ENVISIONING the FUTURE
Idaho Hospital Association
81st Annual Convention
October 4-7, 2014
Sun Valley Resort | Sun Valley, Idaho

Featuring Keynote Speaker

DANIEL KRAFT, MD
The Future of Health & Medicine: Where Can Technology Take Us?
IN LOVING MEMORY

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Welcome to the 81st Annual Convention of the Idaho Hospital Association. It has been an eventful year and this gathering is a great opportunity to share ideas and success stories on transforming health care for the benefit of all Idahoans.

This year’s conference theme is *Envisioning the Future*. I think it is safe to say that most, if not all of us, have lost some sleep over doing just that! This year’s keynote speaker, Dr. Daniel Kraft, is a world renowned visionary in medicine. He will be presenting *The Future of Health and Medicine: Where Can Technology Take Us?* As all of us strive to lower costs and utilize technology to make it easier to access care and improve health outcomes, his work focusing on emerging medical technologies should be of great interest to everyone.

Once again, there are numerous helpful forums and workshops for you to attend. The presenters are prepared to guide us as we work to embrace and enhance the changes occurring throughout health care. Your participation is vital as we learn from one another to improve the patient experience, whether it is inside our hospital walls or out in the communities where they access our health programs.

This conference is also an opportunity for all of us to recognize and thank Steve Millard for his incredible 39 years of service to the Idaho Hospital Association (IHA). His strong leadership the past 23 years as the President and CEO is the main reason the association is such an effective advocate on health policy issues at the state and federal level. Steve has also provided steady guidance to the members of IHA through the many changes that have occurred in health care over those years. Steve will be greatly missed, and this is a wonderful occasion to wish him well before he retires at the end of the year.

It has been an honor to serve as the chairman for the Idaho Hospital Association this past year and I look forward to our time together in Sun Valley.

With best regards,

Sally E. Jeffcoat
IHA 2014 Chairman
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A New Perspective

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Stop by booth #23 and talk with our professionals about what’s on your mind, from assurance and tax exempt status to revenue enhancements and reimbursement strategies, even health care reform.

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Electronic Handouts

All speaker materials received in advance of the convention will be posted in PDF format on the IHA website. They will remain on the website until 11/28/14. By posting handouts electronically, we are conserving trees and minimizing waste.

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

Special Needs

In accordance with the Americans with Disabilities Act, 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 11.

Appropriate Attire

Business casual for all sessions and events; apres ski attire for the Chairman’s Celebration.

Questions?

IHA staff will be available to assist you on-site in the registration area located in the Inn Board Room. Hours of operation are listed on page 11.

Remember: ALL events are open to ALL registered attendees unless otherwise noted by

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Sun Valley photos courtesy of the Sun Valley Resort

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We design spaces that enable the pursuit of success, wellness and joy.
We hope you will plan to visit the exhibits on Monday, October 6, in Limelight B & C in the Conference Center between 1:30 p.m. and 5:30 p.m. to speak with representatives of companies supporting this year's convention. This is an excellent opportunity to become familiar with products and services available to health care personnel. Please join IHA in thanking these exhibitors for their support.

**Hours: 1:30 p.m. - 5:30 p.m.**
- 1:30 p.m. – 2:30 p.m. • Refreshment Break
- 4:30 p.m. – 5:30 p.m. • Reception
- 5:00 p.m. – 5:30 p.m. • Door Prize Drawings (Must be present to win!)

**On Tuesday morning, be sure to leave your name badge at the door of General Session for a chance to win IHA’s Grand Prize. Names will be drawn after the Keynote Address. YOU MUST BE PRESENT TO WIN!**

**2014 Exhibitors**

- Advanced MedTech, Inc.
- IdentiSys, Inc.
- Allscripts
- INNERFACE Architectural Signage
- Intermountain Donor Services/Pacific Northwest Transplant Bank
- Architectural Nexus
- Arj0-Century Distributing, Inc.
- KeyBank
- ArjoHuntleigh Inc.
- Layton Construction
- Blue Cross of Idaho
- Linet Americas
- Chivaroli & Associates Insurance Services
- Marketing Solutions Promotional Products
- Coverys
- Mayo Medical Laboratories
- CPSI
- Medical Protective
- CTA Architects Engineers
- MEDITECH
- Dingus, Zarecor & Associates
- Moss Adams LLP
- Eide Bailly, LLP
- Mountain Health CO-OP
- Express Recovery
- MTX Medical Solutions
- First Choice Health
- NBBJ
- Healthcare Services Group, Inc.
- PacificSource Health Plans
- Hudson Insurance Group
- Qualis Health
- Idaho Correctional Industries
- RazorInsights
- Idaho Health Data Exchange
- Swisslog
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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. Shuttle service is available for hotel guests from Friedman Memorial Airport in Hailey, just 14 miles from the resort. For shuttle reservations, call 800.786.8259.

A block of rooms will be held until August 18, 2014, at special rates starting at $127/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. MT. 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, MasterCard, 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. A confirmation of room reservations will be forwarded upon receipt of deposit. For best selection, please make reservations early!

Registration Information

Each participant, including IHA sponsors, exhibitors, students, spouses/guests, and invited guests must be registered online.

Please complete the online registration form at https://www.teamiha.org/Education/Convention/Registration/Index.cfm. If paying by check, print and return a copy of the completed registration form with your check made payable to IHA, P.O. Box 1278, Boise, ID 83701-1278. Visa, MasterCard, American Express or Discover are also accepted. Payment must accompany all registrations. Registrations will not be processed without proper payment. The advance registration deadline is 5:00 p.m. MT on September 25, 2014, after which time you must contact IHA for special instructions. A $40 processing fee will be added to all registrations received after this date. This applies to all registrations received after the deadline. If payment has not been received prior to an event and the registrant fails to attend or does not cancel within the stated time period, the entire registration fee in addition to the processing fee, is payable and will be billed.

Name badges and tickets will be available for pre-registrants at the IHA registration/information desk located in the Inn Board Room. Registration/information desk hours are provided on page 11. 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 5:00 p.m. on September 25 are non-refundable. All fees associated with an event are forfeited for those who fail to cancel within the stated time period or fail to attend an event. Registrants unable to attend are permitted and encouraged to send a substitute at no extra charge. Qualifying refunds will be processed after October 20. If payment has not been received prior to the event and the registrant fails to attend or does not cancel within the stated time period, the entire registration fee, in addition to the processing fee, is payable and will be billed.

Per Person Fees

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

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

Registration Desk Hours

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

Hours:
Saturday 8:00 a.m. – 10:30 a.m.; 2:00 p.m. – 4:30 p.m.
Sunday 7:00 a.m. – 5:30 p.m.
Monday 7:00 a.m. – 5:00 p.m.
Tuesday 7:00 a.m. – 12:30 p.m. (closed during general session)

JEFFREY W. MARTIN MEMORIAL (IHAPAC/AHAPAC) GOLF TOURNAMENT ◆ Saturday, October 4 ◆
10:30 a.m. Shotgun Start (check-in 10:00 a.m.) ◆ Sun Valley Resort Golf Course
Sponsored by Chivaroli & Associates Insurance Services

The Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) golf tournament will be held at the Sun Valley Resort Golf Course with a 10:30 a.m. shotgun start. Proceeds from this event go to the IHA and AHA Political Action Committees (IHAPAC/AHAPAC). Teams are encouraged to check with either the IHA registration/information desk or the golf pro shop for possible frost delays and should plan to arrive 30 minutes prior to the scheduled start time. Play will be followed by an awards presentation on the Sun Valley Club events 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 $109 per player include 18 holes of golf, riding cart, and two food/beverage coupons per player.

Fill out the golf registration form at https://www.regonline.com/JWMGolf2014 listing yourself and others in your foursome. If you do not list others, IHA will place you in a foursome. Payment for this event must be received by personal check made payable to IHAPAC or personal credit card and must include registrants’ home address. Corporate funds can only be accepted from proprietary hospitals and non-hospital organizations.

Registrations must be received by 5:00 p.m. MT on September 18. 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. MT on September 18, the entire registration fee, in addition to a $40 processing fee, is payable and will be billed.

Pre-Registration Required: $109/pp

Long comfortable days, cool star-bright nights, and mountain air so clear you can see forever! Activities abound and every day is filled to overflowing in Sun Valley. Bring the family for an experience they are sure to remember.
FRIDAY, OCTOBER 3
3:00 p.m. – 5:00 p.m. • Limelight A
IHA Board of Directors Meeting
(This meeting is open to IHA board members, IHA staff and invited guests ONLY)

SATURDAY, OCTOBER 4
8:00 a.m. – 10:30 a.m. • Inn Board Room
IHA Registration/Information Desk
10:30 a.m. – Shotgun Start (Check-in 10:00 a.m.) • Sun Valley Resort Golf Course
Jeffrey W. Martin Memorial (IHAPAC/AHAPAC) Golf Tournament
Sponsored by Chivaroli & Associates Insurance Services

SUNDAY, OCTOBER 5
7:00 a.m. – 4:45 p.m. • Ram
Idaho Society for Healthcare Engineering (ISHE) — Multi-Day Event
7:00 a.m. – 5:30 p.m. • Inn Board Room
IHA Registration/Information Desk
7:30 a.m. – 12:00 p.m. • Limelight C
IHA Membership Meeting
(This meeting is open to employees of IHA member hospitals/health systems, IHA staff and invited guests ONLY)
8:30 a.m. – 2:30 p.m. • Limelight A
Nurse Leaders of Idaho, Inc. (NLI)
9:00 a.m. – 3:00 p.m. • St. Luke's Wood River MC
Idaho Society for Directors of Volunteer Services (ISDVS)
10:00 a.m. – 3:30 p.m. • Columbine A & B
Idaho Society for Healthcare Marketing and Public Relations (ISHMPR)
12:00 p.m. – 2:30 p.m. • Continental
Chivaroli & Associates Client Luncheon and Meeting
(For Chivaroli Clients and Invited Guests ONLY)
12:00 p.m. – 4:15 p.m. • Limelight B
Trustee Luncheon and Education
12:00 p.m. – 5:15 p.m. • Boiler
Health Informatics

1:00 p.m. – 5:00 p.m. • Sawtooth
Healthcare Financial Management Association (HFMA)
1:30 p.m. – 4:00 p.m. • Limelight C
Auxiliaries/Volunteers — Multi-Day Event
5:45 p.m. • Baldy Bus Loop
Chairman’s Celebration Transportation
(Bus begins loading at 5:30 p.m. for a 5:45 p.m. departure to River Run Lodge. Loading will begin at 7:45 p.m. for an 8:00 p.m. return departure to the Resort)
6:00 p.m. – 8:00 p.m. • River Run Lodge
Chairman’s Celebration

MONDAY, OCTOBER 6
7:00 a.m. – 5:00 p.m. • Inn Board Room
IHA Registration/Information Desk
7:30 a.m. – 12:15 p.m. • Sawtooth
Healthcare Financial Management Association (HFMA)
8:00 a.m. – 9:00 a.m. • Continental
Issue Briefing — Best Practices in Decision Making: The Movement Toward Evidence-Based Management
8:00 a.m. – 1:30 p.m. • Columbine A & B
Idaho Healthcare Human Resource Association (IHHRA)
8:00 a.m. – 1:30 p.m. • Limelight B & C
Exhibitor Move-in
8:30 a.m. – 8:45 a.m. • Sun Valley Inn Porte Cochere
Auxiliaries/Volunteers transportation loads and departs for Dollar Lodge
8:30 a.m. – 12:00 p.m. • Ram
Idaho Society for Healthcare Engineering (ISHE) — Multi-Day Event
9:00 a.m. – 4:00 p.m. • Dollar Lodge
Auxiliaries/Volunteers — Multi-Day Event
9:30 a.m. – 10:30 a.m. • Continental
Issue Briefing — Embracing Telemedicine to Deliver Health Care Closer to Home and Improve Access to Care
11:00 a.m. – 12:00 p.m. • Continental
Issue Briefing — Current Events in Health Care Reform: A Provider and Employer Perspective
Sponsored by KeyBank
MONDAY, OCTOBER 6 (continued)

12:00 p.m. – 1:30 p.m. • Limelight A
American College of Healthcare Executives (ACHE)

1:30 p.m. – 5:30 p.m. • Limelight B & C
Exhibits Open
  1:30 p.m. – 2:30 p.m. • Refreshment Break
  4:30 p.m. – 5:30 p.m. • Reception
  5:00 p.m. – 5:30 p.m. • Door Prize Drawings
  (Must be present to win!)

5:30 – 6:30 p.m. • Limelight A
American College of Health Executives (ACHE)
Advancement Networking

TUESDAY, OCTOBER 7

7:00 a.m. – 12:30 p.m. • Inn Board Room
IHA Registration/Information Desk

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

8:30 a.m. – 9:00 a.m. • Limelight B & C
Pre-General Session Entertainment

9:00 a.m. – 12:00 p.m. • Limelight B & C
General Session
  • Opening Remarks
  • Presentation of Awards
  • Chairman’s Address
  • Keynote Address
  • IHA Door Prize Drawing
  (You must be present to win! Name badges will be collected at the door for the drawing.)

“Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.”
- Winston Churchill
IHA BOARD OF DIRECTORS MEETING ◆ Friday, October 3 ◆ 3:00 p.m. - 5:00 p.m. ◆ Limelight A
(This meeting is open to IHA board members, IHA staff and invited guests ONLY)

IHA MEMBERSHIP MEETING ◆ Sunday, October 5 ◆ 7:30 a.m. - 12:00 p.m. ◆ Limelight C
(This meeting is open to employees of IHA member hospitals/health systems, IHA staff and invited guests ONLY)

GENERAL SESSION ◆ Tuesday, October 7 ◆ 9:00 a.m. - 12:00 p.m. ◆ Limelight B & C

8:30 a.m. – 9:00 a.m.  Arrive early to be entertained by acclaimed jazz pianist, Paul Tillotson. “My mission is to play great improvised music, deeply touching the souls of audiences around the world, spreading the joy that is created while making music that comes from love,” says Mr. Tillotson.

9:00 a.m. – 10:30 a.m.  Opening Ceremony and Presentation of Awards
Presiding: Steven A. Millard, President and CEO, Idaho Hospital Association—Boise, ID

10:30 a.m. – 11:00 a.m.  Chairman’s Message
Sally E. Jeffcoat, Chairman, Idaho Hospital Association; President & CEO, Saint Alphonsus Health System—Boise, ID

11:00 a.m. – 12:00 p.m.  The Future of Health and Medicine: Where Can Technology Take Us?
Daniel Kraft, MD, Executive Director, FutureMed, Stanford, CA

Each day, new technological advances in medicine continue to amaze and inspire us, and we have only begun to scratch the surface of infinite possibilities. Daniel Kraft, MD, a leading physician, entrepreneur, scientist and innovator, examines rapidly emerging, game changing and convergent technology trends and how they are and will be leveraged to change the face of health care and the practice of medicine in the next decade. Explore how emergent fields such as low-cost personal genomics, the digitization of health records, crowd sourced data, molecular imaging, mobile health, robotics and regenerative medicine are transforming health care. Kraft shares how all these have the potential to enable clinicians, empower patients and deliver better care and outcomes at lower cost.

Keynote Speaker:

Daniel Kraft, MD, is a Stanford- and Harvard-trained physician-scientist with over 20 years of experience in clinical practice, biomedical research and innovation. Dr. Kraft chairs the Medicine track for Singularity University and is executive director and curator for the FutureMed, a program which explores convergent, exponentially developing technologies and their potential in biomedicine and health care.

Dr. Kraft is board certified in both internal medicine and pediatrics following residency at the Massachusetts General Hospital, and completed Stanford fellowships in hematology/oncology and bone marrow transplantation, and extensive research in stem cell biology and regenerative medicine. He has multiple scientific publications, medical device, immunology and stem cell-related patents through faculty positions with Stanford University School of Medicine and as clinical faculty for the pediatric bone marrow transplantation service at University of California San Francisco.

Dr. Kraft recently founded IntelliMedicine, focused on connected, data driven, and integrated personalized medicine. He is the inventor of the MarrowMiner, an FDA approved device for the minimally invasive harvest of bone marrow, and founded RegenMed Systems, a company developing technologies to enable adult stem cell based regenerative therapies.

Dr. Kraft is an avid pilot and serves as an officer and flight surgeon with an F-16 Squadron in the California Air National Guard. He has conducted research on aerospace medicine that was published with NASA, with whom he was a finalist for astronaut selection.
Leave your name badge at the door for a chance to win IHA’s Grand Prize drawing which will be given away after the Keynote Address. YOU MUST BE PRESENT TO WIN!

Best Practices in Decision Making: The Movement Toward Evidence-Based Management ◆ Monday, October 6 ◆ 8:00 a.m. - 9:00 a.m. ◆ Continental

Patrick M. Hermanson, DHA, MS, FACHE, Assistant Professor and Program Director for the Health Care Administration Program, Idaho State University—Denver, CO; Tracy J. Farnsworth, EdD, MHSA, MBA, FACHE, Director and Associate Dean of the Kasiska School of Health Professions, Division of Health Sciences, Idaho State University—Pocatello, ID; and, Ruiling Guo, MPH, MLIS, AHIP, Associate Professor and Health Sciences Librarian, Idaho State University—Pocatello, ID

The presenters will share highlights from a 2013 survey on the use and practice of evidence-based management (EBMgt) by senior leaders at Idaho hospitals. Presenters will also share issues, trends, and best practices associated with EBMgt via lecture, discussion, and presentation of case studies.

Dr. Patrick M. Hermanson holds an academic appointment with Idaho State University as an assistant professor and program director for the Health Care Administration Program. He teaches both undergraduates and graduate students in all aspects of health administration and holds graduate faculty status in addition to his undergraduate responsibilities.

Dr. Hermanson is also the founder of Bedstefar Advisors and works with a team of experts actively engaged in consulting with critical access hospitals and physician practices. He has worked extensively with individual facilities as well as a large alliance of hospitals for several years. He has 30 years’ C-suite experience in hospital administration and management. His CEO experience spans a 20 bed for-profit facility, a 156 bed county owned facility, and a 315 bed faith-based organization. He has had P&L responsibility for a variety of health care organizations including a physician multi-specialty clinic, a health plan, a long-term care facility, surgery centers, and affiliated businesses.

Dr. Tracy J. Farnsworth was appointed director and associate dean of the Kasiska School of Health Professions, Division of Health Sciences, Idaho State University (ISU), in August 2010. He is an associate professor in the Healthcare Administration (HCA) program at ISU and served previously as HCA Program Director.

Dr. Farnsworth was previously employed as a hospital and health systems executive from 1986-2008, including appointments as chief executive officer, Pocatello Regional Medical Center, Intermountain Healthcare, Pocatello, ID; executive vice president, Community Medical Centers health care system, Fresno, CA; administrator, Idaho State Hospital South; chief operating officer, California Hospital Medical Center, Catholic Healthcare West, Los Angeles, CA; vice president, City of Hope National Medical Center and Beckman Research Institute, Los Angeles, CA; and vice president, VHA West Regional Health Care Alliance, Los Angeles, CA.

A Fellow in the American College of Healthcare Executives, Dr. Farnsworth has written and spoken widely on subjects related to hospital and health systems performance improvement, U.S. health systems reform, and interprofessional education and collaboration.

Ruiling Guo is an associate professor and health sciences librarian at Idaho State University Idaho Health Sciences Library. She earned a bachelor’s degree in library science from Peking University, a master’s degree in library and information studies from McGill University, and a master’s degree in public health from Idaho State University. Currently, she is a doctoral candidate in health administration at Central Michigan University. Professor Guo has extensive experience in teaching library instruction and evidence-based information searching to both undergraduate and graduate students in the Division of Health Sciences at ISU. She also provides health information searching service to health care professionals.

Professor Guo has received several research and professional development awards from both the National Library of Medicine and the Medical Library Association. She has published over 15 scholarly articles in peer-reviewed journals, such as Journal of the Medical Library Association, Journal of Community Health, Journal of Allied Health, Chinese Journal of Ophthalmology, and Journal of Medical Informatics. She has traveled and worked in both developing and developed countries, such as China, Ethiopia, Canada, and the U.S. Professor Guo’s research focuses on the areas of health and medical informatics, evidence-based management, evidence-based medicine/practice, and international health.

Registration Required • Price: $25
Embracing Telemedicine to Deliver Health Care Closer to Home and Improve Access to Care ◆
Monday, October 6 ◆ 9:30 a.m. - 10:30 a.m. ◆ Continental
Moderator: Casey Meza, Executive Director, Affiliated Health Services, Kootenai Health—Coeur d’Alene, ID
Panelists: William Hazle, MD—Boise, ID; Michael Meza, MD—Coeur d’Alene, ID; Tiffany Whitmore Selbert, Director of Strategy & Planning, Saint Alphonsus Health System—Boise, ID; and, Brian Goltry, MD, St. Luke’s Clinic - Idaho Pulmonary Associates—Boise, ID

Telemedicine is defined as the use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health status. Predictions indicate that 1.8 million patients worldwide will be served through telemedicine capabilities by 2017, compared to only 300,000 patients today. As technology advances there are numerous opportunities to increase access to high quality care throughout the state in a cost-effective manner. With this growing opportunity, what is your community’s vision about how to use telemedicine to increase services and access of care for your patients?

Individuals from across the state will share information on how telemedicine is currently being utilized and barriers to full integration in service delivery. Additionally, this session will focus on opportunities for telemedicine capabilities to enhance collaboration between our communities to support Idaho’s new comprehensive coordinated system of care for time sensitive emergencies (TSE), the State Health Innovation Plan (SHIP), behavioral health advancements and primary care medical home development.

Casey Meza has been with Kootenai Health since July 2013. Ms. Meza came to Kootenai after serving as the CEO of two critical access hospitals in north central Idaho; Clearwater Valley Hospital and St. Mary’s Hospital. In her 23 years as CEO, Ms. Meza was instrumental in developing a comprehensive medical team that serves the needs of the 28,000 people in this remote area of Idaho. She worked closely with her team to create a sustainable and collaborative model between the hospitals and physicians and other organizations. She was recruited to Kootenai Health to continue to work throughout the ten northern counties of Idaho to enhance collaboration and to strengthen relationships leading to sustainable health care throughout the northern part of the state. Ms. Meza received the Shirley Ann Munroe Award from the American Hospital Association, as well as the Award of Excellence in Patient Care from the Idaho Hospital Association. Ms. Meza received her bachelor's degree in finance from the University of Idaho and a master’s degree in healthcare administration from Ohio State University.

Dr. William Hazle’s first experience with telemedicine came in 1998 while employed by the Veterans Administration in Sheridan, Wyoming. In response to a shortage of staff psychiatrists to service their community based outpatient clinics (CBOC), he helped implement telepsychiatry services to veterans located in three rural towns, Casper, Powell, and Cody. After moving to Pocatello, Idaho in 2002 to develop an inpatient psychiatric program, Dr. Hazle also became the medical director for the Cooperative Telehealth Network in Pocatello. This project was funded in 2006 by a federal grant for development of telehealth infrastructure to link the 12 Critical Access Hospitals (CAHs) located in southeastern Idaho to the regional medical center in Pocatello. In the first two years, six mental health clinics were started at CAHs. Saint Alphonsus Regional Medical Center in Boise received a grant from the Department of Defense to do research on using telehealth systems for the remote training of health care providers. This grant funding helped start the IDA/ORE Telemedicine Network and gave Dr. Hazle the opportunity to work as a consultant with new Internet and Web-based technology to bring psychiatric consults to CAHs in western Idaho. Currently, all of Dr. Hazle’s clinical work is done remotely with telehealth systems. He provides outpatient psychiatric consultation to eight CAHs in western and southeastern Idaho. He is a member of the newly formed Idaho Telehealth Taskforce; an organization of interested individuals and organizations, with a vision of a statewide telehealth network for Idaho. The Idaho Hospital Association awarded Dr. Hazle the 2008 Excellence in Medicine Award for his commitment to service, community involvement, clinical excellence, altruism, and leadership in the medical profession.

Michael Meza, MD, has been an Idaho family practice physician for 18 years, beginning his career in Orofino, Idaho. While working at Clearwater Valley Hospital he was successful in implementing several telehealth services for his community. His “front line” view of rural health care allowed him to see how limitations of access to specialty services affected patients, families and communities. His compassion and drive to provide these services close to home encouraged him to work collaboratively with other facilities to create a telehealth system which served outpatient, inpatient and emergent needs. Through his team’s leadership, they were able to provide telehealth services such as adult and pediatric psychiatry, cardiology, dermatology, hospitalists and emergency department back-up. Dr. Meza is now participating in the Idaho Telehealth Taskforce which joins over 70 members from all aspects needed to advance this technology for the benefit of Idaho residents everywhere.
Tiffany Whitmore Seibert joined Saint Alphonsus in 2002 working as coordinator of research for the Idaho Neurological Institute. Ms. Seibert’s work efforts shifted to telemedicine coordinator in 2006 and expanded to director of system planning and telemedicine for the Saint Alphonsus Health System (SAHS) in 2011. She currently serves as the director of strategy and planning for the Saint Alphonsus Health System. She has been instrumental in the development, implementation and evaluation of telemedicine services for the IDA/ORE Network, comprised of 11 hospitals. Ms. Seibert works closely with the executive leaders and physicians of these institutions with the goal of continually enhancing and increasing access to health care services via telemedicine. She earned her bachelor’s degree in psychology and a master’s degree in public administration, both from Boise State University. She is a member of the American College of Healthcare Executives and the American Telemedicine Association.

Registration Required • Price: $25

Current Events in Health Care Reform: A Provider and Employer Perspective ◆ Monday, October 6 ◆ 11:00 a.m. - 12:00 p.m. ◆ Continental
Chris Rivard, Partner, Moss Adams LLP—Everett, WA; Karl Rebay, Director, Moss Adams, LLP—Orange County, CA
Sponsored by KeyBank

This presentation will provide attendees with the most recent developments related to health care reform and market dynamics as they relate to providers. Information important to providers as employers will also be presented. Attendees will come away with information for sustainability in a rapidly changing health care environment.

Chris Rivard is a partner at Moss Adams LLP and has nearly 30 years of public accounting experience. He has spent the majority of his career serving health care organizations and is a partner in the Health Care Industry Group and former managing partner of the firm’s Health Care Consulting Group. He serves a variety of health care clients including hospitals, medical group practices, post-acute care facilities and mental health organizations. Mr. Rivard has extensive expertise on the Affordable Care Act and, in particular, the impact of the ACA on employers. He is an active speaker and author on a variety of health care topics, including published articles in the Atlantic, Big Think, Seattle Business Monthly, the Puget Sound Business Journal, Washington Healthcare News, Becker’s Hospital Review, and various other industry publications.

Karl Rebay has built consulting, finance and operational experience in the health care arena since 1994. He has held senior management positions in hospitals as well as physician organizations. He assists clients with strategic business planning, M&A support, successfully planning for and operating under capitation, and assessing other business opportunities.

Registration Required • Price: $25
CHAIRMAN’S CELEBRATION TRANSPORTATION ◆ Sunday, October 5 ◆ 5:45 p.m. Departure ◆ Baldy Bus Loop

CHAIRMAN’S CELEBRATION ◆ Sunday, October 5 ◆ 6:00 p.m. - 8:00 p.m. ◆ River Run Lodge

Join us for an evening at the beautiful River Run Lodge as we honor IHA Chairman Sally E. Jeffcoat, president and CEO of Saint Alphonsus Health System in Boise. Apres ski attire is recommended. The event will feature a one hour hosted bar, as well as food stations located throughout the venue, musical entertainment by the Paul Tillotson Trio, ample time for networking, and bus transportation to/from the event. Attendees will begin boarding at 5:30 p.m. for a 5:45 p.m. departure from Baldy Bus Loop and 7:45 p.m. for an 8:00 p.m. departure back to the Resort. Please come by the IHA registration/information desk in the Inn Board Room by 5:30 p.m. to pick up your registration packet which will contain your name badge and tickets to this and other events for which you’ve pre-registered. Tickets will be collected at the door.

Pre-Registration Required • Price: $60 (includes food, drink, entertainment and transportation)

Paul Tillotson is an acclaimed jazz pianist and has been celebrated for many successes—from his self-produced recordings to his live shows. He’s performed across America with such renowned performers as Gene Harris. Born in Boise, Idaho, he made New York City his home from 1989-2009. Currently he resides in Sun Valley, Idaho, and for the past 16 years has played four months out of the year with his trio in the Duchin Lounge at the famous Sun Valley Lodge. To read more about Mr. Tillotson or to listen to a sampling of his music, please visit www.paultillotson.com.
AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES (ACHE) LUNCHEON AND EDUCATION

Monday, October 6  •  12:00 p.m. - 1:30 p.m.  •  Limelight A

12:00 p.m. - 12:30 p.m.  •  ACHE Luncheon
Presiding: Bradley C. Turpen, MBA, FACHE, Director, Medical Affairs, St. Luke’s Health System—Boise, ID

12:00 p.m. - 1:30 p.m.  •  ACHE Board of Governors Update
John L. Harrington, Jr., FACHE, ACHE Governor—Phoenix, AZ

**John L. Harrington Jr., FACHE**, is senior vice president, Scottsdale Lincoln Health Network, and CEO, John C. Lincoln Deer Valley Hospital in Phoenix. He also serves on the Board of Governors of the American College of Healthcare Executives, an international professional society of more than 40,000 health care executives who lead hospitals, health care systems and other health care organizations. With comprehensive programs in credentialing, education, career counseling, publications and research, ACHE works toward its goal of being the premier professional society for health care executives dedicated to improving health care delivery.

Board certified in health care management as an ACHE Fellow, Mr. Harrington served as the ACHE Regent for Arizona from 2001 to 2005. He has also served on numerous ACHE committees.

Mr. Harrington has served as senior vice president/CEO of John C. Lincoln Deer Valley Hospital since 2012. Previously, he joined Banner Health in 2006 as CEO of Banner Heart Hospital and then served as CEO of Banner Del E. Webb Medical Center from 2009 to 2012. Prior to that he served as CEO for Paradise Valley Hospital (Vanguard Health) in Phoenix from 2003 to 2006 and as CEO for the Arizona Heart Hospital (Medcath Inc.) in Phoenix from 2000 to 2003. Mr. Harrington served as CEO of Vencor Hospital in Phoenix from 1994 to 2000 and held the position of health care administrator with CIGNA Health Plan of Arizona from 1991 to 1994. He served in numerous other roles in Phoenix from 1979 to 1991 including associate administrator of Phoenix General Hospital, Good Samaritan Regional Medical Center and Thunderbird Samaritan Medical Center.

In addition to his service to ACHE, Mr. Harrington served on the board of the Arizona Hospital and Healthcare Association from 1997 to 2007 and served as chairman in 2006. He served on the board of the Arizona chapter of the American Heart Association and was chairman of the board from 2007 to 2009. He was a founding member of the Drowning Prevention Coalition of Arizona and continues as a board member today. He served as president of the organization from 1990 to 2006.

Mr. Harrington received his master’s degree, with a focus in health care administration, from the University of Pittsburgh Graduate School of Public Health, and his bachelor’s degree also from the University of Pittsburgh.

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

5:30 p.m. - 6:30 p.m.  •  ACHE Advancement Networking

Registration Required  •  Price: $60
AUXILIANS/VOLUNTEERS ♦ Sunday, October 5 ♦ Limelight C—Multi-Day Event

1:30 p.m. - 3:00 p.m. ♦ Up Where We Belong—The Meaning of Volunteerism in a Time of Constant Change
Emily Friedman—Chicago, IL

With the entire health care system appearing to be in turmoil, and with everyone focused on financing, new laws and regulations, and sensational ethics cases, it is critical to remember why this system exists, and the ethical commitment and volunteerism that have always been at its heart—and have defined it.

After participating in this session, attendees should be ready to renew their volunteer commitment and be prepared to cope with the ups, downs and shocks that occur during these major shifts in the health care landscape.

3:00 p.m. - 4:00 p.m. ♦ Small Group Discussions

With the help of facilitators, small groups of volunteers and directors will focus on specific challenges and programs to discover resolutions, ideas, suggestions, and begin paving the way for change.

Monday, October 6 ♦ Dollar Lodge

9:00 a.m. - 9:45 a.m. ♦ Welcome and Member News
Presiding: Jerry Myers, Chair, IHA Committee on Volunteers; St. Joseph Regional Medical Center—Lewiston, ID

9:45 a.m. - 11:45 a.m. ♦ Impacting the Patient Experience with a Junior Volunteer Teen Leadership Program (90 minute talk + Q&A)
Patricia Garcia, Director of Volunteer Services/Community Relations Coordinator, Medical Center Health System—Odessa, TX

Under the leadership of Patricia Q. Garcia, since 1997, Medical Center Health System’s teen volunteer program has steadily exceeded each year’s participant goal. Today, the Junior Volunteer Leadership Program is a year-round program which welcomes 107 teens to become volunteers and leaders simultaneously by working alongside health care professionals and adult volunteers. Monday through Friday, teen boys and girls from ages 14 - 17 travel from all areas of Odessa and up to 40 miles away to give of their enthusiasm, time and talents.

Admissions/Registration, Infection Prevention, Information Technology/Electronic Patient Records, and floor ambassadors are just a few departments which request teen volunteers and thoroughly train them to help drive scores and positively impact the patient experience.

Teens are ready to step up and make a difference when asked. However, the building of any teen program requires more than a recruitment or marketing plan. It requires building trust, building relationships, building new friendships. More than anything, it requires us as volunteer directors and leaders to listen, to learn and to laugh with teen volunteers. We must allow ourselves to temporarily become the student and the teen becomes the teacher. It requires knowing your target. When was the last time you hung out with a group of teens? When was the last time you listened to their voice? If we answered, “I can’t remember.” Then how can we even begin to expect excellence from our teen volunteer programs? In this session, volunteer leaders, paid or volunteer, will be provided with a turn-key workshop to launch a new teen program off the ground or to help the most seasoned volunteer director reignite their teen volunteer program.

11:45 a.m. - 1:00 p.m. ♦ Lunch and Special Recognition

1:00 p.m. - 2:15 p.m. ♦ Volunteers: Ready to Serve
St. Luke’s Treasure Valley Team—Boise, ID

Hospital volunteering is in the midst of a renaissance. For those willing to recognize the signs, incorporating volunteers into programs designed to improve the patient experience is a pragmatic and a highly beneficial way to see improvement, develop community engagement, and benefit the hospital’s bottom line.
Hospital volunteers bring a wealth of experience, skills, and understanding to share at their hospitals. Across the country, hospitals have implemented patient-centered programs using volunteers in an expanding number of departments. While not without some challenges, hospitals choosing to tap into the volunteer resource are finding rewarding partnerships.

A team representing not only the volunteer department but quality, nursing, and the c-suite from St. Luke's Treasure Valley has been using volunteers in new ways to improve patient safety. They will help you discover where your hospital might benefit from the inclusion of volunteers by exploring:

- Who is key in getting new programs launched
- Determining where volunteers are best suited
- Program goals and parameters
- Lessons learned
- Program impact from the volunteer, staff, patient and hospital perspectives

2:15 p.m. - 2:30 p.m. ♦ Break

2:30 p.m. - 3:00 p.m. ♦ IHA Volunteer Survey

Over the summer, IHA conducted the first statewide survey of hospital volunteers and directors. Discover the results, learn what issues the survey raised, and discuss what the information might mean for your hospital.

3:00 p.m. - 4:00 p.m. ♦ You Make a Difference
Michael Pollard—Burley, ID

Doctors calculated Mr. Pollard’s post-surgery lifespan in months, not years. That was twelve years ago. Mr. Pollard, a long time Idahoan, remains grateful for the opportunities he has had, including watching his children and grandchildren grow. His story is filled with the patient’s view of what hospital volunteers can mean to a patient and how he sees the future of health care.

Emily Friedman is an independent writer, lecturer, researcher, photographer, and health policy and ethics analyst based in Chicago, Illinois. Among her areas of interest are population health improvement; protection of hospitals in time of civil unrest; future trends in health care; health care reform initiatives; “comparative effectiveness” and other quality improvement efforts; the social ethics of health care; the future of health care leadership; the ethics of health care leadership; health policy and how it works (or doesn’t); the impact of demographic change on health care; insurance and coverage issues; and the relationship of the public and society with the health care system. She is an adjunct assistant professor at the Boston University School of Public Health, where she has repeatedly been named one of the School’s best teachers; an honorary life member of both the American Hospital Association and the American Medical Association; and a prolific lecturer and writer. She writes a regular column for Hospitals and Health Networks Daily, contributes to many other publications, and is the author or editor of several books on ethics, health care history, and other topics. Her recent publications include an examination of minority participation in clinical trials and an analysis of the impact of population change on all aspects of health care. She recently completed a project focusing on violent attacks on hospitals around the world and how they might be prevented. Since 2007, she has also been writing and speaking about the rebuilding of the Cambodian health care system, which was almost totally destroyed between 1969 and 1979.

Ms. Friedman has been named one of the “100 Most Powerful People in Health Care” and one of the “Top 25 Women in Health Care” by Modern Healthcare magazine, and has won many other awards and honors. In 2011, 2012, and 2014, she was named one of the “top five” health care speakers in the United States by Speaking.com. She has also made many appearances on radio and television, including ABC News and National Public Radio.

Patricia Garcia has a total of 24 years in volunteer management. Ms. Garcia’s diverse professional career includes positions in broadcast journalism, non-profit management, education, and health care. Since joining the Medical Center Health System’s volunteer department in 1997, she has steadily transitioned the program from a traditional one to a program representative of their community with a broad cross-section of volunteers.

Michael Pollard is one of the few people in the world to have survived a five organ transplant. Thanks to the generosity of a Pittsburgh family who donated the organs of their 15 year old son, the Burley, Idaho resident has enjoyed an extra 12 years of life. He received a five organ transplant in February of 2002 as a result of suffering
from hollow viscous myopathy. Mr. Pollard says he’s eternally grateful for the transplant and the health care professionals, volunteers and others that allowed him to watch his children grow.

Registration Required • Price: $45 (general registration); $95 (breakfast, luncheon and education)

CHIVAROLI & ASSOCIATES CLIENT LUNCHEON AND MEETING ◆ Sunday, October 5 ◆ Continental
(For Chivaroli Clients and Invited Guests ONLY)

12:00 p.m. - 12:30 p.m. ◆ Luncheon

12:30 p.m. - 2:30 p.m. ◆ Meeting
Presiding: Christian Chivaroli, Vice President, Chivaroli & Associates Insurance Services—Westlake Village, CA

Registration Required • Price: N/C

CRITICAL ACCESS HOSPITAL (CAH) BREAKFAST AND EDUCATION ◆ Tuesday, October 7 ◆ Continental

7:30 a.m. - 7:45 a.m. ◆ Welcome Remarks and Breakfast
Presiding: Rod Jacobson, Administrator, Bear Lake Memorial Hospital—Montpelier, ID

7:45 a.m. - 8:45 a.m. ◆ Fostering Healthy Work Environments: Powered by Civility and Teamwork
Cynthia Clark, PhD, RN, ANEF, FAAN, Professor, School of Nursing, Boise State University—Boise, ID

Incivility in health care workplaces is a serious concern that can have detrimental and lasting effects on individuals, teams, and organizations—and most importantly can negatively impact patient safety. Fortunately, many health care professionals have expressed a desire to reverse this trend and are eager to learn ‘civility’ strategies to create and sustain healthy, civil work environments to improve communication, teamwork, morale, and ultimately patient safety. This interactive workshop describes the scope and impact of workplace incivility and provides practical, ready-to-use strategies to foster a civil, professional work environment.

Session Objectives:
• Describe the state of the science regarding civility and incivility in health care environments
• Explore the consequences of incivility on individuals, teams, and organizations
• Identify evidence-based strategies to foster civility, collegiality, and teamwork in health care

Dr. Cynthia Clark is an award-winning professor in the School of Nursing at Boise State University and the Founder of Civility Matters®. Her ground-breaking work on fostering civility has brought national and international attention to the controversial issues of incivility in academic and work environments. Her theory-driven interventions, empirical measurements, theoretical models, and reflective assessments provide “best practices” to prevent, measure, and address uncivil behavior and to create healthy workplaces.

Dr. Clark serves as a Fellow in the American Academy of Nursing and the National League for Nursing Academy of Nursing Education. She is the recipient of numerous teaching, research, and service awards including the 2011 and 2012 Most Inspirational Professor Award, the 2011 NLN Excellence in Educational Research Award, the 2013 Journal of Nursing Education (JNE) Christine A. Tanner Scholarly Writing Award, and the 2013 Boise State College of Health Science Excellence in Research Award. Her workshops number in the hundreds and her publications have appeared in several peer-reviewed and open-access venues. Her book, Creating and Sustaining Civility in Nursing Education, received the 2013 AJN Book of the Year Award for Professional Issues in Nursing. Dr. Clark’s book is a must-read for all educators and practitioners. For more information, visit her Civility Matters® website at http://hs.boisestate.edu/civilitymatters/index.htm or read her Musing of the great blue blog sponsored by STTI at http://musingofthegreatblue.blogspot.com/

Registration Required • Price: $50
HEALTHCARE FINANCIAL MANAGEMENT ASSOCIATION (HFMA) ◆ Sunday, October 5 ◆ Sawtooth
—Multi-Day Event

1:00 p.m. - 1:15 p.m. ◆ Welcome and Introductions
Presiding: Kate Homan, President, Idaho Healthcare Financial Management Association; Patient Access and Financial Services, Saint Alphonsus Ontario and Baker City—Ontario, OR

1:15 p.m. - 2:45 p.m. ◆ Opportunities for Medicare and Medicaid Risk-Based Contracting Market Trends and Trials - Strategies to Get You From Here to There
Becca Lococo, PhD, Principal of Consulting, Valence Health—Chicago, IL

Medicare and Medicaid claims can account for nearly 70 percent of a provider’s revenue stream. Innovative providers are saying now is the time to look at their organization’s challenges and discover ways to invest in quality while planning for revenue integrity and improvements through negotiated payment structures with Medicare and Medicaid. Join Valance Principal of Consulting, Becca Lococo, PhD, as she takes a look at the strategy of designating, negotiating and managing risk-based contracts.

2:45 p.m. - 3:00 p.m. ◆ Break

3:00 p.m. - 5:00 p.m. ◆ January 1, 2015...The Affordable Care Act (Obamacare)...Measuring the Successes and Failures...So Far
Jeannne Scott Matthews, Director, Catholic Hospitals of the United States—Washington, DC

Regardless of Obamacare’s immediate successes or failures, no matter what you might think about the law, one thing is certain, we will never go back to where we were before and U.S. health care has been changed forever. Where we are headed and what will happen are issues that will occupy the country and our political debates for years to come.

Monday, October 6 ◆ Sawtooth

7:30 a.m. - 7:45 a.m. ◆ Breakfast

7:45 a.m. - 8:00 a.m. ◆ Opening Remarks
Presiding: Kate Homan

8:00 a.m. - 9:00 a.m. ◆ Strategic Decisions Hospital Leaders Must Make to Prepare for Market Driven Health Care Reforms
John T. Supplitt, Senior Director, Section for Small or Rural Hospitals, American Hospital Association—Washington, DC

Mr. Supplitt will discuss the important strategic decisions hospital leaders must make on the emerging trends to prepare for market driven health care reforms.

9:00 a.m. - 10:00 a.m. ◆ Health Insurance Exchanges and Managed Care Contracting: Building Sustainable Strategies
Jason O’Riordan, Vice President, Strategic Financial and Capital Planning, Kaufman, Hall & Associates, Inc.—Skokie, IL

Beyond the public exchanges, private health insurance exchanges and managed care contracting arrangements are developing rapidly in many areas of the country. By altering patient populations and payer mix, these arrangements have the potential to significantly affect the competitive financial position of many hospitals and health systems. This session describes the revenue and market share challenges organizations have and the opportunities they can pursue to position themselves for success in the post-reform environment.

10:00 a.m. - 10:15 a.m. ◆ Networking Break

10:15 a.m. - 11:15 a.m. ◆ Getting Strategic About Cost Management
Kristopher (Kris) Goetz, Vice President, Strategic Financial and Capital Planning, Kaufman, Hall & Associates, Inc.—Skokie, IL
Due to unsustainable growth in national health care costs, reform, and the emerging value-based business model, the need for rigorous cost management is clear. This session will address how hospital and health system executives and managers can meet the expense-reduction challenge and improve their operating performance by focusing on untapped opportunities and strengthening execution.

11:15 a.m. - 12:15 p.m. ◆ Idaho Health Insurance Exchange Update
Corey Surber, Executive Director, Community Health and Public Policy, Saint Alphonsus Health System—Boise, ID

Corey Surber will provide an overview of Idaho’s Health Insurance Exchange (Your Health Idaho), including its structure, enrollment results thus far, and changes/updates for the 2014 enrollment period. She will also provide an overview of the remaining coverage gap below the poverty level and the Governor’s Workgroup policy recommendations to address this gap in the upcoming 2015 legislative session. Considerations for health care providers, payers, businesses, taxpayers, and state and local governments will be discussed.

Becca Lococo, PhD, has helped dozens of providers including IPAs, academic medical centers, and community hospitals successfully navigate new reimbursement models and changes in care delivery. Providers who use targeted risk-based contracting can identify opportunities and activate to effectively monetize clinical quality improvements. In learning to leverage valued-based contract modeling, providers are able to find the “right” place to enter the spectrum of value-based care, whether it be shared savings, full risk or provider-sponsored plans.

Jeanne Scott Matthews has been credited by none other than the New York Times and CNN with being the first person to use the term “Obamacare” in print. She is a veteran of 35 years “inside-the-beltway” Washington, DC political maneuverings, as director of the DC office for all of Catholic hospitals in the United States. She served during the first Reagan Administration (1981-1985) as legal counsel to the Health Care Financing Administration, the federal agency that runs Medicare and Medicaid and will be here to try to assess the Patient Protection and Affordable Care Act (“Obamacare”) and its impact as well as future.

John T. Supplitt is senior director of the Section for Small or Rural Hospitals of the American Hospital Association (AHA). Since 1993 he has worked with and on behalf of the AHA’s 1600 small or rural hospital members to identify, develop, and advance their unique health care interests, issues, and perspectives. Mr. Supplitt manages the Section’s member services, governance, and communications including its website, newsletters, and technical advisories. He is the AHA’s liaison for rural health care strategy and public policy to the U.S. Department of Health and Human Services Office of Rural Health Policy, American Academy of Family Physicians, Joint Commission, National Rural Health Association, and state hospital associations. He has served on several national panels and advisory groups for development of national rural health policy, program development and demonstrations, and grant review and evaluation.

Mr. Supplitt has spoken and written extensively on rural hospital advocacy and policy and the future of rural health care delivery to hospital CEOs and trustees across the country. He has designed and presented educational programs and webinars on federal policy for rural hospitals including both critical access hospitals and low-volume rural PPS hospitals on an array of subjects including community benefit, recovery audit contracting, health information technology, quality and patient safety, and health disparities. He has edited technical advisories on rural hospitals utilization, finances, services, critical access hospitals, and universal service funding.

Mr. Supplitt has an MPA from New York University specializing in health planning and policy analysis and an MBA from Loyola University, Chicago. His bachelor’s degree is from Georgetown University, Washington, DC.

Jason O’Riordan is a vice president in Kaufman Hall’s Strategic Financial and Capital Planning practice. His responsibilities include financial and capital planning support for hospitals and health systems nationwide.

Before joining Kaufman Hall, Mr. O’Riordan worked at The Advisory Board Company, where he conducted best practice and strategic research for provider clients. He also has held roles at McKinsey & Company and the Mayo Clinic.

Mr. O’Riordan has an MBA with high distinction and an MHSA from the University of Michigan. He received a bachelor’s degree in economics with distinction from Stanford University.

Kristopher M. Goetz is a vice president in Kaufman Hall’s Strategic Financial and Capital Planning practice, concentrating on strategic cost management. With significant expertise in hospital operations and financial...
management, he advises clients nationwide, including regional health care systems, academic medical centers, community hospitals, and other health care providers.

Mr. Goetz’s experience includes leading hospitals through major cost-reduction initiatives while ensuring exceptional patient outcomes. With a particular focus on labor costs, he advises hospitals on the best way to improve efficiencies, reduce waste, and eliminate redundancies.

Prior to joining Kaufman Hall, Mr. Goetz held numerous leadership positions at Northwestern Memorial Hospital in Chicago, Illinois, including director of operations, manager of performance and innovation, and process improvement leader. Mr. Goetz was accountable for the hospital’s patient care budget and directing improvement portfolios related to patient safety, satisfaction, and hospital throughput. He also served as interim director of both the emergency department and the neonatal intensive care unit.

Prior to joining Northwestern, Mr. Goetz spent five years at Solucient (now Truven Analytics), consulting with hospitals on operational assessments and financial improvement initiatives.

Mr. Goetz holds a master’s degree in clinical psychology and a bachelor’s degree in psychology from Eastern Illinois University.

Corey Surber currently serves as executive director of community health and public policy for Saint Alphonsus Health System, and has been with Saint Alphonsus for the past 21 years. Ms. Surber is also adjunct faculty at Boise State University, teaching graduate and undergraduate courses dealing with health policy, health delivery systems and health care quality. She earned a Bachelor of Science degree from College of Idaho, and a Master of Health Science degree from Boise State University. Ms. Surber’s community involvement includes: Board President, Boys & Girls Club of Ada County, 2013-2014, board member since 2006; Chair, General Business Committee, Idaho Association of Commerce & Industry; Facilitator, Governor’s Workshop on Medicaid Redesign; Board Member, United Way of Treasure Valley; Board Member, Boise State University Alumni Association; and, Member, Community Benefit Committee, Catholic Health Association of the United States. In 2011 she was honored with the President’s Award from the Idaho Public Health Association. And in 2005, she was honored with the Alumni Award from Boise State University.

REGISTRATION REQUIRED • PRICE: $100

HEALTH INFORMATICS ◆ Sunday, October 5 ◆ Boiler

12:00 p.m. - 1:30 p.m. ◆ Meaningful Use and Security Risk Analysis
Moderator: Kane Francetich, Chief Information Officer, Gritman Medical Center—Moscow, ID
Panel Members: Zachary M. Hodges, CPHIT, CHP, Qualis Health—Boise, ID; Steven Marco, CISA, ITIL, HP SA, Modern Compliance—Linden, UT

Meeting Meaningful Use as well as completing a comprehensive HIPAA Security Risk Analysis are just a couple of the most challenging issues that health care professionals face today. Whether it’s assembling the data to demonstrate the core and menu measures or securing medical devices and developing policies and procedures for HIPAA/HITECH security requirements, health care experts definitely have their hands full.

Join us for a combined presentation on Meaningful Use and the HIPAA security requirements, followed by a panel discussion by industry experts.

1:30 p.m. - 2:30 p.m. ◆ Physician Engagement in CPOE: Changing How We Document
Moderator: Zachary M. Hodges
Panel Members: Dr. Kelly McGrath, Chief Medical Officer, Clearwater Valley Hospital & Clinics—Orofino, ID; and, Dr. Keith Davis, FAAFP, Owner, CEO and Medical Director, Shoshone Family Medical Center—Shoshone, ID

2:30 p.m. - 2:45 p.m. ◆ Break

2:45 p.m. - 3:45 p.m. ◆ Effective Staffing for Information Technology Departments
Moderator: Kane Francetich
Panel Members: Bob Hale, PMP, MCIS, Director of Information Technology, Eastern Idaho Regional Medical Center—Idaho Falls, ID; Curtis Fryer, Chief Information Officer, St. Mary’s and Clearwater Valley Hospitals &
3:45 p.m. - 4:15 p.m. ◆ Managing Quality Initiatives by Leveraging Technology
Moderator: Kane Francetich
Panel Members: Curtis Fryer; Julie Sylvester, MPA, Vice President of Quality and Safety Initiatives, Qualis Health—Boise, ID; and, Heather Hodges, Director of Quality Improvement, St. Mary’s and Clearwater Valley Hospitals & Clinics—Cottonwood/Orofino, ID

4:15 p.m. - 4:45 p.m. ◆ Open Mic “Ignite” Session

4:45 p.m. - 5:15 p.m. ◆ Forming an Idaho Chapter of Healthcare Information and Management Systems Society (HIMSS)

Zachary M. Hodges, CPHIT, CHP, is a certified professional in health information technology with over a decade of experience implementing electronic health record systems nationwide. Mr. Hodges currently manages a team of Qualis Health consultants who assist providers with procuring and implementing EHRs and achieving meaningful use, as well as optimizing the use of information, clinical workflow, and administrative operations. He collaborates with provider leadership teams to drive adoption and is a frequent expert speaker on health care technology, innovation, leadership and EHR best practices. Prior to joining Qualis Health, Mr. Hodges was a health information technology strategy consultant for a large regional hospital and ambulatory clinic system. Mr. Hodges has a Bachelor of Business in Computer Information Systems from Boise State University. He is a Certified Professional in Health Information Technology (CPHIT), a Certified HIPAA Professional (CHP), and a LEAN Practitioner. Mr. Hodges is a member of Idaho’s Health IT Workgroup and is a member of the Idaho Telehealth Taskforce.

Steven Marco, CISA, ITIL, HP SA, has a passion for IS security and over 18 years as a leader in executing various regulatory compliance mandates and Health IT. A CISA since 1999, he helped pioneer Internet Security Services and manage risk for numerous Fortune 500 companies while at Deloitte & Touche. At Resources Global Professionals, he led IT through their Sarbanes Oxley 404 audit and successful IPO in 2002. He successfully pioneered a Health IT professional services line leading hundreds of compliance and security projects. Prior to founding Modern Compliance Solutions, Mr. Marco was product director at DirectPointe, where he successfully integrated HIPAA and PCI security protocols for their health care and MAS clients. He holds a bachelor’s degree from Ryerson University in computer information systems management and corporate law.

Kelly McGrath, MD, is the medical director for quality and safety initiatives at Qualis Health, providing leadership for a variety of patient safety and quality improvement programs. Dr. McGrath’s scope of responsibility includes providing clinical expertise to programs that aim to improve care transitions, reduce unnecessary hospital infections and improve care in skilled nursing facilities. Dr. McGrath has a strong Idaho background in the health care industry. He has served for over 20 years in rural primary care, hospital-based physician and in his role has worked to implement a patient centered medical home. He joined Clearwater Valley Hospital and Clinics (CVHC), Orofino, Idaho, in 1994 where he serves as the chief medical officer. He also is the director for the emergency department and the medical director for the Clearwater County Emergency Medical Services. His past experiences include serving as the director for physician quality improvement and he has participated on the CVHC Quality Improvement Committee.

Keith Davis, MD, FAAFP, is the owner, CEO and medical director of Shoshone Family Medical Center, an independent RHC and the only medical facility in Lincoln County, Idaho. Born and raised in Albany, Oregon, he completed undergraduate studies in chemistry and biology at Pacific Lutheran University in Tacoma, Washington. He attended George Washington University School of Medicine on a National Health Service Corps scholarship. After residency in family practice at University of Iowa, Iowa City, he moved to Shoshone in 1985 for repayment of the NHSC scholarship.

Dr. Davis is Lincoln County Coroner, medical director for EMS in Jerome and Lincoln counties, and former chief of staff at the hospitals in Gooding and Jerome. He is a hospice medical director. He works part time as an emergency department physician at St. Luke’s Jerome. He has served on the IMA Board of Trustees since 2007. Former President of the Idaho Academy of Family Physicians, he continues to serve on the IAFP board as well as on the AAFP Commission on Continuing Professional Development. He was the 2012 IAFP Family Physician of the Year, 2013 Idaho State University Physician Assistant Program Educator of the Year and 2014 American Academy of Family Physicians Family Physician of the Year. He served on the Steering Committee of the Statewide Healthcare Improvement Program (SHIP) and continues that work with the Idaho Healthcare Coalition (IHC). He is an active...
member of the AMA, IRHA, NRHA and WONCA.

He is a founding and continuous board member of Interfaith Volunteer Caregivers/Faith in Action of Magic Valley. He has been active with the American Cancer Society (St. George Award) and Rotary International (Paul Harris Fellow) as well as Boy Scouts of America and other non-profit organizations.

**Bob Hale, PMP, MCIS,** serves as director of information technology at Eastern Idaho Regional Medical Center (EIRMC). Mr. Hale also serves as the facility information security officer (FISO) at EIRMC. He received his bachelor’s degree from Utah State and went on to obtain his master’s degree in computer information systems from the University of Phoenix. Mr. Hale is currently a PMP (Project Manager Professional) with the PMI Institute and has worked for HCA for over two years. He formerly worked as a manager at the Idaho National Laboratory and at Melaleuca. He has 15 years of management experience.

**Curtis Fryer** is the chief information officer for St. Mary’s/Clearwater Valley Hospitals and Clinics, an affiliate of Essentia Health based out of Duluth, MN. He received his bachelor’s degree in information systems from Lewis Clark State where he quickly was recruited to become the college’s data communications manager six months prior to graduation. After a few years at the college he took the next step in his technology career by helping a start-up company build into a thriving business. For ten years he devoted his time to bringing technology to the north-central part of Idaho in arenas such as manufacturing, education, and health care. Recently he decided to change paths and grab onto the changes in health care and for the past four years has lead the information technology department at St. Mary’s/Clearwater Valley down the road of Meaningful Use.

**Melissa Capps** is the IT site lead at St. Luke’s Magic Valley Medical Center in Twin Falls where she has led her IT team for nine years.

**Bob Hess** is the director of information systems at Bonner Health in Sandpoint. Mr. Hess has over 20 years of health care management experience.

**Kane Francetich** is the chief information officer for Gritman Medical Center in Moscow. Mr. Francetich has 29 years of health care and management experience and is the former president of the Idaho chapter of HIMSS.

**Heather Hodges** is a born and raised Idahoan who took a windy path to the quality improvement realm. Ms. Hodges attended Idaho State University where she earned a bachelor’s degree in health education with an emphasis in community health and then attended the College of Southern Idaho where she earned an associate’s degree in radiologic technology. Ms. Hodges landed in the beautiful Clearwater Valley after a year working as an x-ray tech in Saipan. She has been fortunate to work with a progressive, passionate group at Clearwater Valley Hospital and St. Mary’s Hospital as the director of quality improvement.

**Julie Sylvester, MPA,** serves as the vice president of quality and safety initiatives at Qualis Health. She is responsible for strategic and operational leadership of public- and private-sector programs dedicated to improving health care quality and safety. These programs include Qualis Health’s activities as the Medicare Quality Improvement Organization (QIO) for Idaho and Washington, the Washington & Idaho Regional Extension Center for Health Information Technology (WIREC) and numerous grants and contracts to help primary care clinics across the country become high-performing patient-centered medical homes. Before joining Qualis Health in 2012, Ms. Sylvester held multiple leadership positions at Virginia Mason Medical Center in Seattle, Washington, where she worked for nearly 20 years. She held health care administration positions in the financial and clinical operations, including serving as administrative director of analytics and finance and director of contracting, and overseeing the Heart and Cancer Institutes. Ms. Sylvester holds a bachelor’s degree in political science from the University of Arizona and a master’s degree in public administration and policy analysis from Arizona State University.

**Registration Required • Price: $50**
IDAHO HEALTHCARE HUMAN RESOURCE ASSOCIATION (IHHRA) ♦ Monday, October 6 ♦
Columbine A & B

8:00 a.m. ♦ Continental Breakfast

8:15 a.m. - 8:30 a.m. ♦ Welcome and Introductions
Presiding: Stefanie Thiel, President, Idaho Healthcare Human Resource Association; Senior HR Business Partner, Saint Alphonsus Medical Center—Nampa, ID

8:30 a.m. - 9:30 a.m. ♦ The Changing Landscape of the Affordable Care Act: An Update on How the Act Affects the Business Side of a Hospital’s Operations
Cydni Waldner, Of Counsel, Hawley Troxell Ennis & Hawley LLP—Boise, ID

This session will include:
• Shared Responsibility Penalties
• Independent Contractor Status
• Further Effects on Health Plans

9:30 a.m. - 10:30 a.m. ♦ Dealing with Employed Physicians from Recruitment to Retirement: Challenges for Idaho’s Hospitals
Steven W. Berenter, Managing Partner, Hawley Troxell Ennis & Hawley LLP—Boise, ID; Thomas J. Mortell, Partner, Hawley Troxell Ennis & Hawley LLP—Boise, ID

This session will include:
• Terms of Employed Physician Agreement
• Managing the Employed Physician
• Discipline and Termination of the Employed Physician

10:30 a.m. - 10:45 a.m. ♦ Break

10:45 a.m. - 11:30 a.m. ♦ Lean for the Human Resources Practitioner
Dennis Cockrell, Human Resources Director, Gritman Medical Center—Moscow, ID

11:30 a.m. - 12:15 p.m. ♦ Relationship Between Compliance and HR Professionals in Health Care
Brent T. Wilson, Director, Integrity and Compliance, Saint Alphonsus Health System—Boise, ID

12:15 p.m. - 1:00 p.m. ♦ Luncheon

1:00 p.m. - 1:30 p.m. ♦ IHHRA Business Meeting (For IHHRA members Only)

Cydni Waldner is a member of the firm’s employee benefits practice group. She assists small to large corporations and companies with the nuances specific to ERISA laws and regulations, executive compensation, and employee benefits. Ms. Waldner’s active practice allows her to remain at the forefront of ERISA law developments. Her early career as corporate counsel responsible for legal compliance in the employee benefits areas enables her to understand thoroughly, the needs of her clients. She earned her Juris doctorate at the University of Montana and her bachelor’s degree at Harvard University. She is a founding member and an active participant in the Western Pension and Benefits Conference.

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 health care 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
Thomas J. Mortell is the chair of Hawley Troxell Ennis & Hawley LLP’s health law group as well as a member of the firm’s Board of Partners. His health care practice focuses on advising hospitals and other health care providers on all aspects of health care law. He assists health care providers in business transactions, including the acquisition of competing entities, the formation of entities or facilities jointly-owned by hospitals and physicians, the acquisition of physician practices, and professional service contracts between hospitals and physicians. Additionally, he advises hospital boards on issues relating to physician integration, compliance, governance, and strategic planning.

Mr. Mortell has represented hospital clients in federal false claims act litigation, payer reimbursement claims, and related compliance matters. He represents and advises hospitals and other health care clients with issues relating to physician peer review, credentialing, and discipline. He also advises health care clients on issues related to compliance with fraud and abuse regulations at both the state and federal level. He earned his Juris doctorate and his bachelor’s degree at Brigham Young University. He is a member of the Idaho and Utah Bar Associations and currently chairs the Health Law Section of the Idaho Bar Association. Mr. Mortell has lectured before numerous groups on health law related issues.

Dennis Cockrell is a human resources (HR) practitioner with a strong generalist background and 36 years of HR experience, primarily within health care. Mr. Cockrell joined Gritman Medical Center in 2000. He has a bachelor’s degree in politics and government from Ohio Wesleyan University and a master’s degree in business from Johns Hopkins University.

Brent T. Wilson is the director of integrity and compliance at Saint Alphonsus Health System. Prior to his work at Saint Alphonsus, Mr. Wilson was the compliance and risk manager and privacy officer for Elks Rehab System. He ventured into the world of health care compliance after spending a decade in private law practice representing employers on a wide range of employment and human resources matters, including fair employment practices and policies, investigating claims of discrimination and hostile work environment, and defending employers in administrative actions before the Idaho Human Rights Commission and the Equal Employment Opportunity Commission. He has presented on a wide variety of employment, corporate law, risk management, and nonprofit governance matters to human resources professionals, attorneys, and members of professional trade associations. Mr. Wilson earned a law degree from Willamette University College of Law in Salem, Oregon, and an undergraduate degree from Utah State University in Logan, Utah.
9:00 a.m. - 9:15 a.m. ◆ Break

9:15 a.m. - 10:00 a.m. ◆ CMS Update

10:00 a.m. - 10:15 a.m. ◆ Refreshment Break

10:15 a.m. - 10:45 a.m. ◆ Environment of Care Documentation

10:45 a.m. - 11:00 a.m. ◆ Break

11:00 a.m. - 12:00 p.m. ◆ Air Flow, Fans and Indoor Air Quality

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

1:30 p.m. - 2:30 p.m. ◆ Medical Gas Testing

2:30 p.m. - 3:00 p.m. ◆ Refreshment Break

3:00 p.m. - 4:00 p.m. ◆ Medical Gas Testing for Emergency Management

4:00 p.m. - 4:15 p.m. ◆ Break

4:15 p.m. - 4:45 p.m. ◆ Fire of 2013 - St. Luke’s Wood River Response

Monday, October 6 ◆ Ram

8:30 a.m. - 9:30 a.m. ◆ Medical Waste Handling and EPA

9:30 a.m. - 9:45 a.m. ◆ Refreshment Break

9:45 a.m. - 10:45 a.m. ◆ Arc Flash (Grainger)

10:45 a.m. - 11:45 a.m. ◆ BSU OSHA Presentation

11:45 a.m. - 12:15 p.m. ◆ Closing

Registration Required • Price: $50

IDAHO SOCIETY FOR HEALTHCARE MARKETING AND PUBLIC RELATIONS (ISHMPR) ◆
Sunday, October 5 ◆ Columbine A & B

10:00 a.m. - 11:00 a.m. ◆ Health Care Brands...Why Now?
Candace Quinn, Chief Operating Officer, Professional Research Consultants—Omaha, NE

Whether you are a big brand, or are at risk to losing your patients to a big brand, understanding your brand has never been more important. We’ll look at industry trends, the impact of the Affordable Care Act and other drivers that influence the role of your brand in your market today.

11:00 a.m. - 12:00 p.m. ◆ Health Care Brands...Now Where Do We Start?
Candace Quinn

Now that you know why establishing your brand position and reinforcing the same is so important, how do you get started? What do you need to know? And, with limited budgets, how do you justify the research when you also need to do Community Health Needs Assessments, don’t have resources to advertise, and generally aren’t sure how much research is enough? We’ll look at a variety of ways to get what you need, be creative in repurposing research, and ultimately lay out a blue print for a brand assessment and alignment plan. Whether your role is community relations, public relations or marketing, or all three of these and then some, you’ll take away useful information about the role and construct of a brand.
12:00 p.m. - 1:00 p.m. ◆ Networking Luncheon

1:00 p.m. - 2:00 p.m. ◆ Leveraging Digital Media to Tell the Hospital Quality Story
Emily Gustafson, Associate Director, Digital Media, American Hospital Association—Washington, DC

The American Hospital Association (AHA) has launched a digital media program aimed to highlight hospitals advancing the quality of patient care and transforming the care environment. This session will feature efforts by the AHA to produce digital tools such as infographics, social media share graphics, and paid digital media through promotion on its Facebook page to spread the good news about the positive strides hospitals are making in the quality arena. Learn practical advice and tips on how you can support this effort to highlight hospital efforts to improve quality and patient safety, in addition to efforts to redefining the way hospitals provide care to their communities.

2:00 p.m. - 3:00 p.m. ◆ The Path to Meaningful Medicaid Redesign
Toni Lawson, Vice President, Governmental Relations, Idaho Hospital Association—Boise, ID

Medicaid will be a key issue in the upcoming elections and legislative session. Whether or not to create an opportunity to save taxpayers money and reinvent a more efficient, effective health care system is being heavily debated. We will look into the political crystal ball to discover the latest on what is being discussed, what the community and hospital impacts will be, and where the path to reform is leading us.

3:00 p.m. - 3:30 p.m. ◆ Member Roundtable

Candace Quinn has over 25 years’ experience in the senior and chief marketing role for major health systems and hospitals around the country and nearly another eight years as a consultant to hospitals and health systems. As an early pioneer in the field of health care marketing, she has worked with small stand-alone hospitals, single specialty hospitals and major academic medical centers: for systems as small as two hospitals to regional systems as large as nine hospitals; for integrated delivery networks with annual revenues of $1 billion to ones with revenues in excess of $30 billion.

During her 25+ years as a CMO, she established, led and developed successful and talented marketing teams ranging in size from 6-76; and, managed marketing budgets from $500 thousand - $17 million. She has a track record of balancing in-house staffing with external resources to most appropriately serve the organization.

Among her accomplishments while serving these organizations is the successful launch of several integrated brand strategies. Using a disciplined, inclusive approach, she has helped organizations successfully identify their competitive brand position, articulate that brand promise, and create award winning advertising strategies embraced by employees, physicians, management and trustees to launch the same.

In addition, committed to the belief that the brand is only as strong as the experience a patient receives, she has served as a catalyst in “the deliberate experience” recreation. In this effort, she has led multiple teams through the redesign of a clinical experience to deliver to the patient an experience that goes beyond the actual clinical treatment. She has coached multidisciplinary teams in patient satisfaction improvement techniques and the use of research data to deliver real time information. She has helped launch “hospitals within a hospital” concepts, strategically designed new freestanding cancer centers to deliver on a branded experience, and has assisted both general and specialty hospitals as they looked to advance their brands.

Ms. Quinn is a frequent speaker, author, and an experienced facilitator. She has conducted numerous focus group studies for her client organizations, and specializes in brand strategy design for health care organizations. Today, she serves as the chief operating officer for Professional Research Consultants located in Omaha, Nebraska.

She received her master’s degree in management from Kellogg Graduate School of Management and holds an undergraduate degree in business administration from Rockford College.

Emily Gustafson joined the American Hospital Association (AHA) as the associate director of digital media in February 2013. She is responsible for developing and executing digital media strategies that help promote the association and its policy and advocacy goals. With this, she is also responsible for cultivating AHA’s social media communities to increase engagement and discussion around America’s hospitals and health systems. Ms. Gustafson brings more than five years of experience in communications with expertise in nonprofit and health care communications. Prior to joining the AHA, she served as the associate director of new media and special projects for
the National Health Council (NHC), a nonprofit representing the nation’s leading patient advocacy organizations. At the NHC, she was instrumental in concept design and building of a web research database that served over 100,000 researchers and health funders. She developed effective strategies to administer the organization’s numerous websites, in addition to being responsible for digital strategies related to social media and grassroots advocacy. Ms. Gustafson graduated from James Madison University with a bachelor’s degree in political science.

**Toni Lawson** joined the Idaho Hospital Association as vice president for governmental relations in 2006. Her career in health policy began at Saint Alphonsus Regional Medical Center where she coordinated government relations, community benefit programs and new programs to provide culture and language appropriate services training opportunities for staff and physicians. She also worked as a consultant and lobbyist, successfully representing clients such as Nurse Practitioners of Idaho, the Idaho Nurses Association and the National Association of Social Workers. This experience in public policy led her to Washington, DC, where she served as health policy advisor for the U.S. Senate Special Committee on Aging and the U.S. Senate Committee on Veterans’ Affairs.

Registration Required • Price: $95

**NURSE LEADERS OF IDAHO, INC. (NLI) • Sunday, October 5 • Limelight A**

**Transforming Healthcare Through Education and Engagement**

8:30 a.m. - 9:15 a.m. • Registration and Breakfast

9:15 a.m. - 9:30 a.m. • Welcome and Introductions
Presiding: Margaret Wainwright Henbest, RN, MSN, CPNP, Executive Director, Nurse Leaders of Idaho—Boise, ID

9:30 a.m. - 10:30 a.m. • Engaging Patients in the Care Process Through Health Education
Christy Calhoun, MPH, Vice President, Content, Healthwise—Boise, ID

10:30 a.m. - 10:45 a.m. • Break

10:45 a.m. - 11:45 a.m. • Educating Our Workforce, Care Coordination Certificate Program
Janet Reis, PhD, Research Professor, Boise State University—Boise, ID; Jody Lester, Chair-Department of Respiratory Care, Boise State University—Boise, ID; Jayne Josephson, MS, RN, CHPN, Assistant Professor, Boise State University—Boise, ID

11:45 a.m. - 12:00 p.m. • Break

12:00 p.m. - 1:00 p.m. • Networking Luncheon

1:00 p.m. - 2:00 p.m. • Transforming Patient Centered Care, Development of a Patient and Family Council
Amy Bearden, RN, MSN, FACHE, NEA-BC, Vice President of Patient Care Services and Chief Nursing Officer St. Luke’s Magic Valley Regional Medical Center—Twin Falls, ID; Starla J. Paulsen, Member, St. Luke’s Magic Valley Community Board of Directors—Twin Falls, ID

2:00 p.m. - 2:30 p.m. • NLI Membership Meeting
Presiding: Margaret Wainwright Henbest, RN, MSN, CPNP

**Christy Calhoun** leads a team that develops patient education at Healthwise. Healthwise delivers engaging content, solutions and technology to clinicians and patients through EMRs and care management systems. Ms. Calhoun has a background in public health, with an emphasis in international public health in underserved settings, specifically in Latin America, Africa and on the Mexico-US border. Prior to joining Healthwise, she lived in Guatemala and led a team of health promoters and clinicians in reaching 350,000 women and children with reproductive and pediatric health services.

**Janet Reis** is currently a research professor at Boise State University. She is recently retired as a professor in family medicine, and human and community development from the University of Illinois at Urbana-Champaign. Prior to coming to Illinois, she was a faculty member in the School of Nursing at the State University of New York at Buffalo. She began her career in health research as a research associate in the Center for Health Services Research at Northwestern University in Evanston, Illinois.
**Jody Lester** has been a respiratory therapist for 32 years. She is currently the chair for the Department of Respiratory Care at Boise State University.

**Jayne Josephsen** joined the faculty at Boise State University in the fall of 2006. Ms. Josephsen earned her master’s degree in nursing education from Idaho State University, her bachelor’s degree in nursing from Boise State University, and she also holds a bachelor’s degree in sociology from Oregon State University. Ms. Josephsen is currently enrolled in the EdD program in curriculum and instruction at Boise State University. Ms. Josephsen maintains a national certification in hospice and palliative care nursing and her career outside of academia has included hospice nursing, clinical resource management, school nursing, case management, and adult education in a variety of settings.

In 1983, at the age of 9, **Starla J. Paulsen** had an extremely rare reaction to a Sulfur-based antibiotic. After taking one pill for an ear infection she developed Steven Johnson’s Syndrome and ARDS. She spent over four months in ICU, living through countless procedures eventually losing her right lung to infection and nearly losing her right foot to an IV infiltration. Over the years, Ms. Paulsen has lost count of the days spent in the hospital and has made it her mission to give every patient a voice. She is one of the founding members of the Patient and Family Council in Magic Valley, served as chairperson for four years and currently serves as the patient advisor coordinator. She also serves on the St. Luke’s Health System Quality Safety and Service Excellence Committee and the newly formed East Region Community Board of Directors. In addition to actively driving change in health care, she is a wife, a mother to four children under seven, a business owner and a food industry consultant.

**Amy Bearden** is the vice president of patient care services and chief nursing officer at St. Luke’s Magic Valley Regional Medical Center in Twin Falls, Idaho. Ms. Bearden has been in her current leadership role in Twin Falls for the past four years and was actively involved in the design, build and move into the new Magic Valley Regional Medical Center. During the preparation for the move to the new facility, she articulated the need and developed the team which created the current patient and family council structure. She is a graduate of George Mason University in Fairfax, Virginia, and received a master’s degree from the University of South Alabama in Mobile, Alabama. She is a Fellow in the American College of Healthcare Executives.

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

**Registration Required • Price: $100 (full day); $50 (half day - one meal included)**

**PERFORMANCE/QUALITY IMPROVEMENT FOR CRITICAL ACCESS HOSPITALS (CAHs) • Monday, October 6 • Boise**

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

8:00 a.m. - 12:00 p.m. • Avoiding Readmissions: Practical Approaches to Avoiding the Revolving Door

Barbara DeBaun, RN, MSN, CIC, Improvement Advisor, Cynosure Health—San Francisco, CA

This session will provide a foundation for the current status of ‘avoidable readmissions’ in the US. Primary drivers of readmissions and concrete examples of change ideas to reduce avoidable readmissions shall be showcased. This session will provide the opportunity to share improvement ideas along with tips and tricks for sustainability and reliability of improvement.

**Barbara DeBaun, RN, MSN, CIC,** has over 30 years of experience in the field of infection prevention and quality improvement. She is currently an improvement advisor for Cynosure Health. In this role, she provides vision and leadership in the development, implementation and facilitation of performance improvement initiatives for health care organizations. Previously, she was an improvement advisor for BEACON, the Bay Area Patient Safety Collaborative, and was the director of patient safety and infection control at California Pacific Medical Center in San Francisco. She is currently adjunct faculty at Dominican University of California. Ms. DeBaun is a Certified Infection Control Practitioner and holds a bachelor’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 is currently serving as an elected member of APIC Board of Directors. She recently served as APIC’s liaison to the CDC’s Hospital Infection Control Practices Advisory Committee (HICPAC). Ms. DeBaun has lectured nationally and internationally.
on a variety of patient safety and infection control topics and has published over a dozen articles and several book chapters. In 2008, she was selected Infection Control Today’s Educator of the Year.

Registration Required • Price: $60

TRUSTEE LUNCHEON AND EDUCATION ♦ Sunday, October 5 ♦ Limelight B

12:00 p.m. - 1:00 p.m. ♦ Luncheon

1:00 p.m. - 4:15 p.m. ♦ Making a Difference for Communities: Trustees Transforming Health Care
John R. Combes, MD, Senior Vice President, American Hospital Association, and President, Center for Healthcare Governance—Chicago, IL

Join your trustee colleagues to learn the skills and capabilities necessary to help your organizations engage in transformational change. Through the use of presentation, video and interactive exercises, trustees will explore governance practices boards should adopt and issues boards need to address to guide their organizations through the significant challenges of a changing system of health care delivery and payment. Topics include:
  • Transformational challenges
  • Board competencies and skills for effective governance and leadership
  • New governance models and metrics for integrated care delivery
  • Managing enterprise-wide risk in a changing environment
  • New ways of assessing and improving organizational and board performance

John R. Combes, MD, is a senior vice president at the American Hospital Association (AHA) and the president of the Center for Healthcare Governance (CHG), an AHA affiliate organization. CHG is a dynamic community of board members, executives and thought leaders dedicated to advancing excellence, innovation and accountability in health care governance through education, tool development and research. Dr. Combes also leads the AHA’s Physician Leadership Forum providing education, tools and information to encourage physician leadership development. Dr. Combes serves as Senior Fellow at The Hospital Research and Education Trust (HRET), and in that role focuses on quality and leadership issues in patient safety, end of life care and clinical performance improvement.

Dr. Combes received his medical degree from Cornell University in New York and received his post-graduate training from Boston City Hospital. He is certified in internal medicine by the American Board of Internal Medicine and has Management Certification from the American College of Physician Executives. Dr. Combes has held several senior management positions at a variety of health care organizations. More recently he serves on several national advisory groups on medical ethics, palliative care and reduction of medication errors. He had served as principal investigator for an AHRQ national initiative to reducing central line infections through the use of a comprehensive unit based patient safety approach pioneered by Johns Hopkins University.

Currently, Dr. Combes serves on the boards of the Hospital Sisters Health System, a 13 hospital health system in Illinois and Wisconsin and the West Virginia Medical Institute, a multi-state quality improvement organization. He writes and lectures frequently on governance, physician issues and quality.

Registration Required • Price: $85
STAR GARNET AWARD
Steven A. Millard

As the backbone of the Idaho Hospital Association for nearly 40 years - including 23 as President - Steven A. Millard has been, succinctly, the most significant and effective advocate for our community hospitals.

In today’s ever-changing health care climate, leaders are constantly challenged to find ways to provide high-quality, compassionate care in an environment with reduced reimbursement, less staff and more litigation. The health care field these last many years is, on good days, merely contentious. The changes we all endeavor to bring about to improve patient care and wellness in our communities are not always met with cheerful support. “Simply put, being a successful hospital executive requires plenty of support. I, for one, am glad to have someone like Steve in my corner,” said Doug Crabtree, CEO of Eastern Idaho Regional Medical Center in Idaho Falls.

There are several traits that Steve freely shares, which have made him such a respected champion of our hospitals and health care in general. In deference to Steve’s love of sports, he is the ultimate coach.

Like many great coaches, he looks beyond a single play or game. It’s this long view of how to gain forward momentum that is beneficial to our hospitals. It’s not usually a quick payout, but the results are more significant. In an era where the squeakiest wheels get all the attention, it might seem that we, as an association, should fling accusations and throw fits like so many other organizations seem to do these days. Instead, Steve works to be included in the substantive health care policy discussions happening in our state. It’s this commitment to being someone people want to work with that keeps hospitals in an influential position with lawmakers, insurers, and other providers. Does this guarantee we always win? No. But it does ensure we’re invited back to the negotiation table the next time. Steve has earned respect within the health care field both in Idaho and nationally by the people that matter, which benefits our hospitals time and again.

He is also a great team builder, both within IHA and outside with other agencies, organizations, coalitions, and groups instrumental in health care. In talking with IHA staff, who have an average tenure of over 11 years, they are committed to Steve. As one staff member put it, “He guides us and gives us new challenges. He always recognizes what each of us contribute and makes sure we know that our families and personal lives are as important as our time at work. Steve celebrates what we achieve, pushing us into the spotlight, and always has our backs. He is easily the best boss ever.”

Outside of IHA, Steve’s commitment to the principles of team over self has led to IHA’s strong partnerships with many organizations. His commitment to a strong relationship with the Health and Welfare Department has benefitted our hospitals significantly. Consider the UPL payments we receive. IHA works with the department to keep millions of dollars coming back to the hospitals that are caring for patients rather than padding state budgets, as happened in other states. A score of legislative proposals could be listed that would have placed costly burdens on hospitals that Steve and his team successfully put to bed, saving hospitals from the onus regulations many of our counterparts in other states deal with.

His commitment to Team IHA isn’t ending with his retirement. Like the coaches he admires, he has made sure the organization remains in a position of strength and that the transition will allow IHA to continue to move forward. Steve has created a board of directors and leadership team that are actively engaged and have a clear understanding of the tasks we’re facing, including community health, Medicaid expansion, transparency, and payment reform. He will leave the association in a strong position, ready to meet the challenges we will face.

The IHA Star Garnet Award is designed to honor someone who epitomizes the highest level of excellence and achievement and inspires others. There is no one in the association or hospitals who has done this more than Steve Millard and who deserves this award more.
Lucy Osborne was born and raised in Gooding, Idaho. She and her husband Gary have owned and operated their family farm west of Gooding for over 50 years, as well as running her husband’s auction company. Through a lifetime of community involvement and service you begin to see what truly drives her; a desire to give back to the community she loves.

Ms. Osborne began her service to the hospital in 2001 when she was appointed to the Gooding County Memorial Hospital District Board (GCMH) where she served for the next ten years in various district board positions, including board chairman. She was also a board member of the GCMH Foundation where she donated her time and financial resources to many fundraising events.

In November 2007, the GCMH District and St. Luke’s Health System signed an agreement to form a non-profit hospital corporation, Partners in Healthcare, Inc. (PIH) DBA North Canyon Medical Center. Ms. Osborne was appointed to the PIH Board at this time and served on various board committees, including planning, performance improvement and finance. She became the PIH board chairman in 2010 and continues to serve as an ex-officio on the board committees. She will be the first to say that the partnership with St. Luke’s has opened the door to many resources and services that would not have otherwise been available locally to the patients of North Canyon Medical Center.

Ms. Osborne’s leadership and enthusiasm for the future of North Canyon Medical Center (NCMC) has inspired trust and confidence in the board, medical staff, community and employees. Her leadership has helped NCMC become a cohesive, dynamic organization with a desire to pursue opportunities that enhance quality patient care and access. Employee satisfaction has reached an all-time high at the hospital.

During the first four years the hospital has been on a fast track with the opening of a new hospital, the completion of a financial turn-around, the addition of many new services and the ongoing planning for the construction of a new medical office building. She has been an integral part of all these projects and has been a champion of these projects in the community.

Ms. Osborne was instrumental in the implementation of training and education for the PIH Board of Directors; resulting in an informed and confident board. The board had been challenged in finding the balance between growth and development while maintaining local control over the community hospital. She chose to speak at a variety of community meetings to talk about the future of the hospital and the changes it would face. Her connection and respect in the community helped bridge the gap for many who were unclear about the changes the hospital would need to make in order to survive in the new health care climate. In the last year alone, board initiatives have helped bring many new programs to NCMC, including: spine surgery, swing-bed program, nephrology clinic, gastroenterology clinic, wound care program, telepharmacy program, a patient transportation system and most recently, the integration of a physician clinic with the hospital.

Ms. Osborne’s service to the community extends beyond her dedication to the hospital board. She served as chairman of the Gooding County Fair and Rodeo Board from 1982-1989 and was rodeo manager from 1989-1995. During this time, she brought Gooding County together to raise funds to build a new grandstand and concession area. She was honored by the City of Gooding when the road to the fairgrounds was named after her, “Lucy Lane.”

“It has been my privilege to serve as CFO and now CEO at NCMC under her board leadership. Her vision and steadfastness to principle and conviction have been cornerstones for the construction of our new hospital in 2010 and for the continued growing successes of our facility. It is with the highest honor that I nominated Lucy Osborne for the IHA Trustee of the Year Award,” stated Tim Powers, CEO, North Canyon Medical Center.
LEADER OF VOLUNTEER EXCELLENCE (LOVE) INDIVIDUAL AWARD

Kathy Dougherty

When you hear her contagious laugh, you cannot help joining in! Our 2014 LOVE award recipient, Kathy Dougherty, has been a champion and volunteer leader for Orofino’s Clearwater Valley Hospital and Clinics since moving to the area in 2003. With her get-it-done New Jersey attitude, commitment to her adopted community, and a passion for her local hospital, Ms. Dougherty wasted no time getting involved with the hospital auxiliary. And she hasn’t slowed down since.

With flagging participation in the auxiliary in the early 2000’s, recruiting a volunteer like Ms. Dougherty was truly a jolt in the arm. Work is her forte and she is always the first one to roll up her sleeves and tackle whatever needs to be done. Her dedication and work ethic quickly won her the position as auxiliary president – a role she has held for 11 years.

During her tenure, she has helped rejuvenate participation in the auxiliary. Meetings now crowd the room with over 75 active members of all ages. It’s a busy group, led by a dynamic and dedicated volunteer, which helps keep the community and hospital connected through events and opportunities.

The generosity she fosters in this remote location is unbelievable. In a community where jobs are hard to come by, she garners the support of citizens, businesses and community leaders. Every gift is meaningful in her eyes and she showers her affection on all who provide contributions and support – which is usually anyone she asks, because if you’ve met her, you’ll quickly realize there’s no saying no to this effervescent and lively volunteer!

From bazaars and auctions to the Harvest Moon Cruise, Valentine’s Pie Social and the hospital Gift Cabinet, Ms. Dougherty’s fingerprints are everywhere, bringing people together and generating support. Her service doesn’t stop at the hospital door where she greets patients and families every week. Together with her auxiliary team, they reach out to fill vital community needs including filling back to school back packs for young students, sending diabetic youth to special summer camps, and getting Santa gifts organized for families in need.

Ms. Dougherty continually looks for new ways to help. When a vital community resource was flailing, she jumped in to make sure the CVHC Community Loan Closet was revitalized and ready to serve patients and families by providing clean, quality medical equipment ready for them to borrow. While the remoteness of this small community might have been a challenge to others, she embraces it and comes up with solutions that work and that fill the needs of the people she sees every day. Many of us are used to seeing the beautiful gift shops in our community hospitals. But what do you do when there isn’t space for it? If you’re Ms. Dougherty, a devout shopper, you create a gift closet! This amazing gem is perfectly decorated with just the gift or indulgence you are looking for. A huge hit with patients, visitors, and hospital staff, the “shop” generates valuable revenue the auxiliary puts into the patient assistance fund for transportation for treatments at other facilities, diapers, or other necessities.

It’s hard to keep a volunteer of her magnitude and energy a secret. She is also busy at St. Theresa’s Catholic Church, the Lenore Community Center, and the Clearwater Human Needs Council. In 2009, she was elected to the IHA Committee of Volunteers and assumed the chairmanship in 2011. With her drive and dedication, the group added significantly to the Junior Volunteer scholarship fund, saw record attendance at the educational conferences, and probably laughed harder during conference calls than in any previous year!

Although she says this is her last year as auxiliary president, we are hopeful this dynamic and passionate volunteer still has a long list of work she’s ready to tackle. It’s this amazing ability to not only see what her community needs but to get it done that makes her such a vital part of her hospital, her community, and Idaho. We are thrilled to recognize Kathy Dougherty as our 2014 Leader of Volunteer Excellence!
JUNIOR VOLUNTEER OF THE YEAR AWARD
Tasha Paul

Our community hospital volunteer programs can truly create win-win-win opportunities – and that’s not a typo. The patients and staff receive the benefit of the extra compassion, enthusiasm, assistance and dedication a volunteer can bring. The hospital opens its doors in a way that allows meaningful and important partnerships with their community, allowing them to see the good that is being done and the challenges being faced. As for the individual, it can be a life altering experience that lays a foundation of involvement and altruism much needed in our communities. Tasha Paul, a junior volunteer from Gritman Medical Center in Moscow, clearly exemplifies this multi-faceted benefit.

Although her volunteer experiences started when she was quite, young walking local shelter dogs and helping her mom at the library’s summer reading program, it’s as a junior volunteer where the seeds of sharing really began to grow. It’s not an easy thing to step up and be ready to learn new skills in a hospital environment. For a shy, young person it can be even more intimidating. With the right program and a hospital leadership team dedicated to success, volunteers discover how much they have to offer.

Ms. Paul, like other very successful volunteers, has an incredible work ethic, sees the potential impact of her work as much more than the tasks, and has a craving to help others – even when it means stepping far outside her comfort zone. Early in her Gritman volunteer experience, Ms. Paul was sure she’d never take on a leadership role. Fast forward four years and she’s worked in nearly every department and is often requested by the staff. This year, she served as president, guiding other young volunteers.

In addition to being a gifted leader, Ms. Paul maintains a busy academic schedule. She’s a 4.0 student, cross country athlete, and is involved in a number of organizations. This smart, organized student is blending her exceptional academic skills with all she has learned at Gritman Medical Center and will be pursuing a degree in molecular biology and biotechnology at the University of Idaho.

Ms. Paul has a great capacity for joy and laughter and quietly shares her gifts with everyone she meets. She is the glue that binds the junior volunteer group together; but like other great leaders, she has made sure the program continues to grow and benefit others by instilling the confidence and dedication in the up-and-coming young volunteers she has worked with.

The IHA Committee on Volunteers is thrilled to recognize and reward Tasha Paul with the 2014 Junior Volunteer of the Year Award and Scholarship!

EXCELLENCE IN MEDICINE AWARD
JONATHAN CREE, MD

Dr. Jonathan Cree trained at Oxford University and St. Thomas’ Hospital where he received his medical degree and then did his residency at the Charring Cross Hospital in London where he received the English Family Medicine Award with added qualifications in pediatrics and obstetrics. He met his wife, Holly, in London when she was a stewardess with Pan American Airlines and then they immigrated to California where he pursued an academic professional life in family medicine.

He initially was faculty at UCLA programs, starting in 1978 through 1996 when he left the Northridge Family Medicine program to become a director of the ISU Family Medicine Residency in Pocatello. The ISU program has graduated 90 residents as of July 1, 2012; 44 have stayed in Idaho and over 70 percent have settled in rural practices. He is passionate for educating residents in full spectrum family medicine and in assisting the underserved in Pocatello and southeast Idaho as he did in the Los Angeles area. He continues to be active in OB, delivering babies and taking care of patients in the hospital and outpatient area and has maintained his interest in geriatrics.

The ISU Family Medicine Residency Program is highly integrated in the community and provides services in the Free Clinic, Health Department, Adolescent Detention Center, Women’s Prison, and provides education at the Senior Center and provides 8am to 8pm service throughout the week to its patients. The Pocatello Family Medicine clinic houses the
HIV services for southeast Idaho and special services for patients with Hepatitis C, and provides special gynecological care for women with precancerous lesions of the cervix who are uninsured and are not covered otherwise. The residency provides coverage in Portneuf Medical Center’s (PMC) ER, OB, and IM floors and has covered services for unassigned patients since 1996 alongside members of the medical staff who have been gracious to teach and support the residency program since its inception. Dr. Cree steered the program from a 4-4-4 program to its current size of being a 7-7-7 program and has attained accreditation to start a rural training track in Rexburg.

Dr. Cree also sits on the Physician Recovery Network for the state of Idaho and chairs the Wellness Committee as a service to PMC. He was president of the WWAMI network of residency directors for a two year period and continues on their Executive Committee and has helped steer the WWAMI network for an eight year period. Dr. Cree has two children, both of whom are physicians. His daughter Melanie is a pediatric endocrinologist at Denver’s Children’s Hospital and his son, Jeremy, is an internal medicine intern at St. Vincent's Hospital in Portland, Oregon and intends to be a pulmonologist.

He was a national level athlete in England and shares an avid interest in downhill skiing with all his family members and was a soccer coach to his children and to other teams for over 20 years. Dr. Cree is currently engaged in introducing his grandchildren to camping and skiing.

**SPECIAL RECOGNITION OF RETIREMENT**

*Edith Irving*

It was with considerable pride that West Valley Medical Center (WVMC) and Eastern Idaho Regional Medical Center (EIRMC) jointly submitted the nomination for Edith Irving, RN, MS, CNAAC, FACHE, to receive IHA's *Special Recognition of Retirement Award*.

Given that Ms. Irving has spent her entire 40 year career in Idaho hospitals, it’s quite easy to see that her professional roots run deep in the Gem State. Ms. Irving started her nursing career at Cassia Regional Medical Center in Burley, where she spent over ten years in clinical leadership roles. She then served as director of education at both Pocatello Regional Medical Center, Pocatello and Magic Valley Regional Medical Center in Twin Falls.

Ms. Irving spent nearly a decade working at Saint Alphonsus in Boise as director of patient care services. By 1998, she'd made the transition to chief nursing officer at West Valley Medical Center in Caldwell. After a two-year stint, she transitioned within the HCA system to Eastern Idaho Regional Medical Center in Idaho Falls, where she spent nearly ten years as chief nursing officer. She moved back to West Valley Medical Center in 2009, where she ended her impressive career.

Her colleagues at WVMC note that there are several areas where her legacy will live on, including in their Shared Governance program, and her emphatic support of the WeCARE+ Model.

When asked what she wanted her legacy to be, Ms. Irving responded that implementing shared governance councils at WVMC was something she was committed to completing before retiring. Her commitment to nursing professional practice and empowering bedside nurses to make decisions that affect their practice culminates in the model of shared governance, WVMC’s unit based shared governance councils continue to develop and strengthen, along with a hospital-wide clinical practice committee which is interdisciplinary shared decision-making. The councils focus on quality, patient loyalty, culture, and engagement and this initiative has had a significant part of West Valley's success in these areas.

Her support of Shared Governance impacted other facilities too. While at EIRMC, she facilitated development and implementation of unit-based councils throughout the facility to increase autonomy and satisfaction for bedside nurses. It’s a robust program still alive at EIRMC.

Her commitment to compassionate patient care is reflected in her passion for West Valley’s WeCARE+ Model. She implemented the program in 2011, and passionately supported it for all levels of patient care and with all interactions with patients and guest. It has had a profound effect on the culture of WVMC. WeCARE+ is a method that has significantly improved patient and employee satisfaction by going “back to basics” with a focus on relations based care.
“We” Welcome, introduce yourself and explain your role
“C” Call patients by their preferred name
“A” Appropriate touch, such as a handshake or a touch on the arm
“R” Review the plan of care—sit by the patient’s bedside for at least five minutes each day
“E” Every patient, every time
“+” Manage Up co-workers and colleagues

In addition to an impressive nursing resume here in Idaho, she has also invested considerable time mentoring the next generation of nurse leaders. Most recently, she has served as the chair for the HCA Mountain Division Chief Nursing Officer program, which is responsible for identifying and mentoring professionals interested in the HCA Executive Development ACNO program. “Edith’s mentoring has allowed me and others to develop and improve the skills needed to become successful nursing executives so that we can continue to advance nursing practice and mentor other future nursing executives,” says Kevin Manning, ACNO, West Valley Medical Center.

Ms. Irving’s experience and influence helped lead Idaho State University’s (ISU) Nursing Program to a ten year extension accreditation by the Commission on Collegiate Nursing Education in 2011. ISU has the most nursing programs and the most accredited number of programs of all Idaho universities. And we can’t forget that she spent several years on the nursing faculty for Boise State University.

Ms. Irving has also served in leadership roles for organizations that promote the advancement of nursing, including the Idaho Alliance of Leaders in Nursing, Idaho Organization of Nursing Executives, and the Idaho Commission on Nursing and Nursing Education.

Ms. Irving is retiring from her position as chief nursing officer at West Valley Medical Center. Without question, she has left WVMC a better place. More importantly, her mentoring and passionate support of Idaho nursing leaders has had profound impact on the next generation. Her leadership, wisdom, and commitment will be dearly missed.

**John Kee**

John Kee, St. Luke’s vice president of physician services, has earned a reputation as a health care industry leader, one you can turn to when you need something accomplished, and accomplished well.

Mr. Kee has worked in Idaho health care for more than 30 years. He graduated from the University of Idaho in 1976 with a degree in accounting and took a position at McCall Memorial Hospital as controller. From there, he built an impressive resume in the field that fuels his passion for excellence.

Gary Fletcher, St. Luke’s Health System’s former COO said, “Mr. Kee’s skills are unmatched by many in the health care industry.”

“I’m not sure I have ever met anyone who has the breadth of competencies that John has,” Fletcher said. “When he determines what the right thing is to do, he is unwavering in his focus to get it done.”

There are very few titles he hasn’t held during his long career in health care. He’s been a controller, manager, director, administrator, COO and CEO. He joined St. Luke’s in 2006, when he was serving as CEO of Magic Valley Regional Medical Center during the time they merged with St. Luke’s.

Mr. Kee joined Magic Valley Regional Medical Center in 2000 as the chief operating officer. He was named CEO in 2002. Those who worked with him during his tenure at Magic Valley credit him for transforming health care in the area during a very contentious time when two local hospitals were locked in an ongoing competition.

Physicians in the Magic Valley were fiercely independent and most did not even share call with one another. But Mr. Kee was able to change this by focusing on building physician relationships - a skill he has honed throughout his career.

“His talent and skills in bringing physicians together with one another and with the hospital is absolutely remarkable,” said Debbie Kytle, administrator of physician services at Magic Valley.
Ms. Kytle said he accomplished key milestones in the community, including: stabilizing primary and specialty care; facilitating the merger of the two competing hospitals, Magic Valley Regional Medical Center and Twin Falls Clinic; creating the first significant electronic medical record in Idaho; and successfully achieving the merger between Magic Valley and St. Luke’s, which ultimately led to a new, state-of-the-art hospital for the Magic Valley community, and the creation of St. Luke’s Health System.

“I sincerely believe that health care in the Magic Valley has evolved into one of the best in the state, and possibly the country, due to John Kee’s leadership,” Kytle said. “I do not believe we would have the system we have today if he had not come to Twin Falls.”

Mr. Kee continued as CEO of St. Luke’s Magic Valley before transitioning into an executive leadership position with St. Luke’s Health System, where he has served as vice president of physician services since 2007.

Throughout his career with St. Luke’s, he has often been called on to assume multiple simultaneous roles. One of those assignments was to act as interim CEO of St. Luke’s Wood River Medical Center—a position that required him to commute between Wood River and Boise several times a week.

Despite his need to work in two different areas, he made sure that he was always visible at Wood River as the organization made the transition to find a new CEO. While doing double-duty at Wood River and the Health System, Mr. Kee set the foundation for improved mental health, diabetes care, and pediatrics in the Wood River Valley. Thanks to his work, Wood River residents now have convenient access to a psychiatrist and a mental health clinic in Hailey, as well as pediatric providers and a diabetes education program.

As he reaches the end of his health care career, he’s more than earned the right to spend more time with his wife and four grown children, who all have impressive careers of their own. But as he departs, it’s clear to all who have had the pleasure to work with him that his leadership, dogged determination and desire to improve health care in Idaho leaves a lasting legacy that will go a long way toward truly transforming health care in our state.
Traci Gluch, RN BSN, received her BSN from Arizona State University in 2008. Currently, she is an RN V staff nurse at St Luke’s Regional Medical Center where she is a relief charge nurse, and primary preceptor in the Boise Surgical ICU. In addition to being a member of the Code Team and Rapid Response Team, Ms. Gluch works closely with the unit based educator to roll out new models of competency, and functions willingly as an expert preceptor for new staff. She has completed the Johns Hopkins evidence-based practice course and chairs the Boise Critical Care Units PI Committee and was a past co-chair of the Education Committee.

While she has always been involved in shared governance, during this past year she excelled. Ms. Gluch accepted her peers’ nomination as chair of the Boise SICU Practice Improvement Committee. In this role, she integrated the committees and expanded unit representation. Her leadership among her peers improved the Boise critical care documentation compliance from 70% to >90%, a project which will be featured in the 2014 Magnet redesignation document, as an example of how nurses engage in evaluating data to improve patient safety outcomes. In addition, she implemented peer auditing and peer feedback processes that empower nurses to collaborate as peers and be accountable to each other. As a result, she increased the level of professional engagement within the units which has been a catalyst to the expansion of this practice to other sites.

She is an engaged, consistent leader among her peers, and she is thorough and dependable. Rick Bassett, critical care clinical nurse specialist states, “Traci is an experienced critical care nurse who provides both expertise at the bedside and within the shared governance process. She is a leader, innovator, and facilitator for seeking out evidence-based practice. Her efforts and leadership have successfully resulted in the improvement of clinical practice and the care provided to our critically ill patients. These actions are representative of her commitment to excellence and demonstrate why Traci is such an influential role model to her peers.”

Julie Hoerner MA, BSN, RN, CEN, is the director of emergency and trauma services at Kootenai Health (KH) in Coeur d’ Alene, a position she has held since 2007. She received her BSN from Eastern Washington University in 1985, and her MA in Leadership and Management from Webster University in 2011. Since receiving her nursing degree, Ms. Hoerner has worked as a nurse educator, and nurse manager and continually grown in her ability to lead others and produce outcomes that help patients and community.

In addition to her current responsibilities as a unit director, she regularly teaches courses for nurses and other emergency personnel. She oversees the Sexual Assault Nurse examiner program at Kootenai Health, which provides highly professional services for victims of sexual assault. Noticing an increasing trend of violence in the emergency room, for the past two years she has worked very hard to get the Violence Against Health Care Workers legislation passed in Idaho. She traveled twice to Boise during the 2014 session to testify eloquently before legislative committees, spearheaded a letter writing campaign at KH, and met individually with senators and representatives. Her hard work certainly contributed to the successful passage of this bill.

In 2014, KH became a level III trauma center. While this was a team effort, Ms. Hoerner’s contribution was significant. She is committed to developing the future health care workforce and its leaders. She has mentored a number of successful managers at KH, as well as mentoring Summer Student Health Interns, a program that provides pre-medical students with real world experience.
We invite you to join us at this year’s convention as we honor IHA President and CEO STEVEN A. MILLARD for his 39 years of extraordinary service to the Association. He will be honored during General Session on Tuesday, October 7.
## REGISTRATION FORM TEMPLATE

### 81st Annual Convention
Sun Valley Resort | Sun Valley, ID
October 4-7, 2014

ALL registrations must be completed online at
https://www.teamiha.org/Education/Convention/Registration/Index.cfm

**Registration Deadline: September 25, 2014, 5:00 PM MT**

| Name | ___________________________
| Title | ___________________________
| Organization | ___________________________
| Address | ___________________________
| City | State | Zip | ___________________________
| Phone | Fax | ___________________________

- Attendee’s E-mail ____________________________________________________________________________
- Spouse/Guest First and Last Name (only if attending) ____________________________________________________________________________

### AUXILIARY/VOLUNTEER EVENTS

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<th>Event</th>
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<tr>
<td>Registration Fee</td>
<td>$45</td>
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<td>- Education - Sunday, October 5, 1:30 – 4:00 p.m.</td>
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<tr>
<td>- Breakfast, Lunch, Education - Monday, October 6, 9:00 a.m. – 4:00 p.m.</td>
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**NOTE:** In addition to the fee listed under ‘Price’ for the following events, an additional $25 IHA general registration fee will be charged per event, not to exceed $100. Auxiliaries/Volunteers registering for any of the events below, i.e., Chairman’s Celebration, will only be charged the event fee, in addition to the fees above. IHA general registration fees do not apply to Auxiliaries/Volunteers.

### IHA BUSINESS MEETING

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<td>IHA Membership Meeting – Sunday, October 5, 7:30 a.m. – 12:00 p.m.</td>
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(This meeting is open to employees of IHA member hospitals/health systems, IHA staff and invited guests ONLY – materials provided under separate cover)

### GENERAL EVENTS

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<td>Chairman’s Celebration – Sunday, October 5, 6:00 – 8:00 p.m.</td>
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<td>Issue Briefing – Best Practices in Decision Making: The Movement Toward Evidence-Based Management – Monday, October 6 – 8:00 – 9:00 a.m.</td>
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<td>Issue Briefing – Embracing Telemedicine to Deliver Health Care Closer to Home and Improve Access to Care – Monday, October 6 – 9:30 – 10:30 a.m.</td>
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<td>Issue Briefing – Current Events in Health Care Reform: A Provider and Employer Perspective – Monday, October 6 – 11:00 a.m. – 12:00 p.m.</td>
<td>$25</td>
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<td>General Session (Awards Presentation/Chairman’s Address/Keynote Address) Tuesday, October 7, 9:00 a.m. – 12:00 p.m.</td>
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</table>
# ALLIED GROUP AND SPECIAL FOCUS PROGRAMS

<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) Luncheon and Education – Monday, October 6, 12:00 – 1:30 p.m.</td>
<td>$60</td>
<td></td>
<td>$</td>
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<tr>
<td>Chivaroli &amp; Associates Insurance Services Luncheon and Meeting <em>(For Chivaroli Clients and Invited Guests ONLY)</em> – Sunday, October 5, 12:00 – 2:30 p.m.</td>
<td>N/C</td>
<td></td>
<td>$</td>
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<tr>
<td>Critical Access Hospital (CAH) Breakfast and Education – Tuesday, October 7, 7:30 – 8:45 a.m.</td>
<td>$50</td>
<td></td>
<td>$</td>
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<tr>
<td>Healthcare Financial Management Association, Idaho Chapter (HFMA) – Sunday, October 5, 1:00 – 5:00 p.m.; Monday, October 6, 7:30 a.m. – 12:15 p.m.</td>
<td>$100</td>
<td></td>
<td>$</td>
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<tr>
<td>Health Informatics – Sunday, October 5, 12:00 – 4:45 p.m.</td>
<td>$50</td>
<td></td>
<td>$</td>
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<tr>
<td>Idaho Healthcare Human Resource Association (IHHRA) – Monday, October 6, 8:00 a.m. – 1:30 p.m.</td>
<td></td>
<td></td>
<td>$</td>
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<tr>
<td>• Members</td>
<td>$70</td>
<td></td>
<td>$</td>
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<tr>
<td>• Non-Members</td>
<td>$100</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Idaho Society for Directors of Volunteer Services (ISDVS) – Sunday, October 5, 9:00 a.m. – 3:00 p.m.</td>
<td>$35</td>
<td></td>
<td>$</td>
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<tr>
<td>Idaho Society for Healthcare Engineering (ISHE) – Sunday, October 5, 7:00 a.m. – 4:45 p.m.; Monday, October 6, 8:30 – 12:15 p.m.</td>
<td>$50</td>
<td></td>
<td>$</td>
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<tr>
<td>Idaho Society for Healthcare Marketing and Public Relations (ISHMPR) – Sunday, October 6, 10:00 a.m. – 3:30 p.m.</td>
<td>$95</td>
<td></td>
<td>$</td>
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<tr>
<td>Nurse Leaders of Idaho, Inc. (NLI) – Sunday, October 5, 8:30 a.m. – 2:30 p.m.</td>
<td></td>
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<tr>
<td>• Full Day</td>
<td>$100</td>
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<td>$</td>
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<tr>
<td>• Breakfast and A.M. Session</td>
<td>$50</td>
<td></td>
<td>$</td>
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<tr>
<td>• Lunch and P.M. Session</td>
<td>$50</td>
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<tr>
<td>Performance/Quality Improvement for Critical Access Hospitals (CAHs) – Monday, October 6, 8:00 a.m. – 12:00 p.m.</td>
<td>$60</td>
<td></td>
<td>$</td>
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<tr>
<td>Trustee Education and Luncheon – Sunday, October 5, 12:00 – 4:15 p.m.</td>
<td>$85</td>
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<td>$</td>
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</tbody>
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## TOTAL – EVENT FEES

| TOTAL IHA GENERAL REGISTRATION FEES ($25 per event, not to exceed $100) | $     |
| • 1 event = $25                                                        |       |
| • 2 events = $50                                                       |       |
| • 3 events = $75                                                       |       |
| • 4 or more events = $100                                              |       |

## TOTAL AMOUNT DUE

$     

### Cancellation Policy

A non-refundable processing fee of $40 will be retained for all cancellations. Cancellations received after 5:00 p.m. on September 25 are non-refundable. All fees associated with an event are forfeited for those who fail to cancel within the stated time period or fail to attend an event. Registrants unable to attend are permitted and encouraged to send a substitute at no extra charge. Qualifying refunds will be processed after October 20. 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.