Training Camp for Rookie Trustees

Designed for New and Inexperienced Trustees

Friday, Jan. 12, 2018

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

This training camp is especially designed for inexperienced 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, as well as an overview of basic finance and reimbursement.

This extended session will explore essential governance practice questions that every board member should know 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, policies and procedures; quality; education and self-assessment; finances, communication; and relationships with other board members, CEOs, physicians, staff and the community 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

Karma H. Bass, MPH, FACHE, principal, Via Healthcare Consulting, Carlsbad, CA
Brent Wordelman, CPA, director of finance, Ridgeview Medical Center, Waconia, MN
Lawrence J. Massa, M.S., FACHE, president and CEO, Minnesota Hospital Association, St. Paul, MN

Audience

Any hospital trustee/board member who has 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 are included. The program will be held at the Marriott Minneapolis Northwest, Brooklyn Park, MN.

Cost:

$139 — hospital trustee attending the 2018 Winter Trustee Conference
$199 — hospital trustee not attending the 2018 Winter Trustee Conference
$299 — non member
Friday, Jan. 12

1 – 5:30 p.m.
Registration

2:30 – 3:20 p.m.
What's in Store for the 2018 Legislative Session
Mary Krinkie, vice president, government relations, Minnesota Hospital Association, St. Paul, MN
As the 2018 legislative session approaches, a number of issues will become priorities for Minnesota health care. Through advocacy on financial funding, quality and patient safety, staffing issues, mental and behavioral health, community benefits and transparency, helping our members deliver safe patient care is our top priority. Krinkie will preview the priority issues the health care community will face in the 2018 legislative session, and discuss the elevated need for advocacy in every community.

3:20 – 4 p.m.
Emergency Readiness for Today's Changing Environment
John Hick, M.D., emergency physician, medical director for emergency preparedness, Hennepin Healthcare System Inc., Minneapolis, MN
Being prepared to respond to an emergency is vital, especially in health care facilities. Emergency readiness involves all hazards — weather-related, terrorism, disease outbreaks or active shooter incidents. As we saw in 2017, emergencies come in all shapes and forms. As Super Bowl LII approaches, we'll take a look at what kind of preparation is needed and how it affects us locally and statewide. Join us for an informative session and learn how being prepared and vigilant is the key to readiness planning.

4 – 4:20 p.m.
Break

4:20 – 5:20 p.m.
Community-Based Care Collaboration Prevents Opioid Abuse
Kurt DeVine, M.D., and Heather Bell, M.D., CHI St. Gabriel's Health; Charles Strack, police chief, Little Falls Police Department, Little Falls, MN
To respond to the opioid crisis in their county, CHI St. Gabriel's brought together community partners to create the Morrison County Drug Task Force that includes law enforcement, medical professionals, public health advocates and other community leaders. Led by two physicians in their clinic, CHI St. Gabriel's created a Controlled Substance Care Team to monitor patients on chronic pain medications and decide when narcotics are appropriate or when they are being misused, abused or diverted. If the team determines a patient may be misusing medication, they treat his or her substance use disorder. In the first eight months of their program, pain dropped from being the number one reason patients entered the emergency room to not even being in the top 20. In the program’s first year, one of the community’s four pharmacies reported a 23 percent decrease in controlled substance prescriptions. St. Gabriel’s has helped 324 patients taper off controlled substances completely. In a year, that translates to more than 370,000 fewer controlled substance doses entering the community.

5:20 – 6 p.m.
Finding Solutions in Our Communities
Dave Baker, House of Representatives, District 17B, Willmar, MN
Rep. Dave Baker lost his 25-year old son Dan to a heroin overdose five years after Dan was prescribed Vicodin for a back injury. Since 2011, Baker has created the Dan Baker Foundation to spread awareness of addiction as a disease, to help those suffering from addiction and to promote healing. Baker has also championed advocacy efforts at the State Capitol to promote public policy, legislation and solutions to the opioid crisis in Minnesota.

6 p.m.
Trustee Recognition

6:15 p.m.
Dinner

Saturday, Jan. 13

7 – 8:30 a.m.
Breakfast

8:30 – 8:45 a.m.
Connecting Care and Communities
Lawrence J. Massa, M.S., FACHE, president and CEO, Minnesota Hospital Association, St. Paul, MN

8:45 – 9:45 a.m.
The Role of Leadership When Connecting With the Community
Karma H. Bass, MPH, FACHE, principal, Via Healthcare Consulting, Carlsbad, CA
With the myriad of industry challenges, many hospitals are, out of necessity, seeking new ways of connecting with physicians, other health care providers and the community. Additionally, hospital leaders understand the need for their organizations to play a more integrated role in the health of the community, but they aren’t always sure how they can participate. This can be problematic when a key factor in successful partnerships is the organization’s leadership. Learn about the important role leaders at the board and executive level can play in determining the success or failure of efforts to partner in the community. Board members hold a unique role that too often goes untapped when the organization is working to connect with the community. Bass introduces a provocative model for change management as well as real-world examples and actionable steps hospitals can take to enhance their organization’s critical community connections.

Board Development and Self-Assessment ADVANCED
11:15 a.m. – 11:15 a.m.
Break

10 – 11 a.m.
Concurrent Sessions (choose one)

#1 Trustee Advocates: Influencing Health Care Beyond Fiduciary Duties
Matthew Anderson, J.D., senior vice president of policy and chief strategy officer, Minnesota Hospital Association, St. Paul, MN
Trustees’ fiduciary duties represent minimum standards and expectations trustees must meet. In Minnesota, however, our trustees aspire to be more than the bare minimum for the hospitals, health systems and communities they serve. Trustees are influential members of their communities who see health care delivery from a unique perspective. By embracing the role of trustee advocate, you can be a powerful force for communicating your organization’s and community’s needs and influencing public policy at the local, state and federal levels. Learn the role of trustee advocate and make your voice heard.

Principles of Effective Governance

#2 Banding Together for Population Health
Lynn Barr, MPH, chief executive officer, Caravan Health, Kansas City, MO
This session will describe an effective accountable care strategy for independent urban and rural hospitals. These models result in decreased inpatient costs for patients and bring significant opportunities for expanded market share and an increase in overall health system revenue through new preventative screenings and wellness services. A case study will also be highlighted that demonstrates how a Medicare Shared Savings Program Track 1 ACO including seven community hospitals in two different states increased overall revenue by 7 percent and increased the quality of patient care and reduced overall Medicare spending by more than 8 percent.

Strategic Planning and Positioning

#3 Evolving Models of Care: Eight Questions to Ask Before Diving into Telemedicine
Robert S. Thompson, RT, JD, MBA, business development consultant, MMIC, Minneapolis, MN
Health care providers today are serving greater numbers of patients, many with chronic conditions needing long-term management. In addition, providers face demands for improved access and greater value. Telemedicine solutions are emerging to address these needs. E-visits won’t replace traditional care models; rather, they’ll supplement same-room visits as well as create convenient new ways to connect with patients in geographically underserved areas. This session will cover eight questions to ask before diving into telemedicine. Providers armed with answers to essential questions will be better prepared to protect themselves from risk and deliver safe care as the technology and regulatory environments evolve.

Strategic Planning and Positioning

#4 Governance Practices and Trustee Responsibility
Lori Wink, attorney, and Larry Coon, attorney, Hall, Render, Killian, Heath & Lyman, P.C., Milwaukee, WI
The issue of board accountability stays in the forefront of good governance practices for all health care organizations. Board responsibility has become more complex and the scrutiny more focused. This session will provide direction on issues such as director duties and responsibilities, conflict of interest policies and practices, IRS Intermediate Sanctions Law and oversight of compliance programs. This session is intended to educate you on current best practices and what steps you should take to govern more effectively.

Principles of Effective Governance

11 – 11:15 a.m.
Break

11:15 a.m. – 12:15 p.m.
Concurrent Sessions (choose one)

#5 Balancing Governance Among System and Local Boards
James Rice, Ph.D., FACHE, managing director and practice leader, Integrated Health Strategies, division of Gallagher Benefit Services, Kansas City, MO
As the health care delivery system takes on a new shape, organizations will need to evaluate their organizational structures, care delivery roles and collaborations in order to best achieve their mission and vision and ensure an ongoing capacity to successfully meet community needs. As a result, governance structures are also adapting and transforming, with many organizations shifting governance responsibilities to a different but still vital advisory role. This program will explore the fundamental differences in roles between operation and advisory boards and highlight ways to ensure that advisory governance is meaningful and valuable to organizational thinking and responsive to the challenges ahead.

Board Development and Self-Assessment

#6 Model of Continuous Quality Improvement
Rahul Koranne, M.D., MBA, FACP, senior vice president, clinical affairs and chief medical officer, and Tania Daniels, PT, MBA, vice president, quality and patient safety, Minnesota Hospital Association, St. Paul, MN
A major focus over the past 15 years of the Minnesota Hospital Association (MHA) has been to collaboratively lead continuous quality and patient safety improvement. MHA was the first state in the nation to identify this need and has made it a priority to work with our members to improve the care of each community. This process of improvement begins with identifying quality or safety issues and then working to help improve the outcomes for our patients. This session will engage you in dialogue about the continuous quality improvement process that MHA has used with leaders and staff from health care facilities across Minnesota.

Quality and Patient Safety

#7 Rural Health: Challenges and Opportunities
Scott Clay, principal, PYA, Atlanta, GA
The challenges for rural hospitals across the country are becoming more complex and widespread, but no two rural facilities are exactly alike. Facilities represent various types of communities and are different in size, system affiliation, reimbursement structure and financial position. In order to address unique opportunities and challenges, each facility must develop its own road map focusing on a clear direction of pursuits and actions. This session introduces a road map framework to help make clear strategic decisions and develop consensus among management, the board and physicians.

Fiduciary Duties
Sunday, Jan. 14

General Session: Leading or Reacting? Understanding Servant Leadership

Tom Thibodeau, author, speaker, professor, Viterbo University, LaCrosse, WI
As the culture in organizations continues to evolve, how do leaders create an environment that inspires their employees to serve and excel? How do you mentor upcoming leaders in your organization to embrace positive change in attitudes and behaviors at work, at home and in the community? According to business writer Tom Peters, “Organizations exist to serve. Period. Leaders live to serve. Period.” Servant leadership is about serving others, creating a vision and empowering others to serve. This session will give an overview of the characteristics of servant leadership and provide you with a framework for sustainable leadership.

Principles of Effective Governance ADVANCED
Concurrent Sessions (choose one)

#13 Trustee Roles with Risk Management
D. Michelle Kinneer, RN, MSN, J.D., senior risk and patient safety consultant, MMIC, Minneapolis, MN
Over the past decade, the importance of the trustee fiduciary role as it relates to oversight of quality care and patient safety has increased. With potential penalties, impact on reputation and government enforcement, board members need to be actively engaged in their approach to this duty. The most crucial element of oversight is the ability to ask the right questions. To formulate those questions, a trustee must have a baseline understanding of common practices in a risk and patient safety program. This presentation is designed to deliver an overview of risk management and patient safety processes coupled with an application of trustee duties.

Fiduciary Duties

#14 Health Care Burnout
Rahul Koranne, M.D., MBA, FACP, senior vice president, clinical affairs and chief medical officer, Minnesota Hospital Association, St. Paul, MN
Medical staff and clinician burnout has reached epidemic proportions, with far-reaching personal, professional and organization consequences. Beginning in 2016, senior leaders and staff from 120 hospitals and health systems have been working collaboratively to understand the prevalence and drivers of physician and advanced practice clinician burnout across Minnesota. This work is helping leaders in both small and large systems combat the important topic of burnout that is increasing in health care professionals. Koranne will share the results of the statewide 2017 burnout survey and discuss practical tips regarding what health care systems and trustees can do to better understand this phenomenon and take steps to mitigate and prevent burnout from happening within their organizations.

Strategic Planning and Positioning

#15 Overview of U.S. Health Care Marketplace and Where it is Headed
Robin Mancuso, national managing director, Gallagher Healthcare Practice, a division of Gallagher Benefit Services, Denver, CO
All boards face tough challenges in health care today. The future success of any board depends on the ability to function in a visionary and collaborative framework for their facility and community. Understanding the health care marketplace and where it is headed is critical to developing a plan for the future of your organization. Mancuso will provide you with information learned from experience with over 3,700 health care organizations and survey data collected from over 400 of them. He will cover issues related to recent trends in health care system evolution including the use of data, structure of delivery systems, importance of aligning associate well-being and organizational goals, new health care delivery structures and new employer health care program structures. He will finish with a case study that brings together many of these topics in a real-world example of best practices.

Strategic Planning and Positioning

General Session: The Buried Life: Six Steps to Crossing Anything Off Your Bucket List
Ben Nemtin, author, co-star of MTV’s The Buried Life, speaker, Vancouver, British Columbia, Canada
Join us as we close our conference with a thought-provoking, funny and moving inspirational story sharing the goals and dreams of the four Buried Life guys, which vividly depicts the timeless themes that every generation faces growing up. Relying on goodwill, guts and gumption, small town friends travel the globe in a donated purple bus to complete a list of “100 things to do before you die” and help and encourage others to go after their own lists. For every item they complete on their list, they help a stranger achieve one of their dreams. Everywhere they go they ask the same question: “What do you want to do before you die?” This has become the group’s tool and encouragement others to go after their own lists. For every item they complete on their list, they help a stranger achieve one of their dreams. Ben Nemtin is a sought-after speaker who has inspired individuals around the world. Nemtin and his three college buddies wrote their first book appropriately titled “What Do You Want to Do Before You Die?” This closing session will leave you not only inspired, but also equipped to tackle any personal or group goal.

Board Development and Self-Assessment

Audience
The conference is specifically designed for board chairs, trustees and physician board members. It is also open to all CEOs interested in board education.

Certification
Board members participating in MHA’s Board Certification program can earn up to 15.5 credits toward certification. Component area of credit is highlighted under each session description. Appropriate credit will be given to trustees who fill out certification forms and attend sessions.

The content of this conference is being reviewed for clock hours by the Minnesota Board of Examiners for Nursing Home Administrators. The quantitative value assigned will be indicated on the certificate of attendance awarded to participants who attend sessions.

MHA is Going Green
This will be the last year physical packets to be provided at the Trustee Conference. Beginning in 2019, packet information, handouts and additional materials will be available only through the conference app that will be sent by MHA prior to the event.

Dress
Business casual is appropriate for all events. Please note that meeting room temperatures are often difficult to moderate, so dressing in layers is suggested for your comfort.

Accommodations
The Trustee Conference will be held at the Marriott Minneapolis Northwest, 7025 Northland Drive North, Brooklyn Park, Minnesota. The hotel is holding a block of rooms at the rate of $143 single or double. Call (763) 536-8300 to make reservations and be sure to mention you are with MHA or fax the included reservation form to (763) 536-8790.

Please remember that rooms sell out very quickly at the Marriott.

Reservation deadline for the Marriott is Dec. 22, 2017.

Fees and Conference Registration
The conference registration fee is $325 per person for MHA member facilities, $425 for associate members and $465 for nonmembers.

The fee for the Training Camp for Rookie Trustees is $139 for a hospital trustee who also registers for the conference, $199 for those only attending the training camp and $299 for nonmembers.

Registrations should be coordinated through the facility where the participant serves. Cancellation notice for MHA is Jan. 5, 2018.

The registration fee includes sessions, program materials, meals and breaks. Registration is personal and made for the entire conference period.

Meal Tickets for Spouses/Guests
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 MHA Vice President of Education and Member Services Peggy Westby at (651) 641-1121 or (800) 462-5393.
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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. 13, 10 to 11 a.m.**

- #1 Trustee Advocates: Influencing Health Care Beyond Fiduciary Duties
- #2 Banding Together for Population Health
- #3 Evolving Models of Care: Eight Questions to Ask Before Diving into Telemedicine
- #4 Governance Practices and Trustee Responsibility

**Saturday, Jan. 13, 11:15 a.m. to 12:15 p.m.**

- #5 Balancing Governance Among System and Local Boards
- #6 Model of Continuous Quality Improvement
- #7 Rural Health: Challenges and Opportunities
- #8 Trustee Accountability and Liability: The Compliance Hot Seat

**Saturday, Jan. 13, 1:30 to 2:30 p.m.**

- #9 Ambulatory Care Planning: Back on the Front Burner
- #10 Addressing Violence in the Workplace
- #11 Creating A Culture of Excellence
- #12 Lessons Learned in Creating an Accountable Care Organization

**Sunday, Jan. 14, 9:45 to 10:45 a.m.**

- #13 Trustee Roles with Risk Management
- #14 Health Care Burnout
- #15 Overview of U.S. Health Care Marketplace and Where it is Headed

**Training Camp for Rookie Trustees**

- Friday, Jan. 12, 8:30 a.m. to 2 p.m.
  - $139 — hospital trustee also registering for full conference
  - $199 — hospital trustee training camp only
  - $299 — non-member

**Guest Meal Package**

- I would like to purchase a $115 meal package for my guest

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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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Room rates are $143 for both double and single. All rates subject to 10.525% tax. Check-in time is 4 p.m. Check-out time is noon.

**Method of payment/guarantee**

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- Discover
- MasterCard
- American Express

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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](https://www.marriott.com)

Must be received by cutoff date: Dec. 22, 2017