

Featured keynotes



Dr. Jonathan Burroughs



Dr. John J. Byrnes



Colleen McCrory

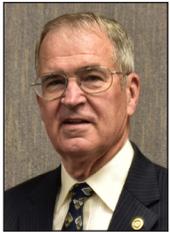


**21<sup>st</sup> Annual Western Regional Trustee Symposium**  
**June 7-9, 2017**

Hilton Santa Fe Buffalo Thunder | Santa Fe, New Mexico

# You are Invited!

Dear fellow trustees and healthcare executives,



On behalf of the planning committee, I extend an invitation to attend the 21<sup>st</sup> Annual Western Regional Trustee Symposium (WRTS) on June 7-9, 2017, at the Hilton Santa Fe Buffalo Thunder in Santa Fe, New Mexico.

Santa Fe, "The City Different," has a legendary history and culture that will fascinate and inspire you. Its art galleries and diverse visual arts span from ancient traditional art to the most contemporary, making it one of the largest art markets in the country.

This year's theme, "Blazing New Trails in Trustee Governance," reminds us that healthcare is an ever-changing landscape that needs to be continuously developed and maintained. Governance is a key part of the vitality and growth of that terrain. The governing board, in partnership with management, determines guiding policy. While management is charged with implementation, the governing board is responsible for oversight. It is crucial that leadership and management work together to achieve success.

Engaged and informed board members are an integral part of successfully guiding hospitals into the future. The tools, knowledge and strategies being shared by this year's keynote line-up and breakout session speakers are intended to enhance trustee and governing board effectiveness, and the hospital/trustee partnership. Both new and experienced trustees are sure to find value in attending, and healthcare executives and trustees are encouraged to attend as a team.

I would like to take this opportunity to thank our sponsors. Without their participation and support, this symposium and its various educational opportunities and networking would not be possible. Please take a few minutes to review the brochure. We are certain you will agree that this promises to be another quality event with top-notch speakers. Don't miss out. Register today! We look forward to seeing you in Santa Fe.

Sincerely,

**Norm Arnold, Chair**

21<sup>st</sup> Annual Western Regional Trustee Symposium  
Board Chair, Gerald Champion Regional Medical Center  
Alamogordo, NM



# Thank You Sponsors!

## PLATINUM



## GOLD



## SILVER



## BRONZE



# Lodging Information

## Who Should Attend?

Trustees and executive leadership staff are encouraged to attend as a team. A discount is provided if four or more individuals attend from the same organization and register under one payment. Spouses and guests are also welcome to attend the group breakfasts and Welcome Reception, but will need to register. All hospital trustees, executives or other employees who are members of a state hospital association, regardless of their location in the U.S., are invited to attend.

## Why Should You Attend?

Symposium attendees learn and connect through educational sessions, networking and information exchange with hospital and healthcare trustees and executives.

## Resort Information

The Symposium will take place at the Hilton Santa Fe Buffalo Thunder. The delightful guest rooms are decorated in a Spanish-Pueblo style and feature hand-designed furnishings and oversized windows or balcony overlooking the mountains. The hotel offers a variety of activities, six restaurants and indoor and outdoor swimming pools.

The Wo' P'In Spa features nourishing Native American-inspired treatments and the Towa Golf Club offers

three golf courses. WRTS guests will receive a 10% discount on spa services. For those wishing to hit the links, the rate for WRTS guests is \$65/per player. The Hilton Santa Fe Buffalo Thunder Casino is a 61,000 sq. ft. Vegas-style establishment, located on the ground level of the hotel, and houses 1,200 slots and 18 tables, music and entertainment. Guest and meetings rooms are non-smoking.

## Lodging

The rate at Hilton Santa Fe Buffalo Thunder will be \$119/night + resort fee and tax. Cancellations must be made 24 hours prior to arrival. Check-in is at 4:00 p.m. and check-out is 11:00 a.m. Self-park in a free lot or valet for \$12.

## Room Block and Reservation Cut-Off

A room block has been established through May 17, 2017. Reservations will be accepted after this date at the hotel's prevailing rate and based on availability.

Reservations may be made by calling **1.800.445.8667** and mentioning the Western Regional Trustee Symposium (**code WRTS**). Rate is available three days pre-symposium.

Reserve your room online at:

<http://group.hilton.com/WesternRegional>

Group code: WRTS

## Guarantee Policy

Confirmed reservations require an advance deposit equal to one night's room rental, + resort fee and tax.

## Cancellation Policy

Cancel more than 24 hours in advance of your arrival date to avoid a penalty equal to one night's room rental + resort fee and tax.

## Transportation

Hilton Santa Fe Buffalo Thunder is conveniently located just 15 minutes from downtown Santa Fe and approximately one hour from Albuquerque International (ABQ) Sunport. Visit the ABQ airport website: [abqsunport.com/getting-around/ground-transportation/](http://abqsunport.com/getting-around/ground-transportation/)

## From Albuquerque International Sunport

Driving: Exit airport to I-25 North and continue toward Santa Fe. Exit St. Francis Northbound toward Espanola/Taos. St. Francis becomes Highway 84/285 and continue to Exit #177, Buffalo Thunder Road.

## From Santa Fe County Municipal Airport

Driving: Exit airport to Relief Route 599 and take Relief Route 599 Northbound. Relief Route 599 will intersect with Highway 84/285. Take 84/285 Northbound. Exit #177 to Buffalo Thunder Road and turn right. Distance to the hotel is approximately 23 miles.



10:00 a.m.

**Registration and Sponsor Showcase**

11:00 – 11:30 a.m.

**Opening Ceremony**

Jeff Dye, President & CEO  
New Mexico Hospital Association - Albuquerque, NM

Norm Arnold, Chair  
21<sup>st</sup> Annual Western Regional Trustee Symposium  
Board Chair, Gerald Champion Regional Medical Center  
Alamogordo, NM

11:30 a.m. – 12:15 p.m.

**Symposium Welcome Luncheon**

This luncheon will afford trustees the opportunity to visit with new and long-time colleagues.

12:15 – 1:15 p.m.

## Keynote Address

### Innovative Best Practice Governance for the 21<sup>st</sup> Century

Jonathan H. Burroughs, MD, MBA, FACHE, FAAPL, President & CEO  
Burroughs Healthcare Consulting Network, Inc. - Glen, NH



As healthcare transformation compels organizations to transform both its business and care models, healthcare governing bodies will need to transform how it governs and oversees both the quality and cost effectiveness of the healthcare services provided. This presentation covers national “best practice” approaches that top performing governing bodies are utilizing to ensure that their organizations not only survive, but thrive in a radically altered business and clinical environment.

Dr. Jonathan H. Burroughs works with some of the nation’s top healthcare consulting organizations to provide “best practice” solutions and training to healthcare organizations throughout the country in the areas of governance, physician–hospital alignment strategies, credentialing, privileging, peer review and performance improvement/patient safety, medical staff development planning, strategic planning, physician performance and behavior management, as well as ways in which physicians and management can work together in new ways to solve quality, safety, operational, and financial challenges through the creation of population health programs and clinically integrated networks. Dr. Burroughs serves on the national faculty of the American College of Healthcare Executives and the American Association for Physician Leadership, where he has been consistently rated as one of their top speakers and educators.

1:30 – 4:30 p.m.

## The Trustee Toolkit Mini Workshop

*(This session is intended for new trustees.)*

Stacy Cantu, CAE, CGT, Vice President, Chief Governance Officer, Texas Health Resources - Arlington, TX



A hospital board’s responsibility is greater than ever. Hospital board members, both individually and collectively, must know their fiduciary duties and have an understanding of the environment in which their hospital must operate. This popular session was created for trustees serving in their first term on a hospital board. The session will review the legal duties of a board member, the board building cycle and ways to engage the community in the hospital, seven things every board should focus on as well as better meeting practices. Participants will leave with tools and ideas to take back to their boardrooms, as well as governance best practices and an overview of the current healthcare landscape.

Stacy Cantu has served as vice president and chief governance officer for Texas Health Resources (THR) since December 2016. THR is a \$4 billion health system with more than 40 boards and committees. Cantu served as the President/CEO for Texas Healthcare Trustees (THT), a statewide association for board members of hospitals, from January 2007 to December 2016. During her tenure at THT, Cantu was responsible for launching the Healthcare Governance Certified Trustee program, overseeing the creation of self-study tools, establishing onsite education at member hospitals and achieving a 99% increase in revenue over her first five years. Cantu facilitates board strategic planning sessions and speaks around the country on governance topics. Cantu achieved the designation of Certified Governance Trainer in 2016 from BoardSource.

1:30 – 2:45 p.m.

## Concurrent Sessions 1-3

### Session 1: How Small and Rural Healthcare Organizations Can Succeed in Healthcare Transformation

Jonathan H. Burroughs, MD, MBA, FACHE, FAAPL, President & CEO  
Burroughs Healthcare Consulting Network, Inc. - Glen, NH



The challenge for most rural organizations under fee for service is there are significant incentives to attempt to provide “all things” including more complex surgeries, ICUs, high margin testing/ procedures etc. Whereas in the new global economy, most will be incentivized to become “micro-hospitals” with high performing population health services, home health, post-acute care, telehealth and e-health (connected to regional urban centers), and create retail outlets to replace high-cost EDs for healthy individuals with acute issues. This is a radically different model

that they will need to prepare for as the reimbursement methodologies rapidly evolve and cost plus reimbursement is further scrutinized in the face to true cost accounting.

### Session 2: The Marijuana Experiment: Decisions for Healthcare Providers

Sharon Caulfield, Shareholder, Brownstein Hyatt Farber Schreck, LLP - Denver, CO



The drive to increase public access to marijuana and cannabis medicinals continues. The western United States has proven to be open to new approaches to marijuana regulation, but the changing cannabis landscape offers many untrodden paths. Federal and state enforcement priorities often differ on questions of patient access, the use of hemp products and cannabidiols, and caregiver participation in marijuana handling. This program will introduce trustees to the wide variety of cannabis medicinal products that are available, provide guidance about cannabis use

by employees and patients, and educate about the interplay between federal and state laws and regulations.

Sharon Caulfield’s decades of experience in healthcare law and background in employment law allow her to advise healthcare clients in many aspects of regulatory compliance, operational effectiveness and good employment practices. Her practice

focuses on business and regulatory advice for all types of healthcare providers, ranging from critical access hospitals to academic medical centers and also including individual professionals. Caulfield engages in business planning, Medicare compliance oversight and reporting, HIPAA privacy and security policies, antitrust counseling, managed care organizational development and insurance contracting, fraud and abuse and Stark law counseling, provider credentialing and administrative matters under the HCQIA, tax exemption advice, governmental and critical access hospital regulatory compliance, and many other elements of healthcare provider operations.

### Session 3: Addressing Unfortunate Truths: The Growing Problem of Provider Drug Diversion and Tactics to Manage Against It

Thomas M. Donohoe, Hall Render Killian Heath and Lyman - Denver, CO



Opioid addiction continues to be a significant problem in the United States, especially in rural communities, and healthcare providers are not immune from its reach. The resulting effect may be both damaging for community hospitals that employ these providers and the patients they serve. This presentation will address the unique legal, regulatory and practical risks provider drug diversion presents for hospitals and how hospital governing boards may assist their organizations and administrations in managing these risks.

Tom Donohoe is an attorney with the nation’s largest law firm dedicated to health law and advises hospitals on a wide range of transactional, regulatory and operational matters. He has particular experience in advising rural healthcare providers on the unique issues they may face. Donohoe graduated cum laude from Indiana University Robert H. McKinney School of Law in 2008 with a concentration and honors in healthcare law. He is admitted to the bar in Indiana, Colorado and Montana.

2:45 – 3:15 p.m.

Break and Sponsor Showcase

3:15 – 4:30 p.m.

Concurrent Sessions Repeat

5:00 – 6:00 p.m.

Welcome Reception

Whether you are a seasoned veteran of the symposium or a new attendee, this informal reception is the perfect conclusion to a full day of activities.

8:00 – 8:45 a.m.

## Breakfast Buffet & Table Topic Discussions

Tables will be labeled with topics and you may choose the one that interests you most.

9:00 – 10:15 a.m.

## Keynote Address

### The Board's Role in Quality and Patient Safety

John J. Byrnes, MD - Grand Rapids, MI



Boards play a critical role in advancing quality and safety. Some boards are engaged, and others just aren't. Top performing organizations have boards that actively lead, support and advance quality and safety. In this presentation, Dr. Byrnes will share how to get your board fully engaged and what results when you do.

At the end of the presentation, participants will be able to:

- Outline five best practices of high performing boards.
- Describe five (board-driven) tactics that will directly improve quality and safety.
- Prioritize their quality initiatives that will move their organization to the top of the national ratings.

Dr. John Byrnes is widely recognized as one of the nation's leading experts and consultants on quality, safety and physician-hospital relationships. His presentations and workshops are dynamic and immensely practical—always motivating his audience to create a culture of excellence that delivers world-class clinical outcomes. Many of his clients have obtained the prestigious 100 Top Hospital and 15 Top Health System designations. Dr. Byrnes has held senior executive positions at some of the nation's leading healthcare systems, including Spectrum Health System, Sharp HealthCare, Catholic Healthcare West and Lovelace Health Systems.

Dr. Byrnes has over 20 years of practical experience leading, developing and implementing quality and safety programs in hospitals, medical groups and integrated healthcare systems throughout the United States and Europe. During his 10-year tenure as chief quality officer at Spectrum Health, the organization received over 100 quality awards and was twice ranked as one of the 10 Top Health Systems in the nation. Also an early pioneer in disease management and population health, Dr. Byrnes led the development of the award-winning Episodes of Care™ program that is now a foundational element of bundled-payment and patient-centered medical home initiatives.

10:30 – 11:45 a.m.

## Concurrent Sessions 4-7

### Session 4: Hospital Finance 101

Carla Neiman, CHFP, CFO & Risk Manager, Clark Fork Valley Hospital - Plains, MT



This session will provide an introduction to hospital finance geared to trustees. We will discuss the role of finance with respect to governance and quality, introduce unique concepts in hospital finance, review standard financial reports and metrics, and discuss current trends in healthcare finance. Objectives include:

- Understanding the role of finance in your hospital's successful pursuit of its mission.
- Understanding the impact of reimbursement methodology, cash flow, and the external environment on financial strategy and performance.
- Assessing financial results through reviewing financial reports and metrics.

Carla Neiman has been the CFO and risk manager at Clark Fork Valley Hospital in Plains, Montana since 2002. Prior to that, she held positions as director of communications and development, business office manager and special projects manager at the hospital. She served on the hospital's governing board for eight years prior to joining the staff. Neiman has a BS in business finance from MSU, Bozeman and a MHA from the University of Minnesota. She is active in the Montana Chapter of HFMA, serving currently as president-elect.

### Session 5: Telemedicine: Who, What, Why & Where

Catherine M. Ballard, Partner, Bricker & Eckler, LLP - Columbus, OH



Telemedicine is an integral part of the healthcare world. Some states permit credentialing by proxy and some states do not. Some states have a strong peer review privilege and some states do not. This means that it is extremely important that the contract that is developed between "distant sites" and "originating sites" reflect not only compliance with CMS Conditions of Participation, but also that the contract reflects the reality of the responsibilities of the parties in light of the state requirements of the two sites.

This session will cover these areas and provide best practices for what needs to be included in these contracts.

- Identify provisions that need to be included in contracts for credentialing by proxy
- Identify that pros and cons of entering into contracts for credentialing by proxy
- Describe the role of State law, Centers for Medicare and Medicaid Conditions of Participation and private accrediting entities in telemedicine credentialing, privileging and regulation.

Catherine Ballard is a 1985 graduate of The Ohio State University College of Law and is a partner at the law firm of Bricker & Eckler LLP in Columbus, Ohio. She works in the areas of hospital/medical staff integration, medical staff and hospital-employed physician integration, quality assessment and related peer review matters. Ballard develops medical staff governing documents and provides advice on accreditation, scope of practice, and general patient care. She is a regular speaker at national forums on these issues and others.

## Session 6: Solving Our Patient Safety Crisis: A Practical Solution

John J. Byrnes, MD



Medical errors rank as high as third among causes of death in the United States, with 210,000 to 440,000 Americans dying each year from preventable hospital medical errors. Many organizations have made fantastic progress, but many are struggling. For example, the Leapfrog Group recently updated the results of its nationwide safety survey of hospitals and found that 40% received a C, D or F rating based on the Hospital Safety Score.

In this workshop, we'll review the top 10 strategies used by award-winning organizations to eliminate 90% of harmful medical errors.

- The irrefutable facts – Why America has a patient safety crisis.
- The most effective strategies used by award winning organizations to improve patient safety.
- Case studies from DeVos Children's Hospital in Grand Rapids, Michigan and Nationwide Children's Hospital in Columbus, Ohio.

## Session 7: New Mexico Hospitals: Ensuring Access to Rural Healthcare

Christina R. Campos, MBA, FACHE, Administrator, Guadalupe County Hospital - Santa Rosa, NM & Jim Heckert, CEO, Gerald Champion Regional Medical Center - Alamogordo, NM

With only 17 people per square mile, New Mexico is among America's least densely populated states. Deep understanding of the community and surrounding area, its culture, and its needs, as well as complex regulatory, financial, and economic dynamics are critical to the success of a rural hospital. Models that shape thriving rural hospitals are as diverse as the people for whom they provide access to care. Two New Mexico healthcare leaders from very different facilities will share strategies for providing services in a rural environment. Hear about challenging projects, lessons learned, and the role of the Board in achieving and maintaining success.



Robert J. "Jim" Heckert brings global experience including as Chief of Staff at Walter Reed Army Medical Center in Washington, DC, Administrator of U.S. Army Community Hospital in Vicenza, Italy, CEO of Daviess Community Hospital in Indiana, and now to this 100-bed facility in a micropolitan area of 30,000. Among his many accomplishments at GCRMC, he has grown physician practices from 3 to 18 with 43 providers, established a hospitalist program, brought comprehensive inpatient and outpatient Behavioral

Medicine services to the community and most recently established a Cath Lab at the hospital. Prior to arriving in New Mexico, Heckert served as the Chairman of the Indiana Hospital Association's Council on Rural Health. Currently he is New Mexico Hospital Association Board Chair.



Christina R. Campos has revitalized the 10-bed hospital, improving and expanding services, training local staff and eliminating "travelers," and spearheading construction of a patient-centered and high-tech replacement facility which opened in 2011. She serves on the U.S. HHS National Advisory Committee on Rural Health and Human Services, and recently served on the American Hospital Association's national Task Force on Ensuring Access in Vulnerable Communities. She is a past New Mexico Hospital Association Board Chair and serves now on its Board of Directors.

12:00 – 1:00 p.m.

## Luncheon & AHA Federal Update

Mike Rock, Senior Associate Director, Federal Relations  
American Hospital Association - Washington, DC



Enjoy lunch while Mike Rock provides a comprehensive federal perspective on pending legislation and the new administration's agenda affecting hospitals. The federal update is designed to share innovative ideas and information as we collaborate to provide better healthcare services to our communities.

Mike Rock worked on Capitol Hill as staff assistant to U.S. Senator Roman Hruska from 1975 to 1977 and served as legislative assistant to U.S. Representative Charles Thone from 1977 until

1978. He then was legislative staff director to U.S. Representative Virginia Smith. Mr. Rock joined the AHA as a lobbyist in 1984. He has covered the Budget and Appropriations Committees of both Houses, the House Commerce Committee and the Senate Committee on Health, Education, Labor and Pensions. He is currently responsible for the House Ways and Means Committee, and the Senate Finance Committee, specializing in Medicare, tax, capital financing and health system reform issues.

1:00 – 1:30 p.m.

**Sponsor Showcase**

1:30 – 2:45 p.m.

**Concurrent Sessions Repeat**

3:00 – 4:30 p.m.

## Special Session

### Bringing the Board to Quality

Steven Tremain, MD, FACPE, Physician Improvement Advisor, Cynosure Health  
Benicia, CA



The board receives and reviews multiple reports reflecting the hospital's business operations, including quality results. Yet, board members may not feel confident interpreting quality and patient safety reports and unsure what they can do to help the organization reduce patient harm.

This interactive session will provide participants with actionable "How to" approaches to move from information to improvement. The presentation will include an overview of the Hospital Innovation Improvement Networks (HIIN), the model for improvement, the information and "actionable" data they should expect to see, tips for data and information interpretation, and the value of patient stories and "board rounds."

Dr. Steve Tremain is a physician improvement advisor for Cynosure Health. Board certified in Family Medicine, Dr. Tremain, has worked as a hospital-based clinician and teacher, and served as Chief Medical Officer for over 20 years. He was the executive sponsor for improvement teams that were awarded mentor status by the Institute for Healthcare Improvement in the areas of medication reconciliation, rapid response teams, and ventilator associated pneumonia. For the HRET HEN, Dr. Tremain is national clinical lead for harm reduction in the topic areas of adverse drug events, C difficile and VTE.

**There is no scheduled dinner event. Attendees will have the opportunity to explore the beautiful Santa Fe area on their own with a plethora of dining options for local cuisine.** For a list of restaurants in Santa Fe, visit [https://santafe.org/Visiting\\_Santa\\_Fe/Dine/](https://santafe.org/Visiting_Santa_Fe/Dine/)

7:45 – 8:15 a.m. Breakfast Buffet

8:30 – 10:15 a.m.

## Keynote Session

### Coaching 2.0: How Trustees Can Support Taking the Patient Experience to the Next Level

Colleen McCrory, MBA, FACHE, Studer Group - Pensacola, FL



A critical success factor to leadership is the ability to coach. There is an “Art and Science” to exemplary coaching, which can be engaged by the hospital C-suite, as well as its board members. Leaders often sit comfortably in the science, but “Coaching 2.0” goes beyond the mechanics of running a successful hospital operation and giving generalized feedback. Today’s healthcare leaders need to master the “art” of coaching to enable their staff to flourish in their development, reproduce rewarded behaviors, understand individual and collective opportunities for

development, and be able to demonstrate what “right looks like” all while holding staff accountable for greater levels of performance. Let’s advance as leaders in the board room and move from coaching foundational tactics to coaching theory—the Art of Coaching 2.0!

Learning objectives:

- Learn key leadership tactics to drive greater performance from your C-suite and staff.
- Articulate Support-Coach-Support approach to giving effective feedback.
- As a leader be able to effectively coach beyond competency assessments to skill development.
- Understand how to move your patient experience to a Culture of Always.
- Strengthen Service Recovery through apologies and appreciative listening.

Colleen McCrory, a healthcare executive with more than 18 years of experience, is focused and passionate about facilitating change and developing high-performance teams. McCrory first joined Studer Group in 2011 as a coach. Most recently, she returned to Studer Group in 2016 after serving as the Chief Experience Officer for the nation’s ninth largest public hospital, Broward Health Medical Center. McCrory led the patient and family-centered care model encompassing: patient satisfaction,

patient advocacy, complaint and compliment management, volunteer services, concierge services and overall customer service. Coupled with her Studer Group coaching experience, she served as the key subject matter expert and advisor to CEOs in improvement initiatives surrounding value-based purchasing and HCAHPS performance, evidence-based leadership, employee engagement and physician satisfaction. Her quick results and ability to influence organizational culture led to an interim role as COO for the 1.2M square-foot facility with over 750 beds and an average daily census of 525. She was recognized by the South Florida *Business and Wealth Magazine* as an “Up and Comer in Healthcare,” in 2015.

10:15 – 10:30 a.m.

## Closing Remarks

Norm Arnold, chair of the 21<sup>st</sup> Annual Western Regional Trustee Symposium, will offer comments to conclude the symposium.

## About the Western Regional Trustee Symposium

The Western Regional Trustee Symposium (WRTS) offers quality health care governance programming at an affordable cost. Designed for hospital board members and executive leadership, the program broadens the participants’ awareness of current health care trends that affect them, and how they serve their boards and communities. Best practices of successful health care governance are shared for practical application in the boardroom.

WRTS provides excellent networking opportunities for trustees and leaders from hospitals of varying size and scope, and aims to challenge conventional thinking with fresh approaches to standard health care governance concerns and business practices.

The ultimate goal of the symposium is to form and maintain health care governance excellence at each hospital in the western and midwestern United States.

# Registration Information

You have three ways to register for the symposium. Confirmation will be sent to you within 10 days of receipt of your paid registration. The Western Regional Trustee Symposium is reasonably priced and hospitals are encouraged to send multiple attendees and benefit from the group discount.

All hospital trustees, executives or other employees who are members of their state hospital association are invited to attend.

## REGISTRATION FEES

**Registration deadline is May 19, 2017.** (A \$55 processing fee will be added to registrations received after that date and for any on-site registrations.)

Individual Hospital Member .....	\$499
(Includes Wednesday, Thursday and Friday sessions, breakfasts, lunches and Welcome Reception.)	
Four or More Hospital Members* .....	\$475
Spouse/Guest** .....	\$135
On-site Registration .....	\$550

\* Registrations must be received together to qualify for the discount.

\*\* The spouse/guest fee includes Welcome Reception, Thursday and Friday breakfast. This fee does not include Wednesday and Thursday lunches.

## HOW TO REGISTER

**ONLINE:** Register online at <http://WRTS.nebraskahospitals.org>

**MAIL:** Western Regional Trustee Symposium Registration  
Nebraska Hospital Association  
PO Box 82653  
Lincoln, NE 68501-2653

**FAX:** (402) 742-8191 (Credit card registrations only)

**IMPORTANT NOTE:** Payment must accompany your registration and can be made by check or Visa, MasterCard or Discover.

**Checks should be made payable to: NHA Foundation.**

## REGISTRATION CANCELLATION POLICY

Registration fees are non-refundable unless notice is received by May 19, 2017. However, alternates from the same hospital can be substituted. If a notice is received prior to May 19, refunds will be given less a \$75 administrative processing fee.

## QUALIFIED EDUCATION CREDIT (Non-ACHE Credit)

The Western Regional Trustee Symposium (WRTS) is authorized to award **11.5 hours** of pre-approved ACHE Qualified Education Credit (non-ACHE) for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

## ACCESS TO MEETING

WRTS wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act, please advise us by indicating any special needs on the registration form provided. You will be personally contacted to make arrangements.

## QUESTIONS ABOUT REGISTRATION?

Contact Heather Bullock at (402) 742-8148 or [hbullock@nebraskahospitals.org](mailto:hbullock@nebraskahospitals.org).

### STAY CONNECTED with WRTS!



[Facebook.com/WesternRegionalTrusteeSymposium](https://www.facebook.com/WesternRegionalTrusteeSymposium)



[Twitter.com/WRTS\\_symposium](https://twitter.com/WRTS_symposium)

# Blazing New Trails in Trustee Governance

June 7-9, 2017 | Santa Fe, New Mexico

Registration deadline: May 19, 2017

Please fill out a separate registration form for each person attending the meeting. If additional forms are needed, you may make copies. If you need assistance, contact Heather Bullock at (402) 742-8148 or e-mail hbullock@nebraskahospitals.org.

Please print clearly

Name & Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail of person attending symposium \_\_\_\_\_

Name, phone of individual filling out form if other than registrant: \_\_\_\_\_

## WEDNESDAY, JUNE 7

- **Keynote** - Innovative Best Practice Governance for the 21<sup>st</sup> Century  
12:15-1:15 p.m.  Attending  Not attending
- **Trustee Toolkit Mini Workshop** (Intended for new trustees. Do not select Concurrent Sessions if attending this workshop.)  
1:30-4:30 p.m.  Attending  Not attending
- **Concurrent Sessions** - Select one session for *each* time slot attending.
  1. Succeed in H/C Transformation  1:30-2:45 p.m.  3:15-4:30 p.m.
  2. The Marijuana Experiment  1:30-2:45 p.m.  3:15-4:30 p.m.
  3. Addressing Unfortunate Truths  1:30-2:45 p.m.  3:15-4:30 p.m.
- **Welcome Luncheon**  Attending  Not attending
- **Welcome Reception**  Attending  Not attending

## THURSDAY, JUNE 8

- **Breakfast**  Attending  Not attending
- **Keynote** - The Board's Role in Quality and Patient Safety  
9:00-10:15 a.m.  Attending  Not attending
- **Concurrent Sessions** - Select one session for *each* time slot attending.
  4. Hospital Finance 101  10:30-11:45 a.m.  1:30-2:45 p.m.
  5. Telemedicine  10:30-11:45 a.m.  1:30-2:45 p.m.
  6. Solving Patient Safety Crisis  10:30-11:45 a.m.  1:30-2:45 p.m.
  7. NM: Access to Rural Healthcare  10:30-11:45 a.m.  1:30-2:45 p.m.
- **Luncheon/AHA Federal Update**  Attending  Not attending  
12:00-1:00 p.m.
- **Special Session** - Bringing the Board to Quality  
3:00-4:30 p.m.  Attending  Not attending

## FRIDAY, JUNE 9

- **Breakfast**  Attending  Not attending
- **Keynote** - Coaching 2.0: How Trustees Can Support Taking the Patient Experience to the Next Level  
8:30-10:15 a.m.  Attending  Not attending

**SYMPOSIUM REGISTRATION FEE:** (Includes Welcome Reception, Thursday and Friday breakfast and lunch.)

Hospital Member: \$499/person  Four or More Members:\* \$475/person **TOTAL: \$ \_\_\_\_\_**

\*Multiple Registration Discount

If four or more individuals from your organization submit registrations at the same time, each may register at this reduced rate. This discount does not apply to a spouse and/or guest registering for the symposium.

**SPOUSE/GUEST FEE:**  Spouse/Guest: \$135 per person  
(Includes Wednesday Welcome Reception, and Thursday and Friday breakfast. This fee does not include lunches.) **TOTAL: \$ \_\_\_\_\_**

Spouse/Guest Name: \_\_\_\_\_

Spouse attending Welcome Reception  Spouse not attending Welcome Reception

**MISCELLANEOUS:**  Late/On-site Fee: \$55 per person  
(Registrations after May 19, 2017) **TOTAL: \$ \_\_\_\_\_**

### THREE WAYS TO REGISTER:

1. Register online at <http://WRTS.nebraskahospitals.org>
2. Mail registration form and check payment to:  
Western Regional Trustee Symposium Registration  
Nebraska Hospital Association  
PO Box 82653  
Lincoln, NE 68501-2653
3. Fax form with credit card information to (402) 742-8191

### METHOD OF PAYMENT:

- Check (Payable to Nebraska Hospital Association Foundation)
- Visa  MasterCard  Discover

Name on Card \_\_\_\_\_

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

Billing Address \_\_\_\_\_

### SPECIAL NEEDS:

Please describe \_\_\_\_\_



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The Western Regional Trustee Symposium is a collaboration between:

