Achieving Balance in Health Care Governance

2016 Winter Trustee Conference

Jan. 8 - 10

Marriott Minneapolis Northwest, Brooklyn Park
Training Camp for Rookie Trustees

Designed for New and Inexperienced Trustees
Friday, Jan. 8, 2016

All boards face tough challenges. The future success of any hospital board depends on the board's ability to function in a visionary and collaborative framework of governing.

This training camp is especially designed for inexperienced or less-experienced trustees. It will help newer trustees understand fundamental issues and expectations of health care boards and trustees, understand the challenges of governance in leading through reform, and provide information about basic board and trustee roles and responsibilities, and provide an overview of basic finance and reimbursement.

This extended session will explore essential governance practice questions that every board member should know the answers to in order to consistently carry out effective and accountable trusteeship. Quick tests of attendees' governance practices will be conducted throughout the program using anonymous electronic participant polling technology.

The training camp will explore fundamental governance responsibilities in the areas of organizational vision, roles and responsibilities, policies and procedures, quality, communication and relationships with other board members, CEOs, physicians, staff and community, education and self-assessment, finances, and more.

At the close of the program, attendees will participate in an open forum to discuss other questions about governance responsibilities and accountabilities.

Faculty:
Larry Walker, president, The Walker Company, Wilsonville, OR
Brent Wordelman, CPA, director of finance, Ridgeview Medical Center & Clinics, Waconia, MN
Lawrence J. Massa, president, Minnesota Hospital Association, St. Paul, MN

Audience:
Hospital trustees, board members and CEOs who have served less than three years on their hospital board.

Time/Location:
Registration will begin at 8 a.m.; program will begin at 8:30 a.m. and will conclude by 2 p.m. Lunch and materials will be included. The program will be held at the Marriott Minneapolis Northwest, Brooklyn Park, MN.

Cost:
$139 — hospital trustee who also registers for the 2016 January Trustee Conference
$199 — hospital trustee not registering for 2016 January Trustee Conference
$299 — non-member
Friday, January 8

1 – 5:30 p.m. Registration

2:30 – 3:20 p.m. What’s in Store for the 2016 Legislative Session

Mary Krinkie, vice president, government relations, Minnesota Hospital Association, St. Paul, MN

As 2016 legislative session approaches, a number of issues will become priorities for Minnesota health care. Whether quality and patient safety, staffing issues, mental and behavioral health, community benefits or transparency, helping our members deliver safe patient care is MHA’s top priority. Krinkie will preview the priority issues that the health care community will face in the 2016 legislative session, and discuss the elevated need for advocacy in every community. Learn what public policy issues health care organizations will soon face and what those impending changes mean to you, your community and your facility.

3:20 – 4 p.m. The State of Minnesota Health Care

Lucinda Jesson, commissioner, Department of Human Services, St. Paul, MN (invited)

While Minnesota continues to place at the top of state health rankings, we still have much to do as health care costs increase and issues such as health disparities, inequitable care, quality and reimbursement are questioned. Jesson will share her experience as commissioner and provide insight on the state’s priorities and how we can work together to meet the needs of consumers, contain costs and improve the health for all Minnesotans. As leaders of health care across the state, it is critical that we understand the ‘State of our State’ and find ways to keep Minnesota as a leader of health care.

4 – 4:20 p.m. Break

4:20 – 5:20 p.m. Telehealth in Minnesota: The Key to Expanded Care

Marc Newell, M.D., Abbott Northwestern Hospital, Minneapolis, MN

Telehealth is defined as the use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health status. Predictions indicate that 1.8 million patients worldwide will be served through telemedicine capabilities by 2017. With this growing opportunity, what is your vision about how to use telemedicine to increase access and opportunities that can enhance care for your community?

5:20 – 6 p.m. Addressing Disparities in Health Care

Tania Daniels, vice president, patient safety, Minnesota Hospital Association, St. Paul, MN; Jon Pryor, M.D., chief executive officer, Hennepin Healthcare System, Inc., Minneapolis, MN

The American Hospital Association is encouraging its members to sign a pledge to address disparities in health care. Despite our achievements in improving the quality and safety of care, Minnesota continues to struggle with wide disparities in the care that residents receive. Daniels will provide the background and merits of the pledge and share the expectation of commitment and measurable outcomes.

6 – 6:15 p.m. Trustee Recognition

6:15 p.m. Dinner

Saturday, January 9

7 – 8:30 a.m. Breakfast

8:30 – 9:40 a.m. Inside the Board Room: Responding to Conversations with Patients and Their Families

Larry Walker, president, The Walker Company, Lake Oswego, OR; Members of the Trustee Council

In 2011, MHA trustee conference attendees watched as board members and CEOs of Minnesota hospitals served as trustees of the fictional “Upper Lakes Community Hospital.” The board grappled with a variety of issues and challenges, committed “governance malpractice” and suffered from a variety of “governance diseases” during a fun and interactive “mock board meeting.” They’re coming back again this year. The board is now struggling to understand how and when to have interaction with patients and their families to engage them in all aspects of their care, and the importance of designing those crucial conversations to improve patient outcomes and safety. This fun and lively session will allow you to observe a board meeting in action, as trustees discuss critical issues and make critical decisions about ways to successfully understand and strategically adapt to quality and patient safety.
Concurrent Sessions (choose one)

#1 Increasing the Value of Community Health Needs Assessments
Matthew Anderson, senior vice president, policy and strategy, Kristin Loncorich, director of government relations, Minnesota Hospital Association, St. Paul, MN
Community Health Needs Assessments (CHNAs) provide a terrific strategic opportunity for hospitals and health systems to do more than merely identify and prioritize the health needs of the residents they serve. As many hospitals and health systems prepare to conduct CHNAs, this presentation will highlight ways to better leverage the resources used, as well as the insights and information that result from the process.

#2 Cybersecurity and Evolving Payment Systems: Changing the Way We Do Business
Gary Braley, speaker, author, consultant, Braley Consulting, St. Paul, MN
New payment systems and cybersecurity are two of the most important issues we face today. Anyone who deals with credit transactions — business, health care facility or consumer will be affected. Technological change will bring improved security but also added costs for equipment, training and support. Newly sensitive information stored in electronic medical records as well as human resources and financial systems demand the highest level of security. Unfortunately, few real technical solutions exist since many of the problems are related to human performance. Gone are the days when an employee or consultant could be entrusted with all the responsibility and blamed when things went wrong. Managers and executives at all levels need to understand these trends since we will all encounter these issues in the future.

#3 Understanding the Triple Aim
Rahul Koranne, M.D., MBA, FACP, senior vice president, clinical affairs and chief medical officer; Minnesota Hospital Association, St. Paul, MN
Hospitals, nursing homes, and home care agencies across the country are pursuing the Triple Aim of improving population health, enhancing the quality of patient care — including quality, safety and satisfaction — and reducing the per capita cost of health care. Koranne will provide updated and advanced information from his presentation at the July Conference on what the components of the Triple Aim are for your communities, and the patients you serve, along with the metrics needed to simultaneously achieve Triple Aim results for your populations. Koranne will also share the critical importance of health care staff engagement and morale to achieve the Triple Aim for trustees, executives, management, staff and clinicians.

#4 Critical Skills in Financial Statement Analysis for Better Board Governance
Matt Borchardt, Manager, CliftonLarsonAllen, LLP, Minneapolis, MN
This presentation is designed for trustees with a non-financial background who want to learn more about understanding the basis of their organization’s financial statement, or those with a financial background who need background on understanding a health care financial statement. In the session, you will be provided with an in-depth review of understanding financial statements and also a review of critical ratios and how to calculate and compare to benchmarks. Emphasis will also be provided to gain an understanding of positive and negative trends and their potential impact on future financial statements. With this insight, trustees will be able to make judgments about the financial performance and financial well-being of their respective organizations.

#5 Developing a Community Health Network
Cassie Boddy, MSW, Paula Philipps, R.N., Winona Health Service, Winona, MN
Winona Health’s Community Health Network helps the most vulnerable individuals manage their health and avoid unnecessary emergency department visits and hospital admissions. The program trains college students as health coaches to provide emotional support, access to community resources and help clients identify actions they can take to improve their health overall. In an increasingly specialized health care system, a coach can be a familiar face who helps a patient navigate his or her total health journey. This program will provide information on how the approach is working: hospital admissions and emergency department visits among the Community Care Network’s clients have declined by more than 86 percent since the program began.

#6 Essentials of Succession Planning and Onboarding
Richard Metheny, leadership solutions practice leader, Jim King, senior partner and chief quality officer, Witt/Kiefer, Minneapolis, MN
Proactive health care organizations plan for leadership transition and build a pipeline for future c-suite talent. This session discusses the basics of succession management and emphasizes importance in helping organizations retain their competitive edge over the long haul and to ensure that executive turnover does not derail growth and progress. You will learn the fundamentals and importance of proactive executive succession planning and the importance of onboarding in regards to long-term leader success.

#7 Battling to Dominate the Next Generation Technology
Gary Braley, speaker, author, consultant, Braley Consulting, St. Paul, MN
We are going through a total reordering of the technology industry. Major battles are raging among companies to see who will be the next Microsoft and Intel. Technology companies are entering unfamiliar territory with drones, sensors, remote monitors and
increasingly sophisticated networks. In the past, decision makers understood finance, law, human resources and other business functions but often left technology to the guy that took care of their computers. This isn’t going to work in the future for any type of business and particularly health care where the complexity of information technology is growing at a staggering rate. Trustees and executives at all levels must understand these new developments as they navigate an increasingly complex health care environment and try and piece together the best way to protect information gained and stored in a patients records, from their smart watch to their electronic medical record.

Strategic Planning and Positioning

#8 Governance Never Events

Larry Walker, president, The Walker Company, Wilsonville, OR
Just as preventing clinical “never events” from occurring is a vital quality and patient safety imperative, preventing governance failures is also critically important in ensuring continuous governance quality improvement. To be confident and successful in their governance, boards should have policies, procedures, structure and expectations to ensure they do not commit “governance never events,” basic failures of accountable governance leadership. This program will explore 10 governance “never events” that should never occur in health care board rooms. This interactive program will use audience opinion polling technology to give attendees an opportunity to gauge how effectively their boards avoid committing these never events.

Board Development and Self-Assessment – ADVANCED

#9 Mental and Behavioral Health in Minnesota

Matthew Anderson, senior vice president, policy and strategy, Minnesota Hospital Association, St. Paul, MN
Communities across the country struggle to provide for the mental and behavioral health needs of their residents. Legislation passed in 2015 begins to address some of the shortfalls within Minnesota’s system and serves as the foundation for more ambitious and systemic reforms. This discussion will offer examples of innovative efforts to deliver better care, and explore work being done to go further upstream toward earlier detection or even prevention of mental illness.

Principles of Effective Governance

#10 Protecting Patients: Engaging Patients and Families in End-of-Life Care Decisions to Ease Transitions

Ken Kephart, M.D., medical director of Honoring Choices Minnesota, St. Paul, MN
Advance care planning (ACP) offers patients the opportunity to make decisions about future health care decisions in order to prevent unnecessary or unwanted care. A well-thought out and honored health care directive can eliminate actual harm and/or immediate jeopardy to the patient by clearly outlining the types of treatments and/or transitions preferred. Physical and psychological harm can be avoided for the patient and their loved ones when ACP is handled well. The presenter will share how Honoring Choices Minnesota is working to standardize ACP throughout the state and give examples of the progress being made in Minnesota health care systems.

Quality and Patient Safety

#11 Top Performing Rural Hospitals

Ralph Llewellyn, health care consulting partner, Adam Strom, health care consulting manager, Eide Bailly, LLP, Minneapolis, MN
The challenges are great and the resources seem to be dwindling. However, through it all, some rural hospitals continue to significantly outperform their counterparts. This session will discuss top strategies employed by the more successful providers to assist them in improving operations, reimbursement and financial performance. You will learn how to identify strategies to protect and improve patient volumes, explore strategies to improve operational efficiency and discuss strategies to improve net reimbursement for services.

Strategic Planning and Positioning

#12 Fiduciary Duties and Best Practices in Serving on a Nonprofit Board

Jennifer Reedstrom Bishop, attorney; Catie Bitzan Amundsen, attorney, Gray Plant Mooty, Minneapolis, MN
A board of directors of a nonprofit hospital faces the unique challenge of adhering to traditional nonprofit director fiduciary duties while navigating complex operational issues, involvement of health care providers in decision-making, duties owed to related health care organizations, and other specialized issues in the health care industry. This presentation will provide an overview of the fiduciary duties that apply to a nonprofit hospital’s board of directors and discuss matters uniquely faced by hospital boards, special attention will be given to compliance with open meeting law and data practices act rules as they apply to public hospitals. It will also propose a number of best practices that a board can use to help successfully guide the hospital through common challenges, while complying with rules applicable to nonprofit 501(c)(3) organizations and ensuring that board members are meeting their fiduciary obligations.

Fiduciary Duties

Minnesota Realities: Economic and Demographic Trends

Craig Helmstetter, Ph.D., senior research manager, Wilder Research/MN Compass, St. Paul, MN
Minnesota is undergoing major demographic shifts including an aging and more diverse population. What does that mean for the future of our state? What is the health of our state compared to the national view? This session will provide an overview on where Minnesota is heading both in our economic overview/forecast and the demographics that seem to make up our state’s trends. While we might not be returning to the economy we grew accustomed to in years past, we’re heading in a new direction and need to understand the forces behind the move and their implications to our industry. Join us as we hear what the demographics and economy have in store for Minnesota health care.

Strategic Planning and Positioning

Lunch
Sunday, Jan. 10

Breakfast

Concurrent Sessions (choose one)

#13 CMS Surveys: Immediate Jeopardy Findings, Condition Level Deficiencies and Other Surprises Every Board Should Understand

Susan Kratz, J.D., attorney; Elizabeth Winchell, J.D., attorney, Nilan Johnson Lewis, Minneapolis, MN

Undergoing a CMS survey to determine compliance with Medicare Conditions of Participation can be a stressful experience for any health care facility. What you might assume is a routine survey can quickly turn into a situation where the facility is put on a 90 day, or in some cases a 23 day, track for having its Medicare participation agreement terminated. This can come as quite a surprise to board members, especially when their facility has routinely undergone Joint Commission surveys without incident. When you get surveyed is unpredictable, and therefore continuous readiness is critical. This session will explain the current landscape of CMS surveys, including when a survey might occur, who conducts the survey, (the often surprising) immediate jeopardy findings, and a CMS survey’s impact on Joint Commission accreditation. Board members will learn how they play an important role in ensuring readiness for a CMS survey and in ensuring the their facility responds quickly and appropriately if CMS determines you are no longer meeting conditions of participation in the Medicare program.

Board Development and Self-Assessment

#14 A Leader’s Perspective: Lessons Learned from Implementing A Patient/Family-Centered Culture

Chuck Hofius, chief executive officer, Perham Health, Perham, MN

Be inspired to take risks and change the culture of your facility in ways that benefit everyone from the patient to the trustee. This session provides practical advice and lessons learned during Perham Health’s journey on effectively partnering with patients and families while improving quality and safety outcomes.

Quality and Patient Safety

#15 Working in Collaboration With Physicians

Rahul Koranne, M.D., MBA, FACP, senior vice president, clinical affairs and chief medical officer; Minnesota Hospital Association, St. Paul, MN

Whether providing feedback about quality, discussing a facility issue or working with physicians on the board, health care board members and executives need to know how to build close relationships with physicians on their team. Learn some tactics for engaging the medical staff, increasing physician satisfaction, and building a collaborative relationship. Dr. Koranne will also provide the high level principles of how to engage physicians as trusted partners as organizations work toward increasing the level of satisfaction and engagement of their executive team.

Principles of Effective Governance

General Session: A Narrow Spot in the Hourglass

Ruth Bachman, writer, author, certified wellness speaker, Eden Prairie, MN

Change is the narrow spot in the hourglass. The sand travels from the top, through the tight spot, to the bottom. The sand is the same, but with a different arrangement. Experience has taught Bachman that change can serve as a catalyst to sharpen our sense of purpose and recognize what is important. Do we stick our head in the sand and pretend nothing has happened, or accept the inevitability of change and live life with renewed abundance? Join us at our closing session as Bachman delivers her message as a living authority on managing change through the narrow spots of our lives.

Principles of Effective Governance

Fees and Conference Registration

The conference registration fee is $315 per person for MHA member facilities, $415 for associate members, $465 for non-members and $500 for on-site registration. The fee for the Training Camp for Rookie Trustees is $139 for a hospital trustee who also registers for the conference, $199 for a hospital trustee only attending the training camp and $299 for non-members. All registrations should be coordinated through the facility where the participant serves. Cancellation notice for MHA is Jan. 1, 2016.

The registration fee includes sessions, program materials, meals and breaks. Registration is personal and made for the entire conference period. The Minnesota Hospital Association reserves the right to cancel the conference.

If registering a spouse/guest, please make that note on the MHA registration form and include a check for $115 for the meal package. Registration fees, less a $25 cancellation fee, are refundable if notice is received five working days prior to program dates. No-shows will be billed!

For more information, contact Peggy Westby, vice president, education, MHA, at (651) 641-1121 or (800) 462-5393.

Reservation deadline for the Marriott is Dec. 18, 2015.
**Registration Form — Trustee Conference — Jan. 8-10, 2016**

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☐ Check here if you are a first-time attendee

Please indicate which concurrent sessions you will be attending — you are automatically registered for all general sessions

**Saturday, Jan. 9, 10 to 11 a.m.**
- #1 Increasing the Value of Community Health Needs Assessments
- #2 Cybersecurity and Evolving Payment Systems: Changing the Way We Do Business
- #3 Understanding the Triple Aim
- #4 Critical Skills in Financial Statement Analysis for Better Board Governance

**Saturday, Jan. 9, 11:15 a.m. to 12:15 p.m.**
- #5 Developing a Community Health Network
- #6 Essentials of Succession Planning and Onboarding
- #7 Battling to Dominate the Next Generation Technology
- #8 Governance Never Events

**Saturday, Jan. 9, 1:30 to 2:30 p.m.**
- #9 Mental and Behavioral Health in Minnesota
- #10 Protecting Patients: Engaging Patients & Families in End-of-Life Care Decisions to Ease Transitions
- #11 Top Performing Rural Hospitals
- #12 Fiduciary Duties and Best Practices in Serving on a Nonprofit Board

**Sunday, Jan. 10, 9 to 10:15 a.m.**
- #13 CMS Surveys: Immediate Jeopardy Findings, Condition Level Deficiencies and Other Surprises Every Board Should Understand
- #14 A Leader’s Perspective: Lessons Learned from Implementing A Patient/Family-Centered Culture
- #15 Working in Collaboration With Physicians

Mail form with payment to: Minnesota Hospital Association, ATTN: Education, 2550 University Ave. W., Ste. 350-S, St. Paul, MN 55114 or Fax to: (651) 659-1477

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**Registration Form — Marriott Minneapolis Northwest, Brooklyn Park — MHA Trustee Conference: Jan. 8-10, 2016**

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Room rates are $139 for both double and single. All rates subject to 10.275% tax. Check-out time is noon. Check-in time is 4 p.m.

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Credit card #  Sec. code (3 digit code on back of card)

Signature of card holder  Expiration date

Mail form with payment to Minneapolis Marriott Northwest, Reservation Department, 7025 Northland Dr. N., Brooklyn Park, MN 55428
Phone (763) 536-8300 • Fax (763) 536-8790 • Online: book your group rate for MHA at the Marriott
**Must be received by cutoff date: Dec. 18, 2015**