Overcoming Challenges: Embracing Change

2017 MHA Fall Convention & Trade Show
Billings, Montana • September 20-22

Participant Brochure and Registration

Montana’s largest health care convention & trade show!

This year at the DoubleTree by Hilton and Northern hotels in Downtown Billings
Dear Friends,

MHA's Fall Convention & Trade Show is just around the corner. Plan to join us in Billings on September 20-22 for Montana's largest gathering of health care professionals.

This year’s theme, Overcoming Challenges: Embracing Change, is more relevant than ever as we consider innovative ways to navigate health care’s evolving landscape. New regulations, new technology, new payment models, workforce shifts and increasing pressure on transparency will dominate the year ahead. As we prepare to meet these challenges, one thing is certain: we must remain united.

Challenges make all of our lives complicated. Embracing change and finding solutions makes our work most meaningful.

This year’s meeting presents a tremendous opportunity to hear from outstanding speakers who will share their experiences adapting to and appreciating change as they endeavor to improve their working environments.

Our keynote speakers have renowned insight. Sara Ross, VP at the Institute for Health and Human Potential, will discuss The Science of Emotional Intelligence and how we improve performance under pressure. Dennis Wagner, CMS Director of QI Innovative Groups, will share how we Lead Through Four Powerful Mindsets and Methods.

We have lined up a terrific group of experts for the breakout sessions. These individuals will provide guidance on current issues including: LTC regulations, emergency preparedness planning, behavioral health resources, the healthcare workforce, philanthropy, telehealth, MACRA, home health CoPs, hospice payment changes, billing for supplies, dementia training and more. I also invite you to experience our Trade Show, which will offer a wide variety of suppliers to support your missions.

We have moved our convention to downtown Billings to enhance your experience. I anticipate the ‘change’ will be ‘embraced’ as we collectively assess emerging health care perspectives.

Enjoy your time in Billings.

Dick Brown, President/CEO
OVERCOMING CHALLENGES embracing change

2017 MHA FALL CONVENTION & TRADE SHOW BILLINGS, MONTANA • SEPTEMBER 20–22

HOST HOTELS
DoubleTree by Hilton & Northern Hotel Downtown Billings

Make Your Reservations by:
August 27, 2017
DoubleTree: (406) 252-7400
Northern Hotel: (406) 867-6767

Mention the MHA Convention to Receive Our Discounted Rates!

What’s NEW?
• The location!
• Discount for first 100 registrants
• The Meet Up
• Friday Plenary Session

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WHO ATTENDS?

Infection Control
Preparedness
QI
Clinicians
Home Health
Directors
Physicians
CFOs
HR
Education
Activity
Emergency
Personnel
Nursing
Social Work
Speakers
Services
Governors
Executives
State Trustees
Materials
VAs
Marketers
Administrators
Hospice
PR
Chaplains
RN
Volunteers
Managers
Exhibitors
Staff

WHY SHOULD YOU?

Relevant Issues
Montana Experts

Up to 20 Hours of Continuing Education on Current Regulations and Trends
World Class Speakers

Many Opportunities for Networking
Actionable Ideas

Over 100 Exhibitors with New and Exciting Services & Solutions
Affordable Lodging Options

Registration Fees Cover Receptions, Breaks and Thursday's Lunch
Affiliate education is a major piece of the agenda at the MHA Convention. By working with these affiliate groups, we ensure the most important and timely issues are addressed. Affiliates listed on this page have contributed to the educational offerings at the Convention.

**Montana Association for Professionals in Infection Control & Epidemiology (APIC)**
- Nancy Iversen
  - Billings Clinic

**Montana Health Information Management Association (MHIMA)**
- Becci Conroy
  - Marcus Daly Memorial Hospital

**Montana Healthcare Information & Management Systems Society (MTHIMSS)**
- Toni Wood
  - SCL Health System

**Montana Healthcare Telecommunications Alliance (MHTA)**
- Gene Koppy
  - Benefis Health System

**Montana Society of Healthcare Risk Managers (MSHRM)**
- Sonya Blickner
  - Stillwater Billings Clinic

**Montana Society of Healthcare Engineers (MSHE)**
- Gunnar VanderMars
  - Benefis Health System

**Montana Society of Volunteerism (MSOV)**
- Mim Tchida
  - Northern Montana Health Care

**Montana Spiritual Care Association (MSCA)**
- Doug Johnson
  - Billings Clinic

**Montana Chapter of the American College of Healthcare Executives (ACHE)**
- Jody Haines, MHA
  - Providence Medical Group

**MHA IS PLEASED TO BE STRATEGIC PARTNERS WITH THE FOLLOWING NATIONAL ORGANIZATIONS:**

**American Hospital Association (AHA)**

**LeadingAge**

**National Association for Home Care & Hospice (NAHC)**

**National Hospice & Palliative Care Organization (NHPCO)**

**Council of State Home Care Associations**

**National Forum of State Nursing Workforce Centers**
Your time is more valuable than ever, so make the most of it by investing it in the trade show. Plan your schedule to allow time in the trade show where you’re sure to find an amazing selection of products and services that can enhance patient care, cut costs and increase revenue. This year’s show features recruiters, medical equipment and supplies, and services like architects, communications and insurance.

Why Should You Visit Montana’s Largest Health Care Trade Show?

• Renew acquaintances with long-time suppliers and meet new company representatives.
• Learn about new technologies, products and services.
• Visit many suppliers in one location.
• Take home leads about services that can benefit your organization.
• Exhibitor fees cover over half of the convention expenses. Please thank them for their support!

And of course...

Prizes, Prizes, Prizes

We will have a grand prize drawing for $500!! The rules are simple: Complete the evaluation included in the on-site program, print your name on your card, then deposit it into the gold raffle drum located near the stage in the Trade Show before 6:00 pm on Thursday.

Don’t miss out on Passport to Prizes! To be eligible for the Passport drawings, participants must visit all participating exhibitors listed on their Passport entry card. Once you have visited all of the P2P booths, place your card into the drawing to have a chance to win over $4,000 in prizes!

And as always, exhibitors will have a great selection of giveaways of their own, so be sure to visit them all. You must be present to win!

Headquarters
Functions will be held at both the DoubleTree by Hilton and Northern Hotel in Downtown Billings.

Registration Hours
The Registration Desk will be located on the 3rd floor of the DoubleTree for the duration of the event.

Wednesday, September 20
7:00 am - 6:30 pm

Thursday, September 21
7:00 am – 2:00 pm

Friday, September 22
Self-Service Registration

Continuing Education
MHA is an approved provider of Continuing Nursing Education by the Montana Board of Nursing. All eligible sessions are marked with CNE.

MHA has also been pre-approved for continuing education credits by the Montana Board of Nursing Home Administrators. All sessions appropriate for Nursing Home Administrator credits are marked with NHA.

Dress Code
The dress code for the convention is business casual. We recommend that you dress in layers or bring a sweater as room temperatures may fluctuate.

Conference Materials
Name badges and conference programs will be available on-site at the MHA Registration Desk.

Handouts
Handouts and speaker biographies will be accessible on the speaker’s portion of the event website. Handouts for education sessions will NOT be distributed at the convention. Materials will be posted on the event website 10 days prior to the beginning of the convention and will be available for 45 days after. A printing kiosk will also be available to download and print copies of your session materials.
Registration Fee.........................$295 for Members
Fee is per person and includes events Wed-Friday
$495 Prospective Members

One Day Pass (Thursday Only) ............$195 for Members
$295 Prospective Members

*The prospective member fees are for individuals who work in health care facilities and are not currently members of MHA.

Members: Be one of the first 100 participants to Register Online and receive $50 off of your total fee! Use the code FIRST100

Prospective Member and Company Representative registration fees must be pre-paid by check or credit card. Fees will increase after September 12, 2017.

Online Registration: MHA members can pay by credit card or have an invoice sent to your facility.

Confirmation emails will be sent to the address provided at time of registration.

Cancellation Deadline: **September 12, 2017 by 5:00 pm.** Only written cancellations will be accepted - email Kim Wiens (kim.wiens@mtha.org) or fax to (406) 443-3894.

For cancellations (before 9/12), refunds will be issued after the event, less a $50 per person processing fee. No refunds will be issued after 9/12.

Register Online by August 25 to be eligible to WIN a 3-night stay at the DoubleTree by Hilton for the convention.
Martha Hayward, Lead for Public Engagement
Institute for Healthcare Improvement

Martha Hayward is the Lead for Public and Patient Engagement for IHI. In this consultant role, she has developed a strategic plan to integrate patient- and family-centered principles throughout IHI’s portfolios and programming. Martha has a twenty-year career in fundraising, communications, and business consulting. Prior to joining IHI, in her role as Executive Director of the Partnership for Healthcare Excellence in Massachusetts, Martha developed a framework for public and patient engagement with health care that has been widely accepted in Massachusetts as well as by many national initiatives. When she was diagnosed with cancer two months after her sister was diagnosed with the same disease - Martha became committed to making the health care system more of a partnership with patients rather than an obstacle. She served on the Patient Family Advisory Council of Dana-Farber Cancer Institute and founded the non-profit Women's Health Exchange (WHE) to teach women across the world the importance of early detection of breast cancer.

Bob Chaput, CEO
Clearwater Compliance

Bob Chaput is one of the healthcare cybersecurity industry’s most innovative business leaders, providing a strategic approach to healthcare leaders on how to operationalize cybersecurity in their healthcare organizations. Bob is the chief executive officer of Clearwater Compliance, a top-ranked, award-winning provider of healthcare cyber risk management solutions, exclusively endorsed by the American Hospital Association. As a leading authority on healthcare cybersecurity and enterprise risk management, Bob has supported hundreds of hospitals and health systems, including Fortune 100 organizations and other federal government institutions. Bob’s enterprise risk management expertise and insights are frequently featured in many of the country’s top healthcare cybersecurity publications, such as The Wall Street Journal Pro Cybersecurity. His company is the exclusive corporate sponsor for the Most Wired Survey, a research and benchmarking study of how U.S. hospitals’ technologies measure up. Bob has nearly 40 years of combined healthcare and cybersecurity experience, managing complex projects for more than 500 clients. He has been responsible for the security and associated regulatory compliance of some of the world’s largest healthcare networking and computing infrastructures.
Melinda Gaboury, CEO
Healthcare Provider Solutions, Inc.

With more than 16 years of executive speaking, educating and most importantly day-to-day experience working with home care and hospice professionals, Gaboury has been a speaker for multiple state and national home care and hospice associations. She is actively conducting Basic and Advanced Home Care and Hospice Seminars throughout the country. She is currently serving on the HHFMA Board and Home Care Association of Florida Board of Directors. Gaboury is also the author of the Home Health Pocket Guide to OASIS-C2: A Reference Guide for Field Staff.

Tom Donohoe, Attorney
Hall, Render, Killian, Heath & Lyman, P.C.

Tom Donohoe is a shareholder with Hall Render, the country’s largest law firm dedicated to the practice of health law, and advises health care providers on a wide range of transactional and regulatory matters, including hospital/physician joint ventures, physician practice acquisitions, physician alignment, clinical integration and other strategic transactions. Tom’s experience includes serving as interim in-house counsel for national and regional health systems from which he leverages key strategic and operating insight to assist health care providers in achieving their business objectives in a compliant manner. Tom graduated cum laude from Indiana University Robert H. McKinney School of Law in 2008 with a concentration and honors in health care law. He is admitted to the bar in Indiana, Colorado and Montana.

Wendy Samson, CEO
FutureSYNC International

Highly respected and accomplished as a Leadership Development Consultant and Executive Coach, Wendy Samson is a strategic, visionary thinker. She has a passion for inspiring people — at all levels — to optimize their full potential, while maintaining a focus on accomplishing everything with graciousness. Wendy’s presentation style is often humorous and always engaging. Participants in her sessions leave ready to grow personally and professionally. They confidently know that they will succeed if they follow the lessons presented and do the “thought work” after.
About the Program:
The Infection Control Boot Camp is designed to address gaps identified during infection prevention program assessments conducted in Montana in the past 12 months.

Topics will include:
• An overview of infection prevention activities in Montana
• What infection prevention means for you and your facility
• Hands-on competency-based training on hand hygiene and donning and doffing PPE
• Sterilization and disinfection
• Leadership and coaching with Shelby Lassiter, National Content Developer for HRET.

About This Session:
This session is a collaborative effort of the Montana Hospital Association HIIN and STRIVE programs, Mountain-Pacific Quality Health and the Department of Public Health and Human Services. Lunch will be provided.

Who Should Attend?
This session will be beneficial for Infection Preventionists and Quality Improvement Nursing Leaders for networking and sharing of best practices.

Faculty:
Pam Webb, MT DPHHS, MPQH
Casey Driscoll, MHA HIIN and Strive Project Director
Christine Nightingale, Infection Control Professional, Billings Clinic
Shelby Lassiter, BSN, RN, CPHQ, Health Research and Educational Trust
Do you try to manage change or do you employ transformation that will last?

The “Change Management: ‘Impedership’ to Leadership™” model delivers common-sense strategies that ensure changes are implemented in an orderly, compassionate and systematic fashion. Embedded in our change management processes are methods to mindfully navigate through the layers of resistance.

Think of it as a formula: If you fall short on any one of the key components, you’ll end up at zero and/or a net, negative sum — a.k.a. another failed change initiative. The move from “Impedership” to “Leadership” lessons demonstrate how team members can transform and achieve an orderly and effective outcome.

Objectives:
1. Examine strategic agility and why it is critical for today’s healthcare organizations
2. Link change management to mission, vision, and values
3. Assess adoption trends to influence resistance and complacency
4. Apply “change agent” tactics to engage and empower staff
5. Engineer and deliver effective and compelling change communication strategies
6. Leverage the power and permission of transparency to mitigate fears that impede progress
7. Develop a workplace culture that is resourceful and “change ready”

“Change can be beautiful when you are brave enough to evolve with it” - Bryant H. McGill
ACHIEVING HEALTHCARE SYSTEM DISASTER RESILIENCE IN 2017: NEW REGULATORY AND PERFORMANCE REQUIREMENTS

Wednesday, September 20, 2017
9:00 am - 12:00 pm

Are You Prepared for the New Conditions of Participation?
Health Emergency Preparedness is undergoing significant change. New Federal regulations and requirements issued in 2016 will have significant impacts on public health, health care systems, coalitions and emergency response partners on November 17, 2017. The new systems and regulatory requirements from the U.S. Department of Health and Human Services (HHS) Assistant Secretary of Preparedness and Response (ASPR) and the Centers for Medicare and Medicaid Services (CMS) create new opportunities for cross-sector collaboration involving state and local public health agencies, state and local EMS services, emergency management agencies, and healthcare systems and individual healthcare facilities.

This workshop will present information on the new requirements, and then explore the intersections between the different healthcare providers and emergency response sectors to achieve true community collaboration in preparedness and response. This information will be presented as a didactic presentation including a facilitated scenario-based discussion with participants to demonstrate how the different key stakeholders can contribute to successful communication and collaboration within a multi-disciplinary team of responders.
11:45 am - 4:30 pm
X2 MHA HOUSE OF DELEGATES & MEMBER CEO MEETING

1:30 - 3:00 pm
CONCURRENT A SESSIONS

A1 HAZARD VULNERABILITY ASSESSMENTS
Jason Geneau, Tetra Tech
Discussion of Hazard Vulnerability Assessments (HVA), their processes and applicability to emergency management efforts. Particular attention will be spent on how the HVA drives future planning, training and exercise priorities. Includes discussion on building a multi-disciplinary team and process of developing an HVA. Introduction of the Kaiser Health System Model HVA as a potential tool and culminates in an HVA walk-through.

A2 STRENGTHENING CIVILITY TO PROMOTE INCLUSIVITY
Susan Luparell, MSU Great Falls
It is worth the time and effort to build teams that are “civil” because uncivil teams (with conflict among members for any reason, e.g. generational, gender, religion, culture, etc.) are costly to organizations and patients as well as the individuals. Add perspective to your understanding of inappropriate behavior, and how it can and should be addressed. Leave here with practical strategies that you can implement immediately to foster civility and address challenging situations with your colleagues and coworkers.

A3 PERFORMANCE MANAGEMENT AND CONFLICT RESOLUTION THROUGH COACHING
Bryan Peterson, Associated Employers

9:00 am - 12:00 pm
BONUS SESSION #1
CHANGE MANAGEMENT: “IMPEDESHIP” TO LEADERSHIP
See page 11 for Details

BONUS SESSION #2
ACHIEVING HEALTHCARE SYSTEM DISASTER RESILIENCE IN 2017: NEW REGULATORY AND PERFORMANCE REQUIREMENTS
See page 12 for Details

8:00 - 11:00 am
X1 CRITICAL ACCESS HOSPITAL (CAH) CEO MEETING

Behavioral Health
Information Technology
Innovative Care Concepts
Leadership/Governance
Quality
Regulatory Requisites
Workforce

CNE NHA
Course Eligible for Montana Nursing Contact Hours
Appropriate for Nursing Home Administrator Credits

CNE NHA

Skillful coaching will develop employees, boost productivity, build team morale, and assist an organization with maintaining or building a culture of safety. The coaching process also allows supervisors, managers and leaders a safe place to begin a performance management process should an employee’s performance/behavior begin to slip. This seminar focuses on helping leaders define and enhance their skills by taking the role of coach as a guide, teacher, motivator or mentor. The session progresses through such topics as tips to confront, the importance of effective listening, the coaching process, coaching performance versus behavior, and where the process goes next. Finally, a process will be discussed on how to potentially resolve conflict between employees who are not interacting well together in the workplace.

A4 DPHHS CERTIFICATION BUREAU; HOME HEALTH AND HOSPICE UPDATE
Didem Park & Ronda Ward, MT DPHHS
Staff from the DPHHS Certification Bureau will review the survey process related to the new HH CoPs and Hospice regulations, discuss expectations for QAPI and answer questions from participants during this interactive session.

A5 CURRENT AND FUTURE STATE OF THE HEALTHCARE WORKFORCE IN MONTANA
Panel Discussion Lead by Cindra Stahl, MT AHEC and Office of Rural Health
Participants will learn about existing healthcare workforce shortages and the issues that will impact future workforce and staffing. Participants will also learn the importance of “pipeline” projects, growing your own workforce, and work-based learning (including apprenticeships). The panel will share successful workforce projects that may be key to mitigating shortages within rural and frontier healthcare facilities.

A6 ANTIBIOTIC STEWARDSHIP WORKGROUP
Patty Kosednar, MPQH
Overview of the CDC Core Elements for Antibiotic/ Antimicrobial Stewardship Programs (ASP), review of approaches, tools, templates and other resources available via the MT ABS Collaborative. This presentation will be a work group with open sharing of best practices, tools, and discussion on ASP with an interactive question/answer session on implementing an Antibiotic Stewardship program in Inpatient settings.

3:00 - 3:30 pm
BREAK

3:30 - 5:00 pm
CONCURRENT B SESSIONS

B1 EMERGENCY PLANNING, TRAINING AND EXERCISES
Jason Geneau, Tetra Tech
Learn how to build off an HVA to develop Emergency Operations Plans (EOP), including communications plans and how to sustain these efforts through a tailored training and exercise program.

B2 ANALYZING LONG TERM CARE COMPLIANCE PROGRAMS UNDER THE NEW ROPs
Todd Selby, Hall Render
On September 28, 2016, CMS released a complete overhaul of the Requirements of Participation ("ROPs") for long term care facilities ("Facilities").

One of the ROPs was a new requirement that Facilities implement a compliance and ethics program. While the ROP is not scheduled to become effective until November 28, 2019, it is critical that Facilities begin implementing the various aspects of this ROP.
Among other things Facilities should be aware of:
• The new definitions for high level personnel and operating organization
• Implementation of written compliance policies and procedures
• Assignment of high level personnel to oversee the compliance program
• Board engagement in the implementation and operation of the compliance program
• Education of staff, volunteers, and contractors
• Implementation of a monitoring and auditing system to detect fraud
• Additional requirements for organizations with five (5) or more facilities

In addition to providing an overview of the new ROP for compliance programs, this presentation will offer practical advice on how to implement a compliance program. It will also provide a sample audit tool for utilization by the compliance program along with how to properly conduct a compliance audit.

**B4 HOME HEALTH ROUNDTABLE**
Join your fellow colleagues for an interactive discussion about current issues, best practices and helpful resources.

**B5 ACHE: CULTURAL AND LANGUAGE CHALLENGES OF DIVERSE PATIENT POPULATIONS**
*Panel Discussion, MT Chapter of the American College of Healthcare Executives*
Language barriers prevent thousands of Limited English Proficient (LEP) patients from effectively communicating with their physicians, resulting in inappropriate or inadequate care. Communication failures in healthcare settings contribute to poorer health outcomes, medical errors and increased costs. Many first generation immigrants and people belonging to racial and ethnic minorities have limited or no English proficiency. The Centers for Medicare and Medicaid Services has mandated the availability of a language assistant for LEP patients.

Despite this directive, many hospitals are not fully compliant, leading to increased liability and the potential loss of Medicare and Medicaid funding. According to the U.S. Census Bureau, the Hispanic population in the United States will grow from 14% in 2005 to 20% in 2030 and the Asian population will grow from 4.3% to 6.2% in the same time frame. With this increasing diversity, it is imperative that healthcare organizations step up their efforts in managing their LEP patients. To better serve their patients and communities, the implementation of Culturally and Linguistically Appropriate Services (CLAS) is strongly advised.

**B3 SUICIDE CARE COORDINATION: VA SUICIDE PREVENTION AND OUR COMMUNITY PARTNERS**
*Juliana Hallows & Dawn Oliver, Montana Veteran Affairs*
As of 2015 there are around 96,639 eligible Veterans for VA care residing in Big Sky Country. Roughly, 47,132 are enrolled in VA care. Due to Montana’s rural frontier, many veterans seek acute psychiatric and emergency care in their communities. Moreover, 18% of these veterans are at the greatest risk for suicide.

This seminar will provide clinicians and staff with an overview of Suicide Prevention Programming at Montana Veteran’s Affairs and best practices for coordination of care and/or transfer of care for veterans in the community to and from VA facilities. Participants will have a general understanding of the scope of VA Suicide Prevention Programming, learn how to identify VA qualified veterans in care, and how to transfer veteran patients to/from VA Facilities. VA resources will also be explored and discussed.

**B6 MONTANA PRIMARY CARE OFFICE: SLRP, NHSC, HPSAs AND J-1 OVERVIEW**
*Brandy Kincheloe, MT DPHHS*
The Primary Care Office (PCO) designates Health Professional Shortage Areas (HPSAs), which are used as a priority for the National Health Service Corp (NHSC) and State Loan Repayment Program (SLRP). The presentation will be an opportunity to review the
B7 INTEGRATED BEHAVIORAL HEALTH: MT HEALTHCARE FOUNDATION’S IBH INITIATIVES
Scott Malloy, MT Healthcare Foundation
Integrated behavioral health (IBH) has been shown to improve both behavioral health and medical outcomes and to help reduce healthcare spending, yet IBH has not been broadly implemented in Montana. This leaves patients, families, providers and payers to navigate a challenging system of care with minimal coordination and limited systematic approach to tracking quality, outcomes and value. This session will explore Montana Healthcare Foundation’s initiatives related to IBH and review opportunities for widespread adaptations throughout Montana.

2:00 - 3:00 pm
X3 ACHE BUSINESS MEETING

4:30 - 5:30 pm
X4 MHIMA BOARD MEETING

5:00 - 6:00 pm
X5 MTA BUSINESS MEETING

5:00 - 6:30 pm
X6 CHAIRMAN’S WELCOME RECEPTION
Sponsored By:
BlueCross BlueShield of MT
Start off your evening by networking with your colleagues and visiting with exhibitors, all while enjoying complimentary hors d’oeuvres and a no-host bar.
6:45 - 7:45 am
X8 QI BREAKFAST
Come to hear how your colleagues are making a difference in their communities by improved care transitions. Leave with actionable ideas to implement in your own facility!

This is a collaborative presentation from Mountain-Pacific Quality Health Foundation and the Montana Flex and HIIN Programs.

8:00 - 9:30 am
CONCURRENT C SESSIONS

C1 2017 HOSPICE REGULATORY UPDATE
Melinda Gaboury, HC Provider Solutions
This session will allow Hospice staff members to get a look at adjustments that are currently being rolled out in hospice that affect how the hospice gets paid and are linked to clinical decisions. This session will also assist in evaluating the documentation required for hospice charts to pass medical review by third party reviewers. This is a must-hear session, especially for clinical staff looking for more financial understanding.

C2 DPHHS CERTIFICATION BUREAU UPDATE FOR LTC/LSC
Todd Boucher & Tony Sanfilippo
MT DPHHS
The Certification Bureau staff will present updates to the Bureau, health survey, and life safety code survey processes. Regulatory updates will be focused on changes to the long-term care, life safety code, and emergency preparedness regulations. The Centers for Medicare & Medicaid Services (CMS) has made major changes to these regulations with some implementation in place and some in the near future. The Top 10 Deficiencies & reasons they were cited will also be covered for both health and life safety code.

C3 ENGAGING PATIENTS AT EVERY LEVEL - PART 1
Martha Hayward, Institute for Healthcare Improvement
Patient engagement is a goal for all hospitals. But where do you begin? What does it mean? And what are the gains?

Based on The Framework for Public and Patient Engagement, this session will examine ways to engage patients and families at every level in an organization to improve outcomes, reduce risk, create a patient-centered environment and engage community members. We will discuss best practices in engagement at the bedside, self-care, and engaging patient advisors in system change. Participants should expect to leave this session with strategies to begin or improve at engaging patients and families based on the capacity of their hospitals and facilities.
C4 MIGRATING YOUR PHYSICIAN GROUP TO THE VALUE-BASED MODEL
Brad Gould, Carlson, Gould And Associates
Physicians and their practice groups are facing the most sweeping change and financial pressure they have experienced in decades. Many practices are taking a piecemeal, incremental approach to the practice restructuring required for their movement from a fee-for-service business to a value-based enterprise. While this approach has important short-term financial considerations, it is essential that groups develop a long-term plan for fully implementing a value-based practice model. This seminar examines the core elements of the value-based practice and then presents a range of phasing options and transitional strategies for your group to consider as it develops and implements its migration plan to value-based care.

C5 ACHE: ETHICAL CHALLENGES IN HEALTH CARE LEADERSHIP
Panel Discussion, MT Chapter of the American College of Healthcare Executives
Ethical challenges arise in all aspects of healthcare and service, from the bedside to the boardroom. Hospital leaders and boards set the ethical compass of the organization by making decisions about priorities, policies and resource allocation as they determine the best ways to meet the needs of their communities while respecting their staff and the populations they serve. Understanding the expanding paradigm of planning, creating and maintaining an ethical healthcare organization is crucial to help identify strategies for implementing ethics initiatives within your own organization. Healthcare leaders must “walk the talk” and demonstrate their commitment to ethics throughout their organization.

C6 MOTIVATIONAL INTERVIEWING FOR THE HOSPITAL CHAPLAIN: ENGAGING PATIENTS IN CONVERSATIONS
Rev. Karen Brannon, Billings Clinic
Motivational interviewing has many definitions including collaborative, compassionate communication. This session will look at an introduction to motivational interviewing focused through the lens of chaplaincy. We will discuss the stages of change as well as the barriers that patients and families may face when looking at change. Come prepared to discuss your own ideas, change process, and questions about motivation.

C7 LIFE FUEL: YOUR PERSONAL ACCOUNTABILITY QUOTIENT
Wendy Samson, FutureSync International
All healthcare organizations are in a constant state of turbulence, change, and transition—leaving people feeling uncertain, stressed out, and often depleted. In order to move from a “survival-state” to a “thrive-filled-state,” professionals at all levels must learn to demonstrate personal accountability thinking in order to build their resiliency muscles and range of influence.

Engaging Lessons from Life FUEL: Your Personal Accountability Quotient (PAQ):

1. Stop accepting excuses of any kind, at any time, or for any reason
2. Clarify your accountability standards
3. Examine accountability courage and its required presence in professional effectiveness
4. Discover personal accountability and its impact on those we serve
5. Frame interactions with others that create action
6. Normalize solution-thinking
7. Create the language of accountability required for professional commitments
8. Cultivate credibility and influence through accountability thinking
9. Imprint a powerful accountability belief system

C8 FACILITY GOVERNANCE & COMPLIANCE: CURRENT ISSUES AND STRATEGIES
Stewart Kirkpatrick, Crowley Fleck
Do your board members understand the latest trends...
and issues in governance and compliance, and how their roles differ from those of hospital leadership? This session will identify current problem areas, what they need to know about them, and how they should be addressed as a team. CEOs and Trustees will be able to:

1. Discuss the latest trends and focuses in healthcare fraud investigations.
2. Distinguish roles and liability of the organization from individuals.
3. Understand the roles and responsibilities of the Board, Senior Administration, and the Medical Staff in overseeing and preventing non-compliant activity.
4. Understand the roles and responsibilities of the Board, Senior Administration, and the Medical Staff in responding to compliance issues and investigations.

C9 CYBER CRIME
Special Agent Shiloh Allen, FBI
This presentation will provide an overview of the FBI’s capabilities and authority to combat cyber crime, as well as some of the current trends in the cyber threat-scape and their effect on the healthcare industry. Recommendations will be provided for minimizing vulnerability to cyber attacks, responding to such attacks if/when they occur, and what to expect from law enforcement in the event we are notified of an incident.

C10 RURAL MONTANA TELEMEDICINE: FROM EMERGENCY TO OUTPATIENT
Jennifer Koffler, St. Vincent Healthcare
Followed by a Panel Discussion
This session will start with an opportunity to see a team from St. Vincent Healthcare conduct a mock trauma simulation on a pediatric patient. During this simulation there will be a demonstration on what telemedicine can look like in an emergency situation. Rural communities have a better chance of keeping a patient in the home community with just a bit of outside help. While the team works locally on the pediatric patient, telemedicine will help connect a specialist to provide the extra coaching needed for top-notch care. In the second part of this session we will provide valuable tips and suggestions for rural facilities to help increase utilization of telemedicine. Montana has a long history of telemedicine and most of our facilities have the equipment already in place. We will focus on how even the smallest critical access hospital can help with educating a community and increase utilization of telemedicine.

C11 BEHAVIORAL HEALTH PROBLEMS IN THE ED: LEGAL REQUIREMENTS & RISK MANAGEMENT SOLUTIONS
Kim Stanger, Holland & Hart LLP
Sharon Gilmore, Coverys
Hospitals often struggle with managing behavioral health patients who come to the emergency department. This program will address the legal framework for responding to and handling these difficult situations, including:
- EMTALA requirements for screening and transporting patients.
- Applicable standards for determining capacity or obtaining consent.
- Mental holds under Montana law.
- Licensure considerations for treating behavioral health patients in the ED

This program will also discuss risk mitigation strategies, to include:
- Proactive patient management and flow
  - Violent patients
  - Discharge planning
  - Restraints and seclusion
  - Safety
- Staff education and competencies
- Tele-psychiatry

9:30 - 10:00 am
BREAK
Why do smart people fail? Why do technically brilliant individuals sometimes have trouble managing others and collaborating on a team? It is not because they lack intelligence or technical skills. Far from it... What they lack is a critical level of Emotional Intelligence (EI) and the ability to manage their own emotions and others’ when they are under pressure. This session will teach you the foundational principles and brain science of EI so you can increase your leadership and performance. You’ll learn skills to improve your abilities to focus under pressure, influence and engage others, and connect with them in a more meaningful way.

Sara Ross is uniquely skilled in helping people build and strengthen their “pressure tolerance.” Her approach and expertise has her quickly becoming one of the highest rated and sought after practitioners in North America. She has challenged and supported leaders of some of the largest companies in the U.S. to be their best in the most difficult times and situations; a skill proving to be a distinct advantage in the current world of healthcare.

Sara Ross, Vice President and Head of Innovation Research and Training at the Institute for Health and Human Potential

PERFORMING UNDER PRESSURE: The Science of Emotional Intelligence
12:00 - 2:00 pm
X10 STROLLING LUNCH WITH EXHIBITORS
Sponsored By:
Yellowstone Insurance exchange
Take a stroll through the two floors of exhibitors to learn how they may be able to make your job a little bit easier. Enjoy some lunch and still have plenty of time to network with colleagues. Don’t forget to participate in Passport to Prizes! Look for the game page in the convention program.

2:00 - 3:30 pm
CONCURRENT D SESSIONS

D1 2017 HOME CARE REGULATORY UPDATE
Melinda Gaboury, HC Provider Solutions
This session will include a Regulatory Update to the Home Health Prospective Payment System. This will include a review of rate changes and adjustments to the case mix weights that have been revised over the last four years. This session will outline the changes in the outlier calculation and the specifics of the Negative Pressure Wound Treatment billing under Part B. An overview of the current Value Based Purchasing Pilot will be discussed. Lastly, specific issues that agencies are encountering with ADR reviews and ZPIC audits will be detailed. This session is a must for all agencies to ensure that they are current on Home Health Regulatory Guidance Updates.

D2 FIND YOUR PURPOSE WITH THE PHASE 2 REGULATIONS!
Leah Killian-Smith, Pathway Health
Does the new Nursing Home Mega-Rule seem impossible? This interactive and engaging session will provide participants with the ability to find your purpose in making the Phase 2 regulations attainable AND sustainable! This session will provide a high-level overview of the different sections of the Final Rule that are due November 28, 2017.

D3 ENGAGING PATIENTS AT EVERY LEVEL - PART II
Martha Hayward, Institute for Healthcare Improvement
Part 2 of this session will focus on engaging Patient and Family Advisors in decision making at the organizational level and discuss the benefits of ending with the community you serve.

D4 ASSESSMENT OF PHILANTHROPY IN HEALTHCARE
Shane Giese, Carlson, Gould And Associates
Serious questions are again being raised regarding the future viability of the healthcare industry. Proposed Medicaid cuts are projected to result in the closing of hundreds of hospitals. For those who wish to move forward, philanthropy must become a critical component of future capital plans. But what should we expect to achieve from our philanthropic efforts? In this session we will discuss some of the steps healthcare CEOs can take to understand the philanthropic capacity of a hospital and its market. The presenters will also review key metrics and best practices embraced by high performing foundations of hospitals of all sizes. This is designed to be an interactive session.

D5 ACHE: DISRUPTIVE INNOVATION IN HEALTHCARE DELIVERY
Panel Discussion, MT Chapter of the American College of Healthcare Executives
Disruptive innovation, a term coined by Harvard professor Clayton M. Christensen, is a transformative business model that leverages technology to help focus on making products and services more accessible and affordable. In healthcare delivery, disruptive innovations have the potential to decrease costs while improving both the quality and accessibility of care. Disruptive innovations enable new applications and changes in behaviors. The current thinking with many innovators is a belief that a host of disruptive innovations would have wide...
implications for payers by shifting payment models to reward precision diagnostic tests and abilities of providers. Several current disruptive innovations like retail clinics, telemedicine, medical tourism, and point-of-care medical payments could make a major difference in how health care is reshaped in the near future. This panel will focus on the role of innovation in the medical marketplace and examples of disruptive innovations that will change lives in health care.

D6 GRIEVING STYLES AND TRAUMA-COMPPLICATED GRIEF
Rev. Kim Pepper, St. Peter’s Hospital
Rev. Grant Barnett Christenson, Bozeman Health
Everyone - patients, their families, caregivers, healthcare providers - experience loss at some point in life. Drawing on contemporary grief theory, the first part of this workshop will discuss the myths and realities of grief, as well as grieving styles. With a deeper understanding of these aspects of the grieving process, we can provide the needed compassion and support as they journey through grief and into a new life.

Complicated grief, especially when it involves trauma, presents its own unique challenges to the caregiver. It can be disorienting to the patient, family and friends, and to the trauma response team trying to help. The second half of this workshop will explore some aspects of complicated grief and lift up ways we can respond with empathy and understanding.

D7 POSITIVE APPROACH TO DEMENTIA CARE: PART 1
Pamela Longmire, MPQH
Providing holistic, person-centered care that focuses on maintaining the dignity of people while meeting individual needs - that’s just part of what Positive Approach to Care (PAC) strategies (developed by Teepa Snow) offer to help improve relationships, care, reduce anti-psychotic medication and improve quality. PAC integrates what is known about brain function/changes that occur with dementia with therapeutic approaches to achieve positive outcomes. Pamela will share knowledge and hands-on guidance during these highly interactive sessions. These skills will improve relationships and care you provide to individuals with dementia as well as have a positive impact on quality measures.
D9 TIME TO GET SERIOUS; COMPLIANCE IS NOT AN OPTION
Tomi Hagen, Quorum Health Resources
The expectation is clear - the Department of Justice (DOJ), Office of Inspector General (OIG), and Centers for Medicare & Medicaid Services (CMS) expect today’s healthcare organizations to take compliance seriously. Those organizations, and even involved individuals, who do not make efforts to meet those expectations will face significant financial, legal, and reputational risk exposure. It is no longer enough to have a “paper program.”

Recent regulatory guidance indicates that compliance programs will only be a mitigating factor for organizations who are able to demonstrate an institutional culture of compliance that is evidenced by actions from the top all the way down. Participants in this interactive presentation will not only gain a clear understanding of compliance program basic elements and risk areas, but will also explore innovative strategies for developing compliance processes and programs to protect their organizations and promote a culture of ethical behavior and compliance with laws, regulations, and policies.

D10 STATE OF TELEMEDICINE IN MONTANA
Panel Discussion
This presentation will feature a four-person, moderated panel which will report on the status of telemedicine in our state, looking at current developments in governance and regulations, payer perspective, current and emerging services and the networks and providers delivering telemedicine in Montana.

D11 EVOLVING MODELS OF CARE: EIGHT QUESTIONS TO ASK BEFORE DIVING INTO TELEMEDICINE
Emily Clegg, UMIA Insurance
Health care providers face staffing shortages and increasing burnout, while at the same time face demand for more access and value. Telemedicine solutions are emerging to address these issues, relieve some of the pressures, and create new ways to connect with patients in under-served areas.

New technologies, however, bring new risk. Providers who are anxious to try more convenient methods of connecting may not think through the risks lurking in new models of care. This program will arm risk management and administrative personnel with the essential questions to ask and the resources to find solutions.

This program will cover eight risks to consider before diving into telemedicine, such as:
- Are my providers licensed for this?
- How does this care get documented in the medical record?
- Do we need a special consent form?

Addressing these essential questions will protect against evolving legal risks and improve the patient experience.

3:30 - 3:45 pm
BREAK
3:45 - 5:15 pm
CONCURRENT E SESSIONS

E1 HOME HEALTH CONDITIONS OF PARTICIPATION: ARE YOU READY? PART 1
J’non Griffin, Home Health Solutions, LLC
QAPI, infection control and patient rights are among the new categories coming to CMS’ Home Health Conditions of Participation — and agencies need to comply or they could be cited on surveys. This session will provide an overview of the new CoPs and offer compliance tips. Part 1 will include the new patient rights, care planning and care coordination how your agency will need to be in compliance NOW to prevent survey deficiencies.

E2 DEVELOP YOUR FACILITY-WIDE RESOURCE ASSESSMENT FOR PHASE 2!
Leah Killian-Smith, Pathway Health
Is it a Document? An Assessment? Or a Plan? Join us for this energetic, information-packed session that will highlight the key components necessary to identify your skilled nursing facility’s unique needs, abilities and resources to meet day-to-day situations as well as emergency preparedness.

E3 WORKPLACE VIOLENCE PREVENTION
Bryan Peterson, Associated Employers
Everyone should be able to work in an environment that is free from intimidation and violence. Not only is safety critical regarding an employee’s workplace, it is also important in their personal lives and for their families. Threatening or potentially violent behavior can affect an employee’s overall job satisfaction and the employer’s reputation as a preferred workplace. Productivity, working safely and profitability all suffer due to the distracting nature of potential events.

This seminar will explore the following five questions in a healthcare environment along with tips on how to cope with an actual event:
1. What is workplace violence?
2. When is workplace violence committed?
3. What kinds of threats should you watch for?
4. How can you prevent workplace violence?
5. How do you respond should an incident occur?

E4 HOSPITAL AFFILIATIONS AND ALL OF THE OPTIONS IN BETWEEN
Tom Donohoe, Hall Render
Affiliations mean different things to different hospitals. For larger hospital systems, they can mean adding partners to participate in an expanding network of care. For rural hospitals, they can mean partnering with larger hospital systems with advanced technology and other resources to help rural hospitals sustain a high level of care in their local communities. Regardless of the type of hospital considering an affiliation, affiliations themselves can come in many shapes and forms, from full integration to simply sharing specialists. This presentation will outline and explain the various motives, pros and cons that both larger hospital systems and rural hospitals may consider in affiliating with one another, and the various models that may be evaluated between the parties to accomplish various objectives.

E5 HOSPICE ROUNDTABLE
Join your fellow colleagues for an interactive discussion about the latest hospice issues.

E6 THE OPIOID CRISIS: EMERGING RISKS AND CHALLENGES
Lynne Evans, UMIA
Dana Geary, MT DPHHS
Are you prepared to address the evolving risk issues associated with both the opioid crisis and the consequences of well-meaning interventions? In 2017, opioid overdoses were the leading cause of death from unintentional injury in the United States. Numerous local, state, and federal initiatives have
been implemented, with little success and many unintended consequences. This presentation will briefly explore the history of the opioid crisis, examine current interventions, and then explore the emergence of new and dangerous challenges in managing the threat. We will focus on what you can do in your office, hospital, or community to quickly identify and respond to risks to patients, staff, and neighbors.

E7 POSITIVE APPROACH TO DEMENTIA CARE: PART 2
Pamela Longmire, MPQH
Positive Approach to Care (PAC) strategies offer to help improve relationships, care, reduce anti-psychotic medication and improve quality. This is not a death by PowerPoint presentation! Participants will be actively engaged in learning experiences while they focus on residents’ individual strengths that remain and guide individuals to access them while considering curiosity and safety awareness. Participants will actively learn the hand under hand method to help residents retain more control, self-worth and independence.

E8 THE CEO/BOARD RELATIONSHIP:
DEALING WITH ADVERSITY
Panel Discussion
In this session you will hear from a panel of four rural hospital CEOs and their board members who have worked through periods of significant duress. During these presentations you will learn how the CEO/Board relationship helped move the organization through challenging times to positive outcomes. The below facilities will be participating on the panel:
Mineral Community Hospital
Broadwater Health Center
Liberty County Medical Center
Beartooth Billings Clinic

E9 HELPING TO ENSURE YOUR INFORMATION RISK MANAGEMENT PROGRAM MEETS OCR HIPAA EXPECTATIONS
Bob Chaput, Clearwater Compliance
The most fundamental, basic problem for all hospitals is not understanding their exposures. Taking that basic step is important for making smarter information security investment decisions. Bob Chaput will share his expertise on establishing, implementing and maturing a sustainable program. Learn the root causes of adverse OCR risk analysis/risk management findings and, more importantly, learn exactly what OCR expects in your HIPAA risk analysis and risk management processes. Attendees will feel comfortable with utilizing the OCR and NIST guidance to conduct Risk Analysis and Risk Management, including leaving the session with practical, tangible, actionable next steps for their organizations.

E10 TELEMEDICINE SERVICES FOR MENTAL HEALTH
Panel Discussion
This panel presentation will explore developments in telemedicine as it expands to serve mental health needs in Montana communities.

5:00 - 6:30 pm
X11 EXHIBITOR RECEPTION
Sponsored By: Jackson Physician Search
Join us for a delightful evening with exhibitors, filled with an assortment of tasty hors d’oeuvres and a no-host bar as you unwind with friends and colleagues from a day of convention activities. You won’t want to miss out on all the great door prizes, $4,000 worth of prizes in the “Passport to Prizes” game and the $500 grand prize CASH drawing!
PLENARY SESSION
Friday, September 22 • 8:30 - 10:00 am

LEADING THROUGH FOUR POWERFUL MINDSETS AND METHODS

Dennis Wagner, Director of Quality Improvement & Innovation Centers For Medicare And Medicaid Services

“Leading Through Four Powerful Mindsets and Methods” will include a discussion of setting bold aims, cultivating a culture of resilience among your team, choosing consciously to make an impact, and using leadership tools and mindsets to achieve action. These principles will be supported by tangible examples of work going on at the Centers for Medicare and Medicaid Services from the Partnership for Patients, Transforming Clinical Practice Initiative, and others to illustrate the power of these ways of being. Additionally, CMS will discuss the emerging priorities, goals, areas of opportunity, and direction that are envisioned for the Agency by the new Administration.

Dennis Wagner, MPA, who received his undergraduate and graduate degrees from Montana State University, is the Director of the Quality Improvement and Innovation Group in the Center for Clinical Standards and Quality. He also serves as the Co-Director of both the Partnership for Patients and the Transforming Clinical Practice Initiative. Prior to his current roles at CMS, Dennis served as the Associate Deputy Director and then Acting Director of CMS’s Office of Clinical Standards and Quality. Dennis worked for 12 years at the Health Resources and Services Administration (HRSA), including a final stint as Acting Director of HRSA’s Office of Health Information Technology and Quality. Dennis is also a recipient of the Samuel J. Heyman Service to America Medal (known as the “Sammies”) 2016 Federal Employee of the Year Award. The Sammies are a highly respected honor with a vigorous selection process and are known as the “Oscars” of federal service.
7:00 - 8:00 am
X12 CEO EXCHANGE BREAKFAST
Sponsored By: Hall Render & US Bank
A conversation over breakfast between all current CEOs and students enrolled in MSU-B aspiring to become the next generation.

7:30 - 8:30 am
X13 MHIMA BUSINESS MEETING

8:00 - 10:00 am
X14 MSCA BUSINESS MEETING

10:30 - 12:00 pm
X16 MSOV BUSINESS MEETING

10:30 - 12:00 pm
CONCURRENT F SESSIONS

F1 HOME HEALTH CONDITIONS OF PARTICIPATION-ARE YOU READY? PART II
J’non Griffin, Home Health Solutions, LLC
This session continues the overview of the new CMS Home Health CoPs. Part II will include QAPI and Infection Control, Services Categories and Administrative requirements.

F2 BILLING FOR SUPPLIES – NAVIGATING HEALTH PLAN AUDITS & MANAGING REVENUE
Monica Lelevich, Para Healthcare Financial
Hospital CFOs, business office staff, and materials managers often struggle to determine which items qualify as separately billable supplies -- misunderstanding the principles and best practices may lead to line item denials and poor patient perception of hospital billing practices. This session will inform the participants of:
• The basic principles which identify separately billable supply items on a hospital facility fee claim;
• Whether billing for supplies will generate additional reimbursement;
• How to structure supply charges to survive commercial payor audits and avoid negative patient perceptions;
• How to identify inappropriate line item denials and defend against auditor over-reach;
• Which supplies to “bundle” into other revenue-generating lines, such as room rates and visit charges;
• How to reallocate non-billable supply expenses across departments while remaining “revenue neutral.”
**F3 HEALTHCARE MONTANA: LEADING THE COUNTRY IN DEVELOPING HEALTHCARE APPRENTICESHIPS**

*Panel Discussion Lead by Dr. Kaye Norris, HealthCARE Montana*

Montana needs knowledgeable and skilled employees to alleviate the mounting healthcare workforce shortage. In 2014, in response to the healthcare workforce shortages in Montana, Missoula College-University of Montana applied for and was awarded a TAACCCT 4 Department of Labor grant titled HealthCARE Montana: Creating Access to Rural Education. Adult learners, including rural workers, veterans, Native Americans, and unemployed Montanans are being trained for high-demand jobs in the healthcare industry. HealthCARE Montana is expanding access to nursing and allied health programs through distance technology, work-based learning experiences, and homegrown innovations.

Healthcare registered apprenticeships are in place across the state; the PN, RN, and RN-BSN Completion programs have been shortened by 1 semester each; and the PN program is now offered via distance delivery.

To address employer input regarding issues with employee soft-skills, HealthCARE MT developed LEAD (Learn, Engage, Adapt, Do): Fostering Self-Awareness for Workplace Success. The goal of the program is to create a positive and productive work environment where patients and employees thrive through helping employees gain awareness of their thoughts and actions and how they impact those around them.

This session will include a panel of employers, apprentices, and HealthCARE staff who have developed and implemented the above programs.

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**F4 2017 MT STATE HEALTH ASSESSMENT AND HEALTH IMPROVEMENT PLAN PRIORITIES**

*Laura Williamson, MT DPHHS*

An overview of the drafted 2017 State Health Assessment (SHA) and 2018-2022 State Health Improvement Plan (SHIP) priorities will be provided. The presentation will describe the health status of Montanans, discuss the new health areas, which the 2018-2022 SHIP will focus on, and evidence-based public health actions to make changes on these priorities.

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**F5 OPERATIONALIZING HIERARCHICAL CONDITION CATEGORIES (HCC): HOW TO IMPLEMENT AND BE SUCCESSFUL IN YOUR ORGANIZATION**

*Rhonda Quast, Eide Bailly*

With increased movement to value based reimbursement across the market, the ability to accurately report patients’ complex needs to account for their resource and cost utilization is becoming increasingly important. Multiple Medicare programs utilize Hierarchical Condition Category coding (HCC) as a means of communication of a patient’s diagnosis history, current health status, and projected resource utilization. A lack of understanding of HCC and how their resulting Risk Adjusted Factor (RAF) scores are used to provide reimbursement to organizations leaves you at risk of causing an unintentional negative impact to your organization’s financial health. In this session, we will address the following objectives:

- Provide general understanding of Hierarchical Condition Categories (HCC), including the impact they can have on your organization’s financial health
- Assess common challenges encountered in organizations as they implement workflows to support HCC scoring
- Provide feedback on next steps for your organization to be prepared and successful in HCC scoring
F6 SPIRITUAL CARE ROUNDTABLE  
Rev. Kim Pepper, St Peter’s Hospital  
This session will offer the opportunity to discuss spiritual care in the healthcare setting. Possible topics of discussion: developing a spiritual care program, measuring outcomes, recruiting and training volunteer and on-call chaplains, spiritual assessments, charting, clinical pastoral education, grief support, self-care, and “ask the chaplains.”

F7 MUSIC BREACHES THE SILENCE  
Pamela Longmire, MPQH  
Music can touch the very soul of a person. Different songs can inspire joy, energy, calmness, sadness, anger and more. Since the 1950s, studies have explored how music impacts the minds of people at all ages. This session focuses on how music affects individuals with dementia. By gaining a better understanding of dementia and its impact on the brain, care partners can find more satisfaction in their work while the residents they care for become more engaged and aware: have improved cognition, behavior, mobility and speech; and have reduced anxiety, depression and pain. Learn how to tap into the power of music to help both your residents and yourself.

F8 LEVERAGING SOCIAL MEDIA FOR PROVIDER RECRUITING  
Becky Casias, Jackson Physician Search  
Based on a recent detailed study, the Association of American Medical Colleges (AAMC) projects a shortage of between 40,800 and 104,900 physicians by 2030. Acute shortages are most sharply felt in family medicine, internal medicine and psychiatry, especially in small cities and rural communities. Embracing social and digital media as a core strategy in recruiting physicians and other providers has become central to recruitment success. But leveraging social media successfully requires both a keen understanding of the candidate pool and proficiency in social media to engage them. This session will review trends nationwide, as well as market dynamics in Montana. We will explore what hospital administrators and recruiters can do today to help prepare their organizations for tomorrow. Becky will share her hands-on experience and demonstrate practical techniques that attendees can use to leverage core social media principles, effectively engage “passive candidates” and achieve their recruitment objectives through “Social S.E.A.R.C.H.”
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 and message 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 Fall Convention & Trade Show. We look forward to seeing you in Billings soon!
Your name badge will be printed from this information.

**First Name:** _____________________________________________  **Last Name:** ______________________________________________

**Title:** ______________________________________________  **Telephone:** _________________________________________________

**Facility/Organization Name:** _________________________________________________________________________________________

**Mailing Address/City/State/Zip:** ______________________________________________________________________________________

**Email Address:**  ___________________________________________________________________________________________________

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

- [ ] CEO (MHA Member)
- [ ] CEO (Non-Member)
- [ ] CFO
- [ ] CNO/DON
- [ ] Activity Director
- [ ] Board of Directors/Trustee
- [ ] Business Office Manager
- [ ] Chaplain/Pastoral Care
- [ ] Clinic Manager
- [ ] Education/In-Service/Training
- [ ] Emergency Preparedness
- [ ] Engineer/Plant Operations
- [ ] Executive Staff (non-CEO)
- [ ] Exhibitor
- [ ] Guest/Spouse
- [ ] HIM/IT
- [ ] Home Health
- [ ] Hospice
- [ ] Hospice/Home Health
- [ ] Infection Control
- [ ] Materials Manager
- [ ] Medical Staff/Physician
- [ ] Nursing
- [ ] Other_______________
- [ ] Personnel/HR
- [ ] PR/Marketing/Foundation
- [ ] Quality (QI/QA)
- [ ] Risk Management
- [ ] Social Services
- [ ] Speaker
- [ ] State Employee
- [ ] Volunteer/Auxilian/DVS

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### Registration Fees

**Convention Registration Fee**

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<th>Registration Fee</th>
<th>Fee After 9/12</th>
<th>Total Fee</th>
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<tr>
<td>MHA Member (Includes Associate &amp; Personal)</td>
<td>$295</td>
<td>Same</td>
</tr>
<tr>
<td>Prospective Member (Non-Member Employed in Patient Care Facility)</td>
<td>$495</td>
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<td>Company Representative (Without a Trade Show Booth or Sponsorship)</td>
<td>$600</td>
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**Bonus Sessions**

<table>
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<th>Fee if Attending Convention</th>
<th>Bonus Session Only</th>
<th>Total Fee</th>
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</table>
| Pre-Conference Workshop: Infection Prevention Bootcamp  
Tuesday, September 19 • 10:00 am - 5:00 pm  
CNE NHA | $35 | $70 |
| Bonus Session #1: Change Management: “Impedership” to Leadership  
Wednesday, September 20 • 9:00 am - 12:00 pm  
CNE NHA | $100 | $200 |
Wednesday, September 20 • 9:00 am - 12:00 pm  
CNE NHA | $35 | $120 |

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### Payment Information

You may pay by credit card, check or member facilities may choose “Bill My Facility” when registering Online. MHA will send an invoice for all registered attendees from your facility after the event has concluded.

**TOTAL PAYMENT DUE:** $ ____________________

- [ ] CHECK ENCLOSED
- [ ] PLEASE INVOICE ME—MHA Member Facility PO#: ____________________

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](http://www.mtha.org/education) for links to register for the convention. Please contact Kim Wiens 457-8017 or kim.wiens@mtha.org with any questions or guidance.
### Tuesday Other Meetings/Events (x) if you wish to attend

- Infection Prevention Bootcamp (10:00 am - 5:00 pm)

### Wednesday Other Meetings/Events (x) if you wish to attend

- Critical Access Hospital CEOs Meeting (8:00 - 11:00 am)
- MHA House of Delegates & Member CEO Meeting (11:45 am - 4:30 pm)
- ACE Board Meeting (2:00 - 3:00 pm)

### Session A Wednesday 1:30 - 3:00 pm (x) only 1 workshop in each session

- Hazard Vulnerability Assessments
- Strengthening Civility to Promote Inclusivity
- Performance Management & Conflict Resolution Through Coaching
- DPHHS Certification Bureau; Home Health and Hospice Update
- Current and Future State of the Healthcare Workforce in Montana
- Antibiotic Stewardship Workgroup

### Session B Wednesday 3:30 - 5:00 pm (x) only 1 workshop in each session

- Emergency Planning, Training and Exercises
- Analyzing Long Term Care Compliance Programs Under the New ROPs
- Suicide Care Coordination: VA Suicide Prevention and Our Community
- Home Health Roundtable
- ACE Cultural and Language Challenges of Diverse Patient Populations
- Montana Primary Care Office: SLRP, NHSC, HPSAs and J-1 Overview
- Integrated Behavioral Health: Montana Healthcare Foundation’s IBH...

### Wednesday Other Meeting/Events (x) all you wish to attend

- MHIMA Board Meeting (4:30 - 5:30 pm)
- MTA Business Meeting (5:00 - 6:00 pm)
- Chairman’s Welcome Reception (5:00 - 6:30 pm)
- The Meet Up - By Invitation Only (6:30 - 8:30 pm)

### Thursday Other Meetings/Events (x) all you wish to attend

- General Session - General Session - Performing Under Pressure: The Science of Emotional Intelligence (10:00 am - 12:00 pm)
- Strolling Lunch with Exhibitors (12:00 - 2:00 pm)

### Session D Thursday 2:00 - 3:30 pm (x) only 1 workshop in each session

- 2017 Home Care Regulatory Update
- Find Your Purpose with the Phase 2 Regulations!
- Engaging Patients at Every Level - Part II
- Assessment of Philanthropy in Health Care
- Disruptive Innovation in Healthcare Delivery
- Grieving Styles and Trauma-Complicated Grief
- Positive Approach to Dementia Care - Part I
- To Stay and What You Need to Know
- Time to Get Serious, Compliance is Not an Option
- State of Telemedicine in Montana
- Evolving Models of Care: 8 Questions to Ask Before Diving Into Telemedicine

### Session E Thursday 3:45 - 5:15 pm (x) only 1 workshop in each session

- Develop Your Facility- Wide Resource Assessment for Phase 2!
- Workplace Violence Prevention
- Hospital Affiliations and All of the Options in Between
- Hospice Roundtable
- The Opioid Crisis: Emerging Risks and Challenges
- Positive Approach to Dementia Care: Part II
- CEO/Board Relationship: Dealing With Adversity
- Helping to Ensure Your Information Risk Management Program Meets...
- Telemedicine Services for Mental Health

### Friday Other Meetings (x) all you wish to attend

- CEO Exchange - A Conversation Over Breakfast (7:00 - 8:00 am)
- MHIMA Business Meeting (7:30 - 8:30 am)
- MSCA Business Meeting (8:00 - 10:00 am)
- Plenary Session: Leading Through Four Powerful Mindsets and Methods (8:30 -10:00 am)
- Exhibit Reception & Trade Show (5:00 - 6:30 pm)

### Session F Friday 10:30 - 12:00 pm (x) only 1 workshop in each session

- Home Health Conditions of Participation-Are you Ready? Part II
- Billing for Supplies –Navigating Health Plan Audits and Managing Rev...
- HealthCARE Montana: Leading the Country in Developing Healthcare...
- 2017 MT State Health Assessment and Health Improvement Plan Prior...
- Operationalizing Hierarchical Condition Categories: How to Implement...
- Spiritual Care Roundtable
- Leveraging Social Media for Provider Recruiting
- Music Breaches the Silence
- Behavioral Health Problems in the ED: Legal Requirements and Risk...