2017 MHA HEALTH SUMMIT
Harnessing the Winds of Change

PARTICIPANT BROCHURE
AND REGISTRATION

March 22-24 | Radisson Colonial Hotel | Helena, Montana
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The Essentials

The Event
The MHA Health Summit is the premier educational opportunity to jump start member learning for a new season. Participants from every city and facility in Montana can expect to gain insight on some of the most important happenings in healthcare.

Continuing Education Credits
Courses eligible for nursing continuing education contact hours for Montana Board of Nursing licensure requirements are denoted with CNE.
Courses appropriate for Nursing Home Administrator credits are denoted with NHA.
Courses appropriate for Certified Professional in Healthcare Quality credits are denoted with CPHQ.

Requirements for credit:
• Attend/participate in the educational activity and review all course materials.
• Mark your attendance in the space next to each session you attend on the CE/Attendance verification form provided at the event.
• Retain the CE form for your records; MHA does not track CE credits for licensees.

Registration
Register Online or by mail/fax. Please refer to instructions on pages 17-18.

Conference Headquarters & Lodging
Please call the hotel directly and mention you are with the MHA Health Summit to receive the discounted rates:

Radisson Colonial Hotel
2301 Colonial Drive
Helena, MT  59601
(406) 443-2100
Group rates:
Double Queen - $95
King - $98
Deluxe King - $109
Cutoff Date: March 7, 2017
Click Here to make your reservations

CAH Registration
The MT Flex grant will financially support attendance for up to two staff members from a Montana CAH who work in quality, nursing director positions, or as CEO. MT Flex will cover the early bird conference registration fee, one night’s lodging and travel reimbursement. To receive financial assistance, attendees must attend the Flex Update and three additional Flex-aligned sessions.

Flex-aligned sessions are denoted with FLEX.

On-Site Registration
On-site registration and name badges for participants will be available on Wednesday, March 22 and Thursday, March 23. Registration will be in the Meadowlark Room in the Lobby of the Colonial.

Funding for portions of this conference is made possible by Grant #H54RH00046 (MT Medicare Rural Hospital Flexibility Grant) from the Health Resources and Services Administration (HRSA), Office of Rural Health Policy (ORHP) to MT Department of Public Health and Human Services (DPHHS). The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of HRSA or MT DPHHS. Mention of trade names, commercial practices, or organizations does not imply endorsement by HRSA or MT DPHHS.
Wednesday, March 22
9:00 am - 6:00 pm  Registration
10:30 - 12:30 pm  Flex Update
12:30 - 1:30 pm  Lunch
1:30 - 3:00 pm  Opening Keynote - Kathy Duncan
3:00 - 3:15 pm  Break
3:15 - 4:45 pm  Concurrent A Sessions
5:00 - 6:00 pm  Welcome Reception
6:00 - 9:00 pm  CAH QIC & DON Dinner
(by invitation only)

Thursday, March 23
7:00 am - 1:00 pm  Registration
8:30 - 10:00 am  QI Showcase Presentation 1 & 2
(Breakfast Included)
10:00 – 10:15 am  Break
10:15 - 11:45 am  Concurrent B Sessions
11:45 - 1:00 pm  Strolling Lunch with Vendors
1:15 - 2:45 pm  Keynote Speaker - Rosemary Tator
2:45 - 3:00 pm  Break
3:00 - 4:30 pm  Concurrent C Sessions
4:30 - 6:00 pm  Exhibitor Reception

Friday, March 24
8:00 - 9:00 am  QI Showcase Presentation 3 & 4
(Breakfast Included)
9:00 - 9:15 am  Break
9:15 – 10:45 am  Concurrent D Sessions
10:45 - 11:00 am  Break
11:00 - 12:00 pm  Closing Keynote – Mike Shimmens
12:00 pm  Conference Adjourns

Showcase Presentations:
Thursday 8:30 - 10:00 am
Friday 8:00 - 9:00 am

The greatest knowledge is sometimes found in the person sitting next to you or your neighbor down the road. Listen to other Montana hospital teams, including senior leadership, describe their performance improvement projects in the MHA Health Summit Showcase presentations. Learn their process and implementation techniques as well as what worked and what didn’t from several different perspectives. Leave with both practical insight and tools to execute your performance improvement projects!

Registration Deadline:
Register by February 24 to be entered into a drawing for a 2-night stay at the Radisson Colonial when you register online. Register by March 3 to take advantage of ‘Early Bird’ pricing!
This session is targeted for critical access hospital leadership and quality staff. Attendees will have the opportunity to discuss Flex Grant and Performance Improvement Network (PIN) activities and opportunities, with a focus on the Medicare Beneficiary Quality Improvement Project (MBQIP).

MBQIP is a quality improvement activity under the Federal Office of Rural Health Policy’s (FORHP) Flex Grant program. The goal of MBQIP is to improve the quality of care provided in critical access hospitals by increasing voluntary quality data reporting and then driving quality improvement activities based on the data. MBQIP is a required activity of the MT Flex Grant.

To receive benefits from Flex Grant funds, MT CAHs will need to report all MBQIP measures each quarter. During the 2016-2017 Flex Grant Year, Flex Grant staff are providing guidance and assistance to all MT CAHs to build capacity to report these measures. Flex staff will focus on FAQs, discussion, and coaching on best practices for reporting these measures. CAH staff will also have the opportunity to spend time with peers in valuable round table discussions.

Attendance at this session is required to receive the Flex Grant financial participant support.

**FLEX** Flex Aligned Session  
**CNE** Course Eligible for Montana Nursing Contact Hours  
**CPHQ** Course Appropriate for Certified Professional in Healthcare Quality Credits

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**Lunch**

Wednesday, March 22  
12:30 - 1:30 pm

There will be two separate lunches available on Wednesday which are included in the price of the registration. One will be for CAH QICs & DONs and the second will be for all other participants.

The QIC/DON luncheon will include round table discussions on a variety of topics.
A Foundation Built on Quality
Kathy Duncan, RN

Leadership is a critical component for any organization seeking to drive improvements in health care quality and patient safety. Leaders at all levels face new and different challenges that require new ideas, behaviors, and actions. Focusing leader attention on quality improvement efforts is a critical component of our foundational work in building the improvement capability of health care organizations.

Kathy D. Duncan, RN, Director, Institute for Healthcare Improvement (IHI), serves as Faculty for the HRET HIIN Improvement Leadership Fellowship as well as directs multiple virtual learning initiatives at IHI. Ms. Duncan directed content development and spread expertise for IHI’s Project JOINTS, an initiative funded by the Federal Government to study adoption of evidenced-based practices. Previously, she co-led the 5 Million Lives Campaign National Field Team and was faculty for the Improving Outcomes for High Risk and Critically Ill Patients Innovation Community. Prior to joining IHI, Ms. Duncan led initiatives to decrease ICU mortality and morbidity as the Director of Critical Care, Orthopedics and Neuro for a large community hospital.
A1 HIGH PERFORMANCE IMPROVEMENT: GAIN, INGRAIN, SUSTAIN!

Kathy Duncan, Institute for Healthcare Improvement

Improvement alone is not enough. How do you manage the daily steps to maintain improvement when the funding is gone? The key to sustaining improvement is to focus on the daily work of frontline managers, supported by a high-performance improvement system that prescribes standard tasks and responsibility for managers at all levels of the organization. This session will provide you with takeaways on how to ingrain and sustain the momentum you have gained from work you have implemented—or plan to implement!

A2 UNIFYING ORGANIZATIONS AND LEADERSHIP IN CHANGING TIMES

Seth Finestack, Wipfli

The rapid evolution of health care reform requires most health care organizations to better align care delivery and administration practices. A truly integrated care delivery model requires improving clinical processes, navigating changing reimbursement models, and responding to new patient expectations. This session includes an overview of the characteristics of successful organizational change solutions you may consider to help thrive in an era of care coordination.

A3 STRESS MANAGEMENT & WORKPLACE BURNOUT

Rebecca Chance-Schauf, St Peter’s Behavioral Health Unit

Are you STRESSED out or BURNED out? This session we’ll discuss: What is stress and how to tell if you’re stressed? How do you manage stress and how do you recover? We will switch gears and discuss workplace burnout and how that differs from regular every day stress. Identify how to create a more harmonious work environment including conflict resolution tips.

“Being challenged in life is inevitable, being defeated is optional.”

-Roger Crawford
5:00 - 6:00 pm
WELCOME RECEPTION

Join us on Wednesday evening for food, drinks and fun!

Come mingle with old friends and introduce yourself to new ones.

Enjoy appetizers, a no host bar and make your plans for dinner and a great night out in the Capital city!

Sponsored by:
Jackson Physician Search

6:00 - 9:00 pm
CAH QIC/DON DINNER
by invitation only

CAH QI Coordinators and DONs, here is your chance to meet with all of your friends and colleagues. This is a great opportunity to have valuable conversations in a relaxed atmosphere. Stick around after dinner to enjoy some art therapy!

Looking for a Great Spot for Dinner After the Welcome Reception?

Here are some of the best restaurants Helena has to offer:

LUCCA’S
Italian dishes, plus steaks & chops, served in a petite, contemporary setting.
56 N Last Chance Gulch, 59601
(406) 457-8311

ON BROADWAY
Casual choice offering Italian dishes & seafood.
106 E Broadway St, 59601
(406) 443-1929

NAGOYA JAPANESE STEAKHOUSE & SUSHI
Hibachi-grilled fare with a sushi bar.
2790 Washington Dr, 59602
(406) 449-2742

BENNY’S BISTRO
Casual cafe with a jazzy decor & an open kitchen.
108 E 6th Ave, 59601
(406) 443-0105

WINDBAG SALOON & GRILL
Set in Helena’s last bordello, this pub serves seafood & steak, plus a long list of microbrews.
108 E 6th Ave, 59601
(406) 443-3520

SILVER STAR STEAK COMPANY
Steakhouse offering seafood dishes and an extensive wine list.
833 Great Northern Blvd, 59601
(406) 495-0677
The greatest knowledge is sometimes found in the person sitting next to you or your neighbor down the road. Listen to other Montana hospital teams, including senior leadership, describe their performance improvement projects in the MHA Health Summit Showcase presentations. Learn their process and implementation techniques as well as what worked and what didn’t from several different perspectives. Leave with both practical insight and tools to execute your own performance improvement projects; the process works for acute and post-acute care!

**Showcase 1**  
**Sheridan Memorial Hospital, Plentywood, MT**  

*Narcotic Security*
Sheridan Memorial Hospital will share their experiences and steps taken to ensure security of narcotic medications.

Presenting: TBD

**Showcase 2**  
**Barrett Hospital & HealthCare, Dillon, MT**  

*Preventability of Patient Harm*
Small numbers in rural CAHs make it very difficult to identify any trends in patient harm as each is an isolated event. Using patient falls as a platform, Barrett Hospital and Healthcare is changing the mindset that some patient harm events are non-preventable and helping people understand that broader system fixes can have an impact.

Presenting: Ben Power, Quality Coordinator

“Quality is never an accident. It is always the result of intelligent effort.” -John Ruskin
B1 PROJECT MANAGEMENT TOOLS FOR QI FLEX  
CNE NHA CPHQ  
Speaker TBD  
You have the Whos and Whys now get theWhats and Hows to successfully manage projects in your facility. This session will demonstrate available tools and how to apply these tools to your projects.

B2 CARING FOR PATIENTS WITH SUICIDE RISK: BUILDING A FOUNDATION FOR ASSESSMENT, SCREENING, AND TREATMENT  
CNE NHA  
Karl Rosston, MT DPHHS  
This presentation focuses on suicide within our culture with specific attention towards primary care providers. The presentation covers national and Montana data, demographics of a suicidal person, warning signs, risk-assessment, how to intervene with a suicidal person, evidenced-based practices, and resources available. Specific to primary care, participants will learn about completing a safety plan, depression screening, suicide risk assessment, lethal means counseling, and documentation protocol.

B3 CRACKING THE CODE: RECRUITMENT AND ALIGNMENT OPTIONS BETWEEN HOSPITALS AND PHYSICIANS IN AN ERA OF PHYSICIAN SHORTAGES  
CNE NHA  
Thomas Donohoe, Hall, Render, Killian, Heath & Lyman, PC  
Hospitals, particularly those located in rural areas, struggle constantly with recruiting and/or aligning with both primary care and specialist physicians to ensure community access to high quality healthcare. The challenge is further increased at a time where there are less physicians available to care for an ever-aging population. As hospitals seek creative ways to address this issue, the government has only elevated its scrutiny of hospital/physician arrangements making it difficult for hospitals to solve the problem. The presenter will discuss various physician recruitment options and alignment strategies that hospitals may consider that help balance strategic priorities to address physician need while complying with applicable laws and regulations.
**Strolling Lunch with Exhibitors**

*11:45 am - 1:00 pm*

Mingle while you enjoy a tasty, convenient lunch and still have plenty of time to network. Make the most of your day by spending this time with exhibitors and learn more about how they may be able to bring value in your daily role. Don’t forget to participate in “Visit to Win It!” Look for the game page in the Summit program.

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**Exhibitor Reception**

*4:30 - 6:00 pm*

Enjoy tasty hors d’oeuvres and a no host bar. Names will be drawn for “Visit to Win It” prizes. Everybody loves cash, so stick around for the $300 grand prize drawing! You must be present to win any of the prizes.

*Sponsored by: BlueCross BlueShield of Montana*
End the Overwhelm
Create More Time for What’s Most Important to You
Rosemary Tator

The purpose of this workshop is to increase your capacity to be more effective, efficient, productive, and fulfilled in whatever matters most to you. You will gain insights into existing ways of working that pose a limit on your effectiveness, and will leave equipped with the most effective tools to plan your day and adjust to shifting priorities and demands – with less stress and greater clarity. You will have new perspectives and practices that will leave you more powerful, focused and productive. Participants learn that productivity is a function of their own work habits. They are able to identify non-productive work habits and begin building new work habits that provide an immediate positive increase in the productivity and effectiveness.

Rosemary Meehan Tator, principal partner of 2beffective™ LLC, provides her clients with the keys to increasing their effectiveness while reducing their stress. As a management consultant, serial entrepreneur, coach, and motivational speaker for more than 25 years, she provides leadership development programs as well as productivity, effectiveness, and sales training programs throughout the United States and Europe. As the co-author of “More Time for You – A Powerful System to Organize Your Work and Get Things Done”, her unique approach very quickly moves individuals and groups to higher levels of performance, providing them with insights and the tools to recognize their unique talents and realize their full potential.
C1 MANAGING THE OVERWHELM FLEX
Rosemary Tator
Capture your ideas, thoughts and “to do’s” and use a triage protocol to manage “the overwhelm” of your professional and/or personal workload. Through slides and narrative, we will distinguish the importance of handling what comes at us all day long in a manner that allows us to eliminate the overwhelm, be responsible for what we may have promised to do, and realistically choose what we will accomplish and when. The 2beffective triage protocol will be applied to all sources of “incoming”- i.e., in-person, email, voice mail, texts, etc.

C2 LEGISLATIVE UPDATE
MHA Staff
Curious about how healthcare is being affected by the 65th Montana State Legislature? This session will provide you with everything you want and need to know.

C3 ARE YOU A HIGH VALUE HOSPITAL?
STRATEGIES FROM MONTANA HOSPITALS PARTICIPATING IN VALUE BASED PAYMENT MODELS
Sue Deitz, Caravan Health
Rick Haraldson, Sidney Health Center & Panel Members from Central Montana Medical Center
This presentation will discuss the rapid engagement of rural providers in population health and value based payment models using real life examples from Montana hospitals and providers. It will show performance data from hospitals, physician practices, and health networks participating in alternative payment models such as CPC+ and ACOs. These programs are aimed to improve quality and result in significant gains in market share and performance scores for rural providers, leading to financial sustainability. This model is designed with the flexibility to adapt and to work locally. Strengths and weaknesses of the rural delivery system in value-based payments will be outlined. Representatives from Montana hospitals participating in ACOs will share their real life experiences on their journey from fee for service to value based payments, and ACO participation.
Showcase 3  
Sidney Health Center, Sidney, MT

Nothing About Me Without Me  
Engaging Patients with Discharge: Keeping patients, families, and all hospital departments communicating, informed and actively involved in the discharge process reduces and prevents readmissions. Sidney Health Center staff will discuss the steps taken to ensure patient discharges are successful and address each area of care using a multi-disciplinary team approach.

Presenting: TBD

Showcase 4  
Pondera Medical Center, Conrad, MT

Seeing is Believing  
Pondera Medical Center shares a “Hands On” Infection Control exercise by engaging staff in actual collection of germ samples from their own work areas. This was a fun and impactful way to learn about germs, understanding that “just because it looks clean, doesn’t mean it is.”

Presenting: Laurie Ward, Quality Improvement Coordinator

“Quality is not an act. It is a habit.” - Aristotle
D1 BEHAVIORAL HEALTH EMERGENCIES AND THE AGING POPULATION

Rebecca Chance-Schauf, St Peter’s Behavioral Health Unit

Statistics will be presented about elder suicide and dementia in Montana and how we compare to the rest of the country. Learn how to identify behavioral health emergencies in the elderly population in several environments including Emergency Department, Medical Floor, and Nursing Homes and identify if they are psychiatric or medical. You will be able to describe the triggers and behaviors that are precipitated by these conditions and how to redirect them.

D2 IMPLEMENTING A HIGH RELIABILITY ORGANIZATION

Erin Rumelhart, Providence St. Joseph Medical Center

Based on safety concepts of airline and nuclear power industries, high reliability efforts focus on error-detection and prevention. Learn how these concepts were implemented and gained momentum and sustainability in the critical access hospital environment. By adopting a high reliability culture, patient and employee safety is enhanced.

D3 WORKSITE WELLNESS OPPORTUNITIES

Sara Murgel, MT DPHHS

Worksite wellness programs and policies have a substantial impact on health care costs, absenteeism, workers compensation costs, and productivity. To promote model worksite health promotion policies, DPHHS’ Chronic Disease Prevention and Health Promotion Bureau offers technical assistance to support this work at your worksite. Local health educators help build a worksite wellness program, or can rejuvenate a program that is already in place. They help get leadership support, build a wellness team, provide resources to collect data or drive health efforts, help craft an operating plan, help choose interventions, help to create a supportive environment (through establishing policies/strategies) and help create a system to evaluate your interventions. Come find out what wellness programs are in place among your peers and how you can get started in your community!
Recruitment and Retention is a Team Activity
Mike Shimmens

Administrators and hospital leadership face ever increasing challenges in the current health care landscape with priorities changing almost daily. Into this mix add the need for each hospital to recruit and retain a talented and dedicated workforce to meet patient needs to ensure long term viability. While there are no easy answers as to how to successfully navigate this terrain, this discussion will present to you the need to make your strategies around recruitment and retention a team activity. Utilizing a process championed by 3RNet for over 20 years, we’ll discuss how your hospital can apply this to your efforts and increase your success in finding and keeping valuable staff.

Mike Shimmens joined the 3RNet (National Rural Recruitment and Retention Network) as Executive Director in 2012. In this role he works with a nine-member Board of Directors and a staff of three to assist 53 non-profit and governmental member organizations in the recruitment and retention of quality health care professionals in rural and under-served areas of our country. 3RNet has over 20 years of experience in providing a quality, interactive job board and educational services to safety net facilities. Prior to coming to this position, he worked for 6 years at the Missouri Primary Care Association as Director of Recruitment and Workforce Development and nine years as Director of Medical Staff Development at St. Mary’s Health Center in Jefferson City, MO.
Continuing Education

Attendance Verification Forms will be provided on-site in the conference program located at the Registration Desk. Blank certificate forms will not be available after the conference.

All disciplines other than nursing and nursing home administrator may apply on an individual basis with the appropriate accreditation organization. Although we cannot guarantee other accreditation, MHA sessions usually qualify for other educational credits.

MHA does not apply for continuing education credits for individual accreditations. If you would like to apply for continuing education, please send the Certificate of Attendance to your respective accreditation organization for consideration.

Registration

- If you register online, do not also submit a hard copy.
- You will need an email address to register.
You will receive a confirmation within 24 hours of registration via e-mail. If you do not receive a confirmation within 24 hours contact MHA at (406) 442-1911.

Handouts

Paper handouts for education sessions will NOT be distributed at the conference. Download and print copies of your session materials from the event website.

Materials will be posted on this site starting 10 days prior to the beginning of the conference. Adobe Acrobat Reader (free software) is required to view/print the handouts.

Event Website

Check the Health Summit web site for the most up-to-date information on the event, including any session changes or time changes.

From here you can download handouts, view speakers, sponsors & exhibitors, register online and more! Use this QR code to view on your smart phone or tablet.
MHA has a new registration system this year which provides access to a mobile event app.

The mobile app will provide you with your own personal agenda, the ability to search for attendees, exhibitors, view information on speakers, sessions and more!

MHA will continue to provide printed materials on-site, so if you aren’t quite ready to go completely mobile - we have you covered!

An email will be sent to you with directions to download the app a few weeks prior to the event.

Thank you in advance for registering for the 2017 MHA Health Summit. We look forward to seeing you in Helena soon!
**Participant Information**

Your name badge will be printed from this information. Please note: due to space considerations, both names will not appear on the name badge. Email will be used for all conference updates. Please complete all fields.

First Name: ___________________________   Last Name: ___________________________

Title: ___________________________   Phone: ___________________________

Name on Badge: ____________________________________________________________________________________

Facility/Organization Name: ___________________________________________________________________________

Mailing Address/City/State/Zip: ________________________________________________________________________

Email: ____________________________________________________________________________________________

Special Services: If you have any special dietary restrictions or require special services, please list them here:

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**Job Code**

Check (✓) the job code that best fits your position. Please check only one.

- Administrator/CEO (MHA Member)
- Activity Director/Staff
- Assisted Living
- Board of Directors/Trustee
- Chaplain/Pastoral Care
- Director of Nursing
- Education/In-Service/Training
- Emergency Preparedness
- Engineer/Plant Operations
- Executive Staff (non-CEO)
- Exhibitor
- Guest/Spouse/Speaker
- HIM
- Home Health
- Hospice
- Hospice/Home Health
- Infection Control
- Materials Manager
- MDS Staff
- NH Administrator
- Nursing (non-DON)
- PR/Marketing/Foundation
- Quality (QI/QA)
- Other______________________

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**Registration Fees**

<table>
<thead>
<tr>
<th>Conference Registration Fee</th>
<th>Before 3/1</th>
<th>After 3/1</th>
<th>Total Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member &amp; Associate Member</td>
<td>$275</td>
<td>$325</td>
<td></td>
</tr>
<tr>
<td>Non-Member (Employed in Patient Care)</td>
<td>$475</td>
<td>$525</td>
<td></td>
</tr>
<tr>
<td>Company Representative (without a booth)</td>
<td>$600</td>
<td>$650</td>
<td></td>
</tr>
<tr>
<td>Paid Exhibitor (2 Participants Per Standard Booth)</td>
<td>Included in Booth Pricing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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- The MT Flex grant will financially support attendance for up to two staff members from a Montana CAH that work in quality, nursing director positions or as CEO. MT Flex will cover the early bird conference registration fee, one night’s lodging, and a travel stipend. To receive financial assistance, attendees must attend the Flex Update and three additional Flex-aligned sessions. Flex-aligned sessions are denoted with **FLEX**.

- Register Online by February 24 to get your name entered into a drawing for a free 2-night stay at either the Radisson Colonial Hotel!

**Members pay nothing now; your facility will be invoiced after the Summit.**

Non-Members registration fees MUST be paid prior to the start of the conference. You may do so by registering online and paying by credit card.

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Credit Card Payments: to protect your privacy and financial information, all credit card payments must be done online via our secure site. Visit www.mtha.org/education for links to register. Please contact Kim Wiens 457-8017 or kim.wiens@mtha.org with any questions or guidance.
EARLY BIRD REGISTRATION DEADLINE
MARCH 3, 2017

Workshop Selection: By marking an (X) in the workshop you plan to attend, we can schedule each session in an appropriate sized room. Check (X) in only one box in each of the concurrent sessions. Use one form per participant, make copies as necessary.

Participant Name: ________________________________

Wednesday 3/22/2017

Flex Update 10:30 AM - 12:30 PM CNE FLEX CPHQ

Lunch
CAH QIC & DON Luncheon 12:30 - 1:30 PM
Participant Luncheon 12:30 - 1:30 PM

Keynote: A Foundation Built on Quality 1:30 - 3:00 PM CNE NHA CPHQ

Concurrent A
3:15 - 4:45 PM Choose ONE

A1 High Performance Improvement CNE NHA CPHQ FLEX
A2 Unifying Organizations and Leadership in Changing Times CNE NHA
A3 Stress Management & Workplace Burnout CNE NHA

Welcome Reception 5:00 - 6:00 PM
CAH QIC/DON Dinner (by invitation only) 6:00 - 9:00 PM

Thursday 3/23/2017

QI Showcase 1 & 2 8:30 - 10:00 AM CNE NHA CPHQ FLEX

Concurrent B
10:15 - 11:45 AM Choose ONE

B1 Project Management Tools for QI CNE NHA CPHQ FLEX
B2 Caring for Patients with Suicide Risk CNE NHA
B3 Cracking the Code: Recruitment and Alignment Options Between Hospitals and Physicians CNE NHA

Strolling Lunch with Exhibitors 11:45 AM - 1:00 PM

Keynote: End the Overwhelm - Create More Time for What’s Most Important to You 1:15 - 2:45 PM CNE NHA

Concurrent C
3:00 - 4:30 PM Choose ONE

C1 Managing the Overwhelm CNE NHA FLEX
C2 Legislative Update CNE NHA
C3 Are You a High Value Hospital CNE NHA

Exhibitor Reception 4:30 - 6:00 PM

Friday 3/24/2017

QI Showcase 3 & 4 8:00 - 9:00 am CNE NHA CPHQ FLEX

Concurrent D
9:15 - 10:45 AM Choose ONE

D1 Behavioral Health Emergencies and the Aging Population CNE NHA
D2 Implementing a High Reliability Organization CNE NHA CPHQ
D3 Worksite Wellness Opportunities CNE NHA

Closing Keynote: Recruitment and Retention is a Team Activity 11:00 AM - 12:00 PM CNE NHA

Questions? Contact Kim Wiens
kim.wiens@mtha.org
(406) 457-8017
(800) 351-3551 (MT only)

REGISTER ONLINE!
www.mtha.org/education

Return by fax to: (406) 443-3894
or by mail:
2625 Winne Ave • Helena, MT 59601

“Early Bird” Registration Deadline - March 3, 2017
Registrations must be postmarked by or received (via mail, fax or online registration) on or before March 3. After March 3, higher fees will apply.

Cancellation Deadline March 7, 2017
Cancellations must be made in writing and received at the MHA office by 5 pm on March 7.

Cancellations must be submitted in writing by email to: kim.wiens@mtha.org. NOTE: Telephone cancellations will not be accepted. Cancellations received after March 7 will not be refunded.

Refunds
All refunds will be processed after the conference, less a $50 per person processing fee.

Confirmation of Registration
MHA will send each individual registrant a confirmation of their convention registration at the e-mail address provided on their registration form.