. - 11:30 a.m.—**Roundtable Discussion - Leadership Development: Strategies that will Turn Your Employees into Leaders**
The Star Garnet Award is an honor bestowed on healthcare leaders with significant contributions and service to healthcare in our state, and recognizes those who achieve the highest level of excellence and inspire others to excel. In addition to her impressive resume, Kathy Moore deserves the Star Garnet simply because of who she is and what she stands for. She is a fierce protector of patient rights; a relationship-builder who strengthens physician and employee relations; a savvy businesswoman who understands that fiscal accountability is crucial to running an exemplary hospital; and an intelligent and thoughtful leader. Above all else, she is a warm, generous, and genuine human being.

Ms. Moore’s career path exemplifies her commitment to Idaho healthcare. Since her first healthcare job in Boise in 1993, she has influenced healthcare operations in the Gem State for over 25 years. With the exception of a three-year stint at North Suburban Medical Center in Thornton, Colorado, she has spent her career leading operations at several Idaho facilities, including West Valley Medical Center in Caldwell and St. Luke’s Meridian.

In her current position as the chief executive officer west region for St. Luke’s, her expertise and influence impacts a vast number of patients and employees in McCall, Fruitland, Nampa, Eagle, Meridian, Boise and Mountain Home. In this role, she oversees strategy and operations for 731 beds in three acute care hospitals, two Critical Access Hospitals, the Children’s Hospital, an inpatient rehab hospital, four ambulatory surgery centers, five imaging centers, a freestanding emergency department and multiple other outpatient services. She has operational expertise to lead strategic growth for multiple service lines, including cardiology, pediatrics, women’s health, urology, oncology, and orthopedics/neurosurgery/rehabilitation.

Additionally, Ms. Moore serves as the executive lead for multiple construction projects totaling nearly a billion dollars, including a $400 million Boise downtown campus renovation/expansion, $200 million new Nampa hospital and medical office building, $100 million orthopedic hospital and medical office building, and $200 million, five-year routine/replacement capital allocation.

Prior to this position, she served as the chief operating officer for St. Luke’s Treasure Valley. Her professional successes included implementing Phase 1 of MyStLuke’s/EPIC electronic medical record (no small feat for anyone who has attempted this!), integrating clinical care and operations of Elmore Medical Center into the St. Luke’s family, and successfully completing $100 million in capital projects.

Ms. Moore had similar success while serving as chief executive officer of West Valley Medical Center in Caldwell. Her priorities were establishing and communicating a clear strategic plan to increase physician and patient loyalty; enhancing quality care; improving the reputation and image of the hospital; and investing in the facility. She also secured a significant increase in capital investments for the facility, including aesthetic upgrades and technology and bedside equipment purchases.

Ms. Moore’s community involvement also speaks to her commitment to furthering healthcare practice and policy-making in Idaho. She currently sits on the Idaho Hospital Association’s Board of Directors, and has previously served as board chair, chair-elect, and secretary/treasurer. She is a current member of the Idaho State University President’s Advisory Council and the American Hospital Association Regional Policy Board, and has been a Fellow of the American College of Healthcare Executives for ten years.

The IHA Star Garnet Award honors a leader who epitomizes the highest levels of excellence and achievement and inspires others. Ms. Moore has been a leader of the highest caliber for decades. She has maintained a steadfast commitment to high quality patient care; thorough dedication to operational excellence; and strong personal support for developing and mentoring talent in our industry. She is most deserving of the Star Garnet Award.
Tom Saldin

The most valuable asset we have is our health. This truism is the reason Tom Saldin served as a St. Luke’s board member for more than 20 years. During his tenure, Mr. Saldin helped guide St. Luke’s in its evolution from a single hospital in Boise to an Idaho-based health system recognized as one of the top 15 in our nation.

Over the past two decades, the healthcare industry has been experiencing speed-of-light change and myriad challenges that offer large doses of frustration. A December 2013 Idaho Statesman article describes it well, in Mr. Saldin’s own words:

“Healthcare today is so challenging, it is unbelievable, and in my 16 years on the [St. Luke’s] board this is without question the toughest environment I’ve ever seen.”

While he has firsthand understanding of the big picture, he remains undaunted and always chooses to look through the lens of opportunity. Successfully navigating the healthcare environment requires clear thinking, unwavering dedication and a laser focus on what really matters: the patient. These are qualities he possesses in full.

Mr. Saldin’s experience as a long-time business leader at two prominent Boise-based companies prepared him well for his role with St. Luke’s. He retired in 2009 after five years as senior vice president and general counsel for IDACORP Inc. and Idaho Power Co. Prior to that time, he worked for 23 years at Albertson’s Inc., where he was general counsel for the company for 20 years, as well as executive vice president for ten years.

Those who know him best are aware of his commitment to the community, which goes well beyond ensuring the availability of high quality healthcare. Understanding that there are many facets to a community’s health and well-being, his many activities include service on boards for the Treasure Valley Family YMCA, Boise Metro Area Chamber of Commerce, Boise Public Schools Education Foundation, Idaho Shakespeare Festival, and Parents and Youth Against Drug Abuse.

St. Luke’s board colleagues have the highest praise for his leadership and how he both embraced and furthered the organization’s vision to better meet patients’ needs, improve outcomes and lower costs.

Fellow board member and Chairman/CEO of Oppenheimer Companies, Inc., Skip Oppenheimer said, “Tom epitomizes the kind of impact that all hope a volunteer board member brings to an organization. He exemplifies the kind of leadership that has made a huge difference to so many of those we serve in terms of their healthcare needs in this region.”

Bill Whitacre, president and CEO of the J.R. Simplot Company, concurs. “Tom is a dedicated advocate for the health of people in our communities and a wonderful community partner. He has been able to further the mission of St. Luke’s to ensure communities have access to the most advanced, comprehensive healthcare possible.”

Alice Hennessey, now a member of the St. Luke’s Treasure Valley Community Board and who served with Mr. Saldin for many years, first on the St. Luke’s Regional Medical Center Board and then on the St. Luke’s Health System Board, said, “Tom is a wonderful, caring individual, a visionary contributor to healthcare in Idaho, and well deserving of this award.”

Whether in the board room or at a community function, he never loses sight of one central fact: that providing the best patient care depends not only on the caliber of the caregivers, but on the organization’s commitment to ensuring access to affordable healthcare when and where it is needed. His leadership and support were
fundamental to the development of St. Luke’s Strategy 2020, which puts forth the organization’s vision for the future. This three-year strategic plan accounts for the strong foundation on which St. Luke’s is building, and the understanding that we have a responsibility to continue to evolve so we can meet the needs of our communities for the next 100 years.

With leaders such as Mr. Saldin, St. Luke’s is well positioned to serve its patients, its employees and its region now and for generations to come.

Bill R. Morgan, MD

Dr. Bill Morgan is being honored with the Idaho Hospital Association’s Excellence in Medicine Award, based on his leadership for a statewide Time Sensitive Emergency (TSE) system of care, his outstanding work as a trauma surgeon, and leadership in the medical profession.

Since arriving in Idaho from Texas, Dr. Morgan has been a tireless advocate for a trauma system of care for the state of Idaho. Dr. Morgan was instrumental in serving on the Time Sensitive Emergency committee, appointed by the Health Quality Planning Commission, to develop a statewide system of care. He helped develop standards and drafted legislation that led to the adoption of a statewide Time Sensitive Emergency system of care. It is estimated that the TSE could potentially save 244 lives annually in Idaho. During those nine months of developing the TSE system, Dr. Morgan stood out as a leader and advocate for trauma, stroke and STEMI. His leadership and knowledge of trauma set him apart as an expert in this area. Because of his expertise and leadership, he was appointed by Governor Otter to chair the first Time Sensitive Emergency Council.

Beyond his service to the council, Dr. Morgan is the past president of the Idaho Chapter of the American College of Surgeons (ACS), currently the chair of the ACS Idaho Committee on Trauma, past chair of the General, Vascular and Thoracic Service, chair of the Operating Room Executive Council, past chair of the Life Flight Network Board, and past president of the Saint Alphonsus Medical Staff. He currently serves as Trauma Medical Director at Saint Alphonsus, as well as functioning full-time as a highly regarded, practicing trauma surgeon.

Dr. Morgan grew up in California and came to Idaho from Texas, where he received his medical education at the University of Texas Southwestern Medical Center in Dallas. He completed his General Surgery Residency at the University of North Dakota School of Medicine and Health Services, and his Fellowship in Trauma Surgery at the University of California San Francisco Medical Center in Fresno.

Dr. Morgan has dutifully served his country. He was inducted into the US Air Force Reserves and Air National Guard in 1991. He retired as Colonel in 2012. He was deployed with Operation Desert Storm and Hurricane Ike Disaster Relief, among several other deployments. Dr. Morgan is married with a daughter, and two German Shepard dogs. Dr. Morgan loves anything that has to do with aviation, especially flying his plane. He loves the outdoors, and despite being a trauma surgeon, he loves playing with his UTV in the mountains.
Joan Agee, DNP, MSN, CNOR

A 21 year employee of St. Joseph Regional Medical Center (SJRMC), Joan Agee exemplifies excellence through her leadership, passion and advocacy for professional development, collaborative learning, community partnerships and a focus on the highest level of patient care. Ms. Agee has held multiple leadership roles at SJRMC and is known for her positive, respectful, can do attitude; energy; and constant pursuit of safe, quality patient care.

Her passion and commitment to improve care is evident in her desire to improve the health and lives of patients living with chronic obstructive pulmonary disease (COPD). In 2015, she spearheaded the quality improvement initiative, *Reducing Chronic Obstructive Pulmonary Disease Readmissions: An Evidence Based Quality Improvement Project*. This two year endeavor focused on improving patient quality of life and decreasing patient readmissions through enhanced care coordination and collaboration not only within the walls of the hospital but throughout the community and region.

The project brought together care providers from multiple agencies such as primary care providers, skilled nursing facilities, rehabilitation services, dietary, respiratory and pulmonary care providers, social workers, pharmacists, and EMS; essentially any healthcare and/or health service provider that was involved in the care of a COPD patient. Most importantly, patients living with COPD were included in the project to garner their insights and opinions in the development of clinical patient treatment pathways, education materials, and care coordination to ensure the care was meeting their needs. Who better to ask about improving patient care than the patients themselves?

To say this program was a success is an understatement - the results were remarkable, resulting in a 46% reduction in COPD readmissions and a 48% decrease in costs, while maintaining the highest level of quality care. The most important and rewarding outcomes are the responses from patients who report a significant improvement in their quality of life. Under her leadership, SJRMC received the 2016 Idaho Award of Excellence in Quality for a large hospital from Qualis Health and currently ranks #1 in the state for COPD and pneumonia readmissions. She now shares the facets of the program with other healthcare organizations that are beginning their journey in implementation of COPD quality improvement projects. While doing that, she is also embarking on a similar project that will benefit patients who are living with congestive heart failure (CHF).

Ms. Agee is a true life-long learner. She is a strong advocate for professional and life-long learning and development as evidenced, not only by her personal education and career path, but also her continuous support and encouragement of employees to further their education and professional development. When asking her peers and team members about her professional knowledge and leadership abilities, here is what they had to say: “Joan displays both servant and transformational leadership. She listens, encourages, supports and leads by example.” “Joan is respected by all for her vast knowledge and dedication to patient care. She has constant energy and passion for excellence in patient care. She is a true leader who inspires us all to provide extraordinary patient centered care.”

Ms. Agee is a consummate professional and shining example of excellence in patient care. She demonstrates her passion for professional development, leadership and collaborative learning each and every day serving as an example for all.
Rod Barton

Rod Barton, who has been the administrator at Intermountain Cassia Regional Hospital since 2010, retired in July of this year. He previously served as the hospital administrator in Powell, Wyoming for 13 years, and in Baker City, Oregon for eight years. He and his wife, Lisa, are the parents of five children, and have 15 grandchildren. He will now have more time to spend on the things he enjoys, including camping, backpacking, motorcycling, and spending time with his family.

Mr. Barton received his bachelor’s and master’s degrees from Brigham Young University. He served on the board of the Idaho Hospital Association from 2013 to 2017. He also served as the president of the Southeast Idaho Regional Leadership Council from 2013 to 2017. Previously, he served on the Wyoming Hospital Association Board of Directors, including serving one term as the board chairman. In the mid-2000’s, he was appointed by the governor to a four-year term on the Wyoming Healthcare Commission, charged with evaluating options for the state’s Medicaid program. He received the Regent’s Senior Level Healthcare Executive Award from the American College of Healthcare Executives (ACHE), served on the American Hospital Association’s Regional Policy Board, representing both the state of Wyoming and small, rural hospitals. He has also served on other boards, foundations and committees in healthcare and education.

Mr. Barton’s most recent professional accomplishments include expanding the Cassia Regional Hospital facility, which included expansion of the emergency department, imaging services department, and physician clinics. He recruited several new physicians to the community including: family medicine, internal medicine, pediatrics, and general surgery. He upgraded medical equipment such as a new wide-bore MRI scanner and a new CT scanner, and implemented new clinical services in chemotherapy, anti-coagulation, and most recently, paramedic services.

Joe Cladouhos

Joe Cladouhos ended his nearly decade long career as the chief executive officer with Syringa Hospital and Clinics earlier this year, but that doesn’t mean he is ready to leave Grangeville.

The Cladouhos’ came to Grangeville in 2007 and plan to stay in the area and remain involved in the community that they have been a part of for the past decade.

During his tenure at Syringa, Mr. Cladouhos saw the hospital through a variety of renovation projects as well as helped build a successful integrated health record system along with a stable medical staff. He was proud of the outstanding staff and great team of wonderful caregivers at Syringa Hospital and Clinics who also cared for one another.

During the past ten years, Syringa has added 40 FTE jobs and has nearly doubled its annual gross revenue – from $10.7 million in FY2007 to $19.3 million in FY2016. Two additional feathers in his cap include the implementation of the 340B pharmacy and the hospital’s affiliation with Kootenai Health.

He credits the senior staff and current medical staff for the many accomplishments made during his time with the hospital. His hope for Syringa is to fully implement the affiliation agreement with Kootenai and overall, to sustain the momentum and continue the progress made under his watch.
During his time in the community, he served on the Pine Tree Community Credit Union board of directors and the Union Highway District board, as well as the Grangeville Chamber of Commerce and Lions Club boards. He is now a member of the Grangeville Rural Fire District board. He also served a three year term on the Board of Directors of the Idaho Hospital Association (2013-2016).

His immediate plans include family activities, writing, outdoor pursuits, music, community, volunteering, travel, reading and learning. He would tell you that these are the nine major categories in his strategic plan. He plans to volunteer some of his time at the Syringa Auxiliary Thrift Store.

The Cladouhos’ have three children and their fifth grandchild was born in April.

After more than 35 years in the healthcare industry, Mr. Cladouhos said he is excited to be on the leg of a new journey.

Jeff Daniels

Jeff Daniels will close his career in October with more than 45 years of leadership experience in the healthcare industry. Prior to becoming such an exceptional chief executive officer (CEO), he served as Bingham Memorial Hospital’s (BMH) chief financial officer for ten years. He has played an integral part in transforming BMH’s community-owned hospital from a small facility to an award-winning healthcare provider recognized for clinical excellence and high-quality patient care delivered in a caring and compassionate manner. Reflected in BMH’s new mission statement that he commissioned, Mr. Daniels has been committed to advancing the healthcare experience in Eastern Idaho through innovation, compassion, and exceptional service.

Mr. Daniels believes that sincere compassion drives the highest skill and quality of care and that true healing only occurs when compassion is part of the care. To foster an environment of delivering care in a loving and compassionate manner, his hallmark and lasting legacy will be his dedication to ensuring BMH joined the ranks of Mayo Clinic, Cleveland Clinic, and Baylor Health Systems by receiving the Healing Hospital Certification℠, granted by the Erie Chapman Foundation out of Nashville, Tennessee. As part of the Healing Hospital Certification℠, Mr. Daniels introduced the Servant’s Heart Award to honor team members, physicians, and volunteers who are nominated and recognized by their peers. He considers all employees, regardless of where they work in the organization, to be caregivers who play an important role in the healing miracles that occur each day at BMH. In what will become a long-lasting tradition because of Mr. Daniels’ keen foresight, every month a physician, nurse, and an ancillary team member will be honored with the Servant’s Heart Award.

Another significant aspect of Mr. Daniels’ role as CEO has been his passion for growing BMH’s team of world-class providers. He has been a catalyst in the successful transformation and unprecedented growth the hospital has experienced throughout the past ten years. He has supported on-going physician recruitment. When Mr. Daniels first joined BMH, they only had a medical staff of 80. Today, BMH has a medical staff of more than 150 healthcare providers. Furthermore, in 2006 BMH employed 350 employees, which has now increased to over 800 employees. In addition, when Mr. Daniels first joined BMH, total hospital assets were $34 million and today they are $80 million. In 2006, hospital net revenue was $38 million and currently it is $95 million.

Under his leadership, Mr. Daniels has been instrumental in bringing the latest in innovative technology to the people of Eastern Idaho. BMH’s robot-assisted surgery program has quickly become one of the nation’s leaders, with more advanced minimally invasive surgical options in the area than ever before. With his foresight for strategic and fiscal planning, Mr. Daniels has approved more than $45 million in capital expenditures, including the recent capital purchases of the da Vinci Surgical Robotics System, the Mazor X Robotics System for Spinal Fusions, and the Mako Robotic-Arm Assisted Surgery System for technologically advanced knee and hip replacements, all of which will help to improve the lives of thousands of people. Because of Mr. Daniels’ vision, BMH is one of the few hospitals in the world to offer this extensive suite of robotics systems. Their new robot-assisted surgical systems allows for even greater precision, smaller incisions, shorter hospital stays, better clinical outcomes, and faster return to everyday activities.
It also goes without saying that Mr. Daniels has also been a well-respected and dedicated member of the Hospital Cooperative, having served as treasurer since 2007. Not only will he leave an indelible mark on the Hospital Cooperative, but on BMH. His leadership has been steady and resolute, even in the face of many storms. He has positively navigated through many challenging moments and transitions during the past ten years. Throughout, he has positively maintained an unwavering commitment to BMH patients and employees, as they are indebted to him for his innumerable professional contributions and for his outstanding personal character. He has done a superb job at providing continuity and stability with a steadfast commitment to high-quality and compassionate patient care.

Debi Dockins

“Debi has always been a community leader,” said Janie Nirk, vice chairman of the Gritman Board of Directors. In recognition of her dedication to her community and selfless service to Gritman Medical Center, Ms. Nirk and several others joined together to nominate Debi Dockins in recognition of her 17 years as Gritman’s Director of Volunteer Services.

Ms. Dockins’ ability to work with all age groups in Moscow and the surrounding communities has been an asset for the hospital and the communities it serves. Despite being a Critical Access Hospital in a mid-size community, under her leadership, Gritman has one of the largest hospital volunteer programs in the state. It’s no exaggeration to say that in walking down Main Street you’re more than likely to encounter at least one Gritman volunteer or auxiliary member.

In addition to building a diverse, energetic, experienced group of volunteers, Ms. Dockins works tirelessly to identify areas of need for the most underserved and at risk in and around Moscow. She has worked tirelessly with the Latah Youth Advocacy Council which strives to instill lifelong social and leadership skills while encouraging positive behavior. She has extended her reach into Whitman County working with an organization sponsored by the Rotary Club addressing the same challenges.

The needs of cancer patients is one Ms. Dockins tackles head on. She helped develop the local Cancer Resource Center which has provided hundreds of garments and accessories for women diagnosed with cancer. Together with others, she founded the Light-a-Candle Program which raises money for services to cancer patients that are not covered by insurance or other means – everything from car repair and transportation to home services. She was helped create the hospital’s Annual Pink Tea which raises money for women who cannot afford mammograms. All of that in addition to sustaining and building auxiliary events that support the hospital; recruiting, training, and supporting hundreds of high school and adult volunteers; and creating new ways to support the patients, family, and staff of Gritman Medical Center.

“Exceptional”, “loyal”, “dedicated”, and “selfless” – are just a few of the words her co-workers use to describe her in letter after letter of recognition and praise. One nominee put it most succinctly, “Everything Debi is involved in is about helping others. That says everything about her.” Her leadership and guidance brought out the best in the volunteers she mentored.

Ms. Dockins’ work is quantified not only by numbers of volunteers, hours served, or funds raised, but in the legacy she leaves behind. Her leadership, mentorship, and ability to instill confidence has benefitted hundreds, if not thousands. It is not difficult to find a former young Gritman Junior Volunteer who walked into the hospital a shy, quiet teen and emerged as a confident, service-oriented young leader ready to help their community.

Ms. Dockins is never one to have the spotlight shine on her, but instead focusing the attention on those around her, instilling confidence and making the community stronger by encouraging and cultivating volunteer service. But for now, the spotlight is hers. IHA is thrilled to be able to recognize this outstanding member of our hospital community, commend her for an exceptional career, and wish her the best.
Brenda Forge

Brenda Forge has dedicated her 30+ year career supporting those that provide patient care to others. She has always been proud of the fact that working in healthcare, no matter what a person’s job responsibilities is such a worthwhile occupation. Striving to make St. Joseph Regional Medical Center (SJRMC) in Lewiston, Idaho a great place to work was her focus as it doubled in size and scope over 30 years. Ms. Forge started in personnel at SJRMC with approximately 550 employees in 1984, and continued to lead the Human Resource Department as the vice president of human resources to 1200 employees when she left in 2014.

Ms. Forge feels fortunate to have worked in collaboration with many excellent team members at St. Joseph Regional Medical Center throughout her 30 years who brought many changes to enhance the healthcare of the Lewis-Clark region. This included many new service lines such as the behavioral health, cancer treatment, cardiology services, multiple facility expansions, development of a physician’s group and also the integration of becoming a member of Carondelet Health System and then Ascension Health. She worked on many national projects including development of integrated retirement benefits, employee engagement, executive compensation and succession planning. She also had responsibilities for marketing and strategic planning for several years and was integrally involved in the development of a new branding strategy including development of a new logo and marketing plan. Some of her favorite memories are working with the Auxiliary and volunteers at SJRMC raising money for special capital projects. Many friendships were made and hours were spent supporting the Elizabeth Gift Shop and the annual Wine Tasting event which grew from one Friday evening tasting to a three day event with dancing and auction in collaboration with the Foundation.

Ms. Forge not only dedicated her life to supporting healthcare but was also very active in the community in many organizations including serving on the Lewiston School Board as a trustee for 12 years, the Valley Boy’s and Girl’s Club, the Gina Quesenberry Foundation, the Lewiston Rodeo Board, Community Action Agency Board, the Community Economic Development Agency and many other industry specific boards and councils.

Ms. Forge has a bachelor’s of business degree from the University of Idaho and is an Idaho Vandal through and through. Her husband of 35 years, Dan, is a Vandal and all three of their children are graduates of the University of Idaho. She also has her Senior Professional of Human Resources (SPHR) certification.

Retirement means lots of RV exploring and camping through the Northwest with her husband and visiting family.

Tracey Sessions

Ms. Sessions began working for the State of Idaho in 1988 in Child Protection Services. While working in Family and Community Services she became the lead on the first day treatment program in Region VII. This was a pilot program that soon went statewide. In 1992, with her passion for mental health, she became one of the first social workers on the Assertive Community Treatment (ACT) team in Idaho Falls, quickly moving up to the ACT team supervisor role in 1994. In 1997, she became a regional Program Manager for Adult Mental Health. Ms. Sessions was an instrumental part of the team that began Idaho’s first Mental Health Court. This was the fourth mental health court in the nation and has since become a national training site.

In 2001, the Developmental Disabilities Program merged with the Adult Mental Health Program where she successfully managed both programs. She was appointed Region VII Director in 2005, where she became very successful in working with legislators and developing partnerships in Eastern Idaho. While a regional director, Ms. Sessions was instrumental in the development of the Wood Project. This project began with a conversation with then legislator JoAn Wood. Together they worked with Bonneville County to develop a specialty court that helps those with mental health and substance use disorders. The goal of the program was to reduce the number of people that went into Idaho Department of Corrections on the rider program. She also worked with community partners to establish the first set of day care regulations in Ammon and the City of Idaho Falls. This was pushed forward after a near death at a day care facility.
Ms. Sessions was appointed Administrator at State Hospital South (SHS) in 2008. She provided valuable leadership at SHS to help reduce the length of stay from an average of 90 days to 32 days. This has allowed SHS to help more people by allowing admissions to increase from 300 to 800 annually. Again, her responsibilities were combined in 2011 when she also became the Behavioral Health East HUB Administrative Director.

Ms. Sessions has worked diligently to promote patient centered care and honor patients of the past. She advocated tirelessly to have headstones placed for each person in the SHS cemetery. There are now over 1000 headstones thanks to her efforts, donations, and Eagle Scouts. SHS’s 130th Anniversary community celebration was held at the cemetery in July 2016 to acknowledge this accomplishment. In July 2011, SHS’s 125th Anniversary was an open house to allow community members a chance to visit, with the hopes of decreasing the stigma surrounding mental health. As the SHS Administrator and East HUB director, she has improved collaboration between the hospital and regions.

Ms. Sessions has worked diligently to promote patient centered care and honor patients of the past. She advocated tirelessly to have headstones placed for each person in the SHS cemetery. There are now over 1000 headstones thanks to her efforts, donations, and Eagle Scouts. SHS’s 130th Anniversary community celebration was held at the cemetery in July 2016 to acknowledge this accomplishment. In July 2011, SHS’s 125th Anniversary was an open house to allow community members a chance to visit, with the hopes of decreasing the stigma surrounding mental health. As the SHS Administrator and East HUB director, she has improved collaboration between the hospital and regions.

Ms. Sessions was born in Idaho Falls and raised in Blackfoot. She has a bachelor’s degree in social work and believes the state offers many opportunities for advancement, stating “if you have a strong work ethic, willingness to take on additional responsibilities and are focused on patient centered care, you can have all the opportunities you would want in your state job”. She has three daughters, four sons, and sixteen grandchildren. She and her husband recently purchased a motorhome to allow them more opportunities to visit with their family members, some are as far away as Virginia. She will continue to enjoy accompanying her mother on quilt tours. Besides traveling, her retirement plans include sewing, quilting, ceramics, making stained glass, and volunteering at SHS. She would like to become a guardian for Syringa Chalet Nursing Facility’s (SHS’s skilled nursing facility) residents, assist with special projects, and sew weighted blankets that are used to help children in crisis.

Ms. Sessions was born in Idaho Falls and raised in Blackfoot. She has a bachelor’s degree in social work and believes the state offers many opportunities for advancement, stating “if you have a strong work ethic, willingness to take on additional responsibilities and are focused on patient centered care, you can have all the opportunities you would want in your state job”. She has three daughters, four sons, and sixteen grandchildren. She and her husband recently purchased a motorhome to allow them more opportunities to visit with their family members, some are as far away as Virginia. She will continue to enjoy accompanying her mother on quilt tours. Besides traveling, her retirement plans include sewing, quilting, ceramics, making stained glass, and volunteering at SHS. She would like to become a guardian for Syringa Chalet Nursing Facility’s (SHS’s skilled nursing facility) residents, assist with special projects, and sew weighted blankets that are used to help children in crisis.

A retirement celebration was held on June 29, 2017 to acknowledge her outstanding accomplishments in healthcare spanning almost 30 years.

**Joni Stright**

After decades of meaningful contribution to healthcare in Idaho, Joni Stright decided June of 2017 was the right time for her to retire from St. Luke’s Health System. Stright leaves a legacy of serving others through caring, compassion, respect and a dedication to excellence.

As the vice president of physician services, Ms. Stright worked to better align and connect St. Luke’s providers, while rethinking the entire physician services structure. She was responsible for strategic, financial and operational oversight of the St. Luke’s Clinic with direct accountability at one time for more than 100 ambulatory multi-specialty clinic locations, 500 providers and an annual operating budget of $380 million in gross revenue.

Ms. Stright joined St. Luke’s in 2008, just as it was undergoing the complex transition from a single hospital to the state’s largest health system. Her infectious joy, sharp thinking and constructive solutions benefitted the organization in exceptional ways.

“She has been an effective team member and the creator of effective teams, and a powerful and articulate partner to physicians, uniquely skilled and equipped to understand the impact they can have,” said Chris Roth, St. Luke’s senior vice president and chief operating officer.

As a direct result of her leadership and dedication, the St. Luke’s Clinic was formed and now serves hundreds of thousands of patients each year as the largest multispecialty practice in Idaho. During that time, she led St. Luke’s through mergers and acquisitions resulting in close to three dozen clinics of all sizes joining
the St. Luke’s family. From operational and financial analysis, practice valuations, compensation design and fair market value assessments, to legal contracts, she proved to be a strong, capable leader during a time of exponential growth and constant change.

“From a physician perspective, Joni has always worked well with providers and has cheerfully walked us through many difficult situations,” said Dr. John Werdel, an administrator for St. Luke’s Clinics and the division medical director of OB/GYN and urology. “She is unique in her ability to have tough conversations when necessary, yet retains a positive warm relationship with all her administrative staff and providers moving forward. Her contribution to each committee and leadership group with which she was involved was unmatched.”

Ms. Stright’s impact on healthcare is remarkable when you consider she started on a very different career path. In 1980, she graduated from the University of Minnesota with an accounting degree. It was her smokejumper husband that led them to make the move to McCall, Idaho.

The Strights’ second son was born at McCall Memorial Hospital and she came away with not only a baby, but with a job as the hospital’s patient accounts manager – at the time, accounts receivable and bill collection. That was the start to a 31 year career in healthcare. She worked her way up, eventually serving as the senior vice president of that same rural hospital. “You never know where life will take you! Be open to opportunities,” Stright recently told Roth.

In her close work with physicians, along with executive and clinic leadership teams, she furthered strategic initiatives that focused on improving health, improving care, and creating value for patients.

“Her knowledge of ambulatory care and expertise in connecting the right people was a huge advantage to our entire physician services structure,” said Alicia Young, the ambulatory chief nursing officer for St. Luke’s Clinic and Health System. “She put this skillset to work to achieve our strategies and align with our mission, vision, and values.”

Beyond her impressive skillset and undeniable talent, Ms. Stright will be remembered for being one of those special people that everyone at all levels likes and respects. Young described her as an “absolute joy to work with.” Her team player attitude fostered positive discussions and brought out the best in everyone she connected with over the years.

“Joni’s enthusiasm, spirit of candor and helpfulness, initiative and flexibility have served patients, our communities and her colleagues well,” said Roth.

Joni Stright

Outstanding hospital volunteers go beyond hours of service or attendance at events. Today’s hospital volunteers are engaged and connected with their hospital, seeking out ways big and small to make sure that the community is well served, staff are assisted, patients are cared for, and the hospital continues to be a vital asset.

Such is the case with our 2017 Leader of Volunteer Excellence (LOVE) Award Winner, Jerry Myers. At Lewiston’s St. Joseph Regional Medical Center, Mr. Myers has been a fixture of the Auxiliary since 2002. Following his retirement as an engineer for Potlatch Paper, he started his second career as an “almost full-time” volunteer and his reach has been broad.

Weekly you’ll find him in the gift shop, helping out with every special project and event the volunteers are part of, driving patients, hanging holiday decorations, or helping develop the next steps in patient and family engagement for the hospital. In short, if anyone says “we need help”, he’s there ready to lend a hand.

Jerry Myers
Mr. Myers also brings exceptional leadership skills to the table and is well equipped to help create a new, shared vision to make certain the hospital continues to fill the needs of the community by fostering new ideas. With healthcare’s fast paced transitions, it has become critical to have leaders like him who can proactively help the hospital. As chairman for the Patient and Family Advisory Council, he and others are working to enhance services, the environment, and the overall atmosphere of the hospital for the benefit of patients and their loved ones.

His passion for hospital volunteerism is also evident from his service at the state level as part of IHA’s Committee on Volunteers. Whether planning conferences, vetting speakers and potential education topics, or raising funds of the Junior Volunteer of the Year Scholarship, he makes sure that the details are covered and is an outstanding host to visiting volunteers and staff. He’s committed to helping every Idaho hospital benefit from what volunteers can bring to share.

Mr. Myers’ volunteer activities are equally as impressive outside St. Joseph. Currently, he is a Citizen Volunteer Evidence Technician with the Lewiston Police Department, serves on the Northwest Early Stock Board of Directors, and is an American Cancer Society “Road to Recovery” driver. He is an active member and volunteer of All Saints Catholic Church. A big sports fan, he has volunteered for over 30 years with the NAIA College World Series at Lewis-Clark State College.

It wouldn’t seem that with all this activity, Mr. Myers could fit in much more, but one doesn’t have to look much further than his “shop” to see he is an avid racing and car fan. Those few hours he’s not serving the community are taken up building and racing stock cars, restoring and rebuilding classic muscle cars, and attending NASCAR and Indy races. He also makes sure to be readily available to help his wife, Rita (also a LOVE recipient), with her many volunteer activities and tries not to miss any celebrations of their children and grandchildren across the country.

Volunteering is simply a way of life for Mr. Myers and St. Joseph and IHA have benefitted greatly from his inherent commitment to community service. Congratulations, Jerry, on being this year’s LOVE Award Winner!

**Zachary Dockins**

He was actually one - yes, only one year old - when he started his Gritman career. Just beginning to walk, for years he measured his height by the hospital elevator buttons - he was six when he could reach them by himself.

Zachary Dockins is one of the amazing Junior Volunteers (JV) at Idaho’s community hospitals. The nominees we receive each year are outstanding but Zac rose to the top of the list as this year’s Junior Volunteer of the Year.

Zac has many memories from his time at Moscow’s Gritman Medical Center. Starting as the son of an employee where he ran errands down the hall when he was just six, to being befriended by “Mr. Jeff” the former CEO, and finally being able to join the Junior Volunteer Program at 14. Zac has spent countless hours at the hospital, learning and experiencing all the areas of the hospital, working alongside staff and fellow volunteers to serve patients and their families. Zac is the only JV in Gritman’s history to be a two-term president.

In the hospital, Zac has worked in so many areas and led so many activities, we couldn’t possibly list them all. A few include the Christmas, Thanksgiving and Back to School drives; volunteering in the Medical/Surgical areas; becoming a master at making the copiers work; raising money to support hospital needs...
through Holiday Delights and other events; assisting with office work and rounding with staff in the hospital. In all, Zac has dedicated nearly 500 hours over the last four years and many, many more before he was part of the program.

Zac’s dedication to his community isn’t only felt by the hospital, but throughout the community. As a high school student, he impacted an entire community with his safety programs at crosswalks and was recognized for his anti-bullying programs. Zac is a Latah County Youth Ambassador, working to promote healthy lifestyles free of alcohol, tobacco and other drugs. He is a certified trainer for TATU (Teens against Tobacco Use) and has used those skills to work with Gritman JV’s and promote #DrugFreeFun.

What sets Zac apart is a pay it forward attitude, outgoing personality, self-described goofiness, and an ability to connect with others. He brings people together to work, to have fun, to be recognized and valued. His willingness to help others led to a decision to give up basketball in high school. Instead of daily practices and games, he committed to spending time with elementary students in an after-school program. Giving them his time, attention and encouragement.

This year, Zac was accepted at both Boston and Syracuse Universities, not surprising considering his academic record (a 3.98 GPA and second in his class), service and personality. Fortunately for us, those schools don’t fit into his plan. Zac’s mantra ~ Idaho kid, Idaho schools, Idaho WWAMI, Idaho doctor ~ are his blueprint moving forward. Now enrolled in Boise State’s pre-med track, Zac is planning to become a pediatric surgeon so he can take all he has learned and experienced in giving to others and turn it into a career helping even more people. What started out as a little guy running papers down the hall in the hospital and stacking cans at the local food bank has led to a young man who puts others first, seeks out ways to help, and is working toward a career that will benefit many.

At the end of his nomination, one sentence stood out from the accolades, outstanding essay, and amazing list of achievements and work. True to his nature of putting others first, Zac said this to your Association, “Thank you for your help and support of hospitals like Gritman who provide these opportunities to students like me.” We are touched by Zac’s graciousness and thrilled to award him this year’s Junior Volunteer of the Year Award and Scholarship.
2017 IHA Board of Directors

Chair
Dallas Clinger, Administrator
Power County Hospital District

Chair-Elect
Rodney Reider, President/CEO
Saint Alphonsus Health System

Secretary-Treasurer
Thomas Murphy, CEO
Minidoka Memorial Hospital

Immediate Past Chair
Sheryl Rickard, CEO
Bonner General Health

NRLC President
Jon D. Ness, CEO
Kootenai Health

SWRLC President
Betsy Hunsicker, CEO
West Valley Medical Center

SERLC President
Jeanine Gentry, CEO
Steele Memorial Medical Center

SWRLC Director
Karl Keeler, CEO
Saint Alphansus Medical Center - Nampa

SWRLC Director
VACANT

NRLC Director
Kara Besst, President/CEO
Gritman Medical Center

SERLC Director
Mike Fenello, Administrator
St. Luke’s Magic Valley RMC

Idaho Hospital Association • Page 49 • 2017 Annual Convention
2017 IHA Board of Directors (continued)

SERLC Director
Bradley Huerta, CEO
Lost Rivers Medical Center

AHA Delegate
Rachel Gonzales, CEO
Madison Memorial Hospital

AHA Alternate Delegate
Kathy Moore, West Region CEO
St. Luke’s Health System

Brian Whitlock
IHA President & CEO

NRLC Hospital Trustee
VACANT

SERLC Hospital Trustee
Clay Handy
Cassia Regional Hospital

SWRLC Hospital Trustee
David Shaw
Valor Health
REGISTRATION FORM TEMPLATE

84th Annual Convention
Sun Valley Resort | Sun Valley, ID
October 7-10, 2017

ALL registrations must be completed online. A link is provided at http://bit.ly/2tND1yj

Registration Deadline: September 28, 2017, 4:00 PM MDT

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Organization</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>City/State/Zip</td>
</tr>
<tr>
<td>Attendee’s E-mail</td>
</tr>
<tr>
<td>Spouse/Guest First and Last Name (only if attending)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IHA General Registration Fee</td>
<td>$75.00/pp</td>
</tr>
<tr>
<td>All convention registrants (excluding IHA staff, IHA sponsors, exhibitors (2 per company), speakers, spouses/guests, health professions students and invited guests) are required to pay the general registration fee. Volunteers pay a separate general registration fee (see next line).</td>
<td></td>
</tr>
<tr>
<td>IHA General Registration Fee – Volunteers (promotional code required to receive discount)</td>
<td>$45.00/pp</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SATURDAY, OCTOBER 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>HIINovation Roadshow Luncheon (optional) – Saturday, October 7, 11:00 a.m. – 12:00 p.m.</td>
</tr>
<tr>
<td>Limelight Salon B</td>
</tr>
<tr>
<td>HIINovation Roadshow Meeting – Saturday, October 7, 10:00 a.m. – 11:00 a.m. – Registration; 12:00 p.m. – 5:00 p.m. - Meeting</td>
</tr>
<tr>
<td>Limelight Salon B</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SATURDAY, OCTOBER 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>HIINovation Roadshow Luncheon (optional) – Saturday, October 7, 11:00 a.m. – 12:00 p.m.</td>
</tr>
<tr>
<td>Limelight Salon B</td>
</tr>
<tr>
<td>HIINovation Roadshow Meeting – Saturday, October 7, 10:00 a.m. – 11:00 a.m. – Registration; 12:00 p.m. – 5:00 p.m. - Meeting</td>
</tr>
<tr>
<td>Limelight Salon B</td>
</tr>
</tbody>
</table>
### SUNDAY, OCTOBER 8

<table>
<thead>
<tr>
<th>Event</th>
<th>Price</th>
<th># Tickets</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Access Hospital (CAH) Breakfast and Education – Sunday, October 8, 7:30 a.m. – 8:45 a.m.</td>
<td>$60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Limelight Salon B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Idaho Society for Directors of Volunteer Services (ISDVS) – Sunday, October 8, 7:30 a.m. – 10:15 a.m.</td>
<td>$35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Aspen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IHA Membership Meeting – Sunday, October 8, 9:00 a.m. – 1:00 p.m.</td>
<td>N/C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Limelight Salon C</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This meeting is ONLY open to employees of IHA member hospitals/health systems, IHA staff and invited guests; agenda to be provided under separate cover.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foundation Directors / Idaho Society for Healthcare Marketing and Public Relations / Idaho Society for Directors of Volunteers Services (ISDVS) – Sunday, October 8, 10:30 a.m. – 1:00 p.m.</td>
<td>N/C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Boiler</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Must be a registered attendee of one of the three groups to attend.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trustee Education – Sunday, October 8, 2:00 p.m. – 4:00 p.m.</td>
<td>$50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Boiler</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foundation Directors – Sunday, October 8, 2:00 p.m. – 4:00 p.m.</td>
<td>$90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Aspen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Idaho Society for Healthcare Marketing and Public Relations (ISHMPR) – Sunday, October 8, 2:00 p.m. – 5:00 p.m.</td>
<td>$90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Limelight Salon A &amp; B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>American College of Healthcare Executives (ACHE) Networking Event</td>
<td>N/C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sponsored by Idaho Healthcare Executive Forum (IHEF) – Sunday, October 8, 5:30 p.m. – 6:30 p.m.</td>
<td>N/C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Lupine</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This event is for current ACHE members or those seriously interested in becoming an ACHE member.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chairman’s Celebration – Sunday, October 8, 6:30 – 9:00 p.m.</td>
<td>$60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Limelight Salon B &amp; C</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chairman’s Celebration Spouse/Guest – Sunday, October 8, 6:30 – 9:00 p.m.</td>
<td>$60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Limelight Salon B &amp; C</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MONDAY, OCTOBER 9

<table>
<thead>
<tr>
<th>Event</th>
<th>Price</th>
<th># Tickets</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>American College of Healthcare Executives (ACHE) Breakfast and Education – Monday, October 9, 7:30 a.m. – 9:00 a.m.</td>
<td>$90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Limelight Salon A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Session (Awards Presentation/Keynote Address) Monday, October 9, 9:30 a.m. – 12:00 p.m.</td>
<td>N/C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Limelight Salon B &amp; C</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nurse Leaders of Idaho (NLI) Luncheon – Monday, October 9, 12:00 p.m. – 2:00 p.m.</td>
<td>$75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Camas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteers – Monday, October 9, 12:00 p.m. – 4:30 p.m.</td>
<td>TBD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Continental; Tuesday, October 10, 8:00 a.m. – 11:30 a.m.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Continental – MULTI-DAY EVENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Idaho Healthcare Human Resource Association (IHHRA) – Monday, October 9, 12:00 – 4:30 p.m.; Tuesday, October 10 – 8:30 – 11:30 a.m.</td>
<td>$90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Columbine A &amp; B – MULTI-DAY EVENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Non-Members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$120</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event</td>
<td>Price</td>
<td># Tickets</td>
<td>Total</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------</td>
<td>-----------</td>
<td>-------</td>
</tr>
<tr>
<td>Issue Briefing 1 – Monday, October 9 – 1:30 p.m. – 3:00 p.m.</td>
<td>$75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(with ACHE Credits)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue Briefing 1 – Monday, October 9 – 1:30 p.m. – 3:00 p.m.</td>
<td>$25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(without ACHE Credits)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare Financial Management Association, Idaho Chapter (HFMA) –</td>
<td>$100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday, October 9, 1:30 – 5:00 p.m.; Tuesday, October 10, 7:30 a.m. – 12:00 p.m.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boiler – MULTI-DAY EVENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue Briefing 2 – Monday, October 9 – 3:30 p.m. – 5:00 p.m.</td>
<td>$75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(with ACHE Credits)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue Briefing 2 – Monday, October 9 – 3:30 p.m. – 5:00 p.m.</td>
<td>$25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(without ACHE Credits)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL – EVENT FEES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IHA GENERAL REGISTRATION FEE</td>
<td>$75.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IHA GENERAL REGISTRATION FEE - VOLUNTEERS</td>
<td>$45.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LATE FEE (applies after September 28, 2017 at 4:00 p.m. MDT)</td>
<td>$40.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL AMOUNT DUE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Cancellation Policy**

A non-refundable processing fee of $40 will be retained for all cancellations. Cancellations received after 4:00 p.m. on September 28 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 (change in ticket selection may result in extra fees or a refund). Qualifying refunds will be processed after October 16. 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.