Tuesday, March 3

9 a.m.  Registration/continental breakfast

10:30 a.m.  Opening remarks and welcome
  Sara Criger, MHA board chair, senior vice president, Allina Health operations, and president, Mercy and United Hospitals, St. Paul, MN
  Stacey Lee, J.D., CPA, LNHA, Health Care Leadership Institute task force chair, chief executive officer, Johnson Memorial Health Services, Dawson, MN

10:45 - 11:45 a.m.  Strategic leadership and execution in Minnesota’s dynamic health care environment
  Justine Mishek, MHA, senior lecturer, MHA program, Division of Health Policy, School of Public Health, University of Minnesota, Minneapolis, MN
  Leaders seek to drive a strategic portfolio that effectively addresses the now while preparing for the future. This balance, or ability to be ambidextrous, is proven to drive better results in organizations and is easier said than done. Mishek will explore this concept in the context of the Minnesota health care environment, review practical tools to drive ambidexterity and discuss a case in small groups.

12 p.m.  Lunch

1 - 2 p.m.  Demographic change in Minnesota
  Megan Dayton, senior demographer, Minnesota State Demographic Center, St. Paul, MN
  The past two decades have meant big changes for Minnesota. The next two decades will bring even greater changes. Dayton will discuss how the people of Minnesota are changing and will describe what to expect in the future. She will also provide information on Minnesota’s aging trend and discuss impacts and implications in the areas of health, the state budget, the future labor force and beyond.

2 p.m.  Stretch break
2:10 - 3:10 p.m. Welcome 2 the jungle

Jesse Ross, leadership speaker, author, Minneapolis, MN

There are four animals that run any workplace: a lion, a flamingo, a chameleon and a turtle. Each of them does things differently. What if you knew how each one operates, communicates and works? Ross will identify natural animal tendencies and the tendencies adapted under stress. Learn exactly how to communicate with your team without assuming or guessing. Recognize the different animals on your team and how to work better with them. Get the whole team on the same page with all the different animals to supercharge performance. No matter what the scenario, this model can provide decision-makers and team leaders with tools to create the best teams and supercharge their performance.

3:10 p.m. Break

3:30 - 4 p.m. Federal policy and election update

Ben Peltier, J.D., vice president, legal and federal affairs, Minnesota Hospital Association, St. Paul, MN

The politics of the 2020 election will have a significant impact on federal health care policy. This session will provide an overview of the election outlook in Minnesota and discuss potential federal health policy reforms that may impact hospitals and health systems.

4 - 5 p.m. State legislative update

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

While 2020 has started a new decade, many of the issues that the 2020 Legislature will be addressing were left unresolved from the 2019 session. With a solid two-year budget passed in 2019, the Legislature will likely make only targeted new expenditures. The environment will be extremely political as all 201 state legislative seats are on the ballot in 2020. MHA will focus its proactive efforts on streamlining the prior authorization process and looking for opportunities to continue work around improving mental health service delivery. Krinkie will provide the latest information on the how the first month of the legislative session has progressed and where member advocacy is needed.

5 - 6:30 p.m. Reception — sponsored by CliftonLarsonAllen LLP

Wednesday, March 4

9 - 10 a.m. Achieving a culture of zero violence: Leadership strategies to improve health care safety and security programs

Brian Uridge, MPA, CHPA, CPP, Michigan Medicine security director, University of Michigan Health System, Ann Arbor, MI

Violence is one of the largest occupational hazards facing health care workers today. Violence reduction programs should be focused on developing a systemwide approach that recognizes every health care system is a community, with every floor being a unique neighborhood, each with different dynamics. Building trust, transparency and training along with implementing a systemwide strategy focused on reducing risk and anxiety through exceptional experience-based nontraditional contacts, staff training, professionalism and critical incident response forms the basis from which a strong security program is built.

10 a.m. Break

10:20 - 11:30 a.m. Minnesota's approach to preventing workplace violence in health care

Panel to be determined

Minnesota’s health care organizations want to ensure that health care facilities are places of health and safety. Health care organizations are constantly working on violence prevention, including providing ongoing, regular training for health care staff and refining security and incident response plans in partnership with staff from all organizational levels. This program will review what is currently happening in health care facilities; present a framework for how hospitals and health systems can remain safe for patients, staff and visitors; and share examples and best practices of what health care organizations are doing to enhance workplace violence prevention practices.

11:30 a.m. Lunch

1 - 2:30 p.m. How to approach and resolve conflict in today's challenging health care environment

Martin Stillman, M.D., J.D., FCLM, FACP, mediation and conflict resolution officer and vice chief, Department and Faculty Affairs, Department of Medicine, Hennepin Healthcare, Minneapolis, MN, and associate professor of medicine, University of Minnesota Medical School, Minneapolis, MN

The pace and complexity within health care calls for leadership development. This is especially true with the pressure to improve efficiency, productivity, quality, and patient and provider satisfaction. Executive leaders often face disagreements among and between all levels of leaders, administrators and providers over issues such as practice culture, decision-making autonomy and struggles of alignment with institutional priorities. This session will teach conflict mediation and resolution techniques through didactic instruction and dynamic interactive skills practice. Stillman will present a framework applicable
for navigating and resolving conflict amidst the rapid changes occurring in health care organizations. Participants will learn how to discover core values, identify and expand potential common interests, acknowledge and move past sensitive and complex barriers and work to develop mutually beneficial and long-lasting partnerships between opposing parties.

2:30 p.m. Break

2:50 - 3:50 p.m. Overcoming value-based care challenges through collaborative ACOs
Rachelle Schultz, Ed.D, president and chief executive officer, Winona Health Services, Winona, MN
Tim Gronniger, president and chief executive officer, Caravan Health, Kansas City, MO

Community health systems making the move to value-based care are faced with complex challenges. To succeed under the new world of value, hospitals need to transform their delivery system, get greater visibility into their patient care, engage all levels of their organization and have sufficient scale to beat statistical variance in savings. Winona Health Services has joined forces with Caravan Health to use the power of collaborative ACOs to drive change in its community’s health. By joining a 100,000-life ACO, the hospital has implemented successful population health programs that improve patient care and generate new quality revenue streams while remaining independent. Attendees will leave with concrete strategies about how to use larger-scaled, collaborative ACOs to avoid skewed performance measures, prepare for downside risk and manage their population health effectively.

3:50 - 4:30 p.m. MHA’s strategies and priorities for the future
Presenter to be named, Minnesota Hospital Association, St. Paul, MN

As MHA members transform themselves to meet the changing needs of their communities, MHA is transforming to provide increased value to members. MHA’s strength, value and innovation will always derive from our commitment to a core fundamental principle: we can accomplish greater good, deliver better and more efficient care and strengthen our communities more when we unite and collaborate with one another. MHA’s president and CEO will outline the association’s key strategies and highest priorities for collective work together in the coming months and years.

4:30 - 6 p.m. Reception — sponsored by Lockton Companies

Thursday, March 5

8:30 - 10 a.m. Developing an environment of civility and respect in health care organizations: Resources to empower health care leaders to identify, intervene and prevent workplace bullying, incivility and disrespect
Moderator: Jennifer Schoenecker, senior director, quality and patient safety, Minnesota Hospital Association, St. Paul, MN
Panel: Karen Brill, RN, MHA, vice president of patient care, chief nursing officer, Gillette Children’s Specialty Healthcare, St. Paul, MN; Dan Collins, MBOE, BSN, vice president quality, Essentia Health, Duluth, MN; Adam Spieker, MBA, director of quality, patient safety and accreditation, Regions Hospital, St. Paul, MN

The organizational culture of a health care organization plays a critical role in shaping the work environment for its employees. Organizations with environments of civility and respect recruit the best and brightest staff, exude high morale and high job satisfaction by their employees and demonstrate high performing teamwork. This panel discussion will focus on tools and methods to identify and address incivility, bullying and disrespectful behavior in the workplace environment as well as methods to develop and support a culture of civility and respect in health care organizations.

10 a.m. Break

10:20 - 11:20 a.m. The high-performance mindset: Top habits of the most successful
Cindra Kamphoff, Ph.D., CMPC, high performance coach for leaders and teams including the Minnesota Vikings, Mankato, MN

Adversity and challenges are part of daily life, but top leaders master their mindset so they can be at their best more often. This session will share proven strategies that could help even the most seasoned leader overcome the odds, live with purpose and play bigger to reach their ultimate best.

11:20 - 11:30 a.m. Closing comments and adjournment
About the Institute

Audience
The institute is geared toward hospital and health care system executives, department leaders, financial officers and emerging leaders. It is open to all health care professionals.

Certification
The content of this institute is being reviewed by the Minnesota Board of Examiners for Nursing Home Administrators for clock hours. The quantitative value assigned will be indicated on the certificate of attendance awarded to participants who attend all sessions. For confirmation of clock-hour approval, please contact the education department at MHA.

Accommodations
The institute will be held at the Crowne Plaza Minneapolis West, 3131 Campus Drive, Plymouth, Minnesota. The hotel is holding a block of sleeping rooms at the rate of $138 single or double. Call (763) 559-6600 to make reservations and be sure to mention you are with the MHA Health Care Leadership Institute. The registration cut-off date for the special room rate is Feb. 7.

Fees
Cost is $335 per person from a member facility, $425 per person for sponsoring associate members or $495 for nonsponsoring associate members and nonmembers. On-site registration fees are $400 per person from a member facility and $550 per person for sponsors, associate members and nonmembers. Your registration fee includes scheduled luncheons, breaks, receptions and course materials. Registration is personal and made for the entire period of the institute. If you have special health, mobility or dietary needs, please indicate this on your registration form. All cancellations must be submitted in writing. For cancellations received on or before Feb. 25, tuition will be returned less a $25 processing fee. After Feb. 25, no refunds will be made, although registration is transferable to another person from the same organization.

Registration Process
You may register in any of the following ways:

Mail the enclosed form to:
Minnesota Hospital Association
2550 University Ave. W., Suite 350-S
St. Paul, MN 55114-1900

Fax the enclosed form to MHA at (651) 659-1477.

View the event listing on the MHA website and log in to register.

• In fall 2019, MHA launched a new Community Hub that allows users to better manage event registrations. To set up your Community Hub user account, visit www.mnhospitals.org and click “login” at the top right of the page.

• If you previously had an account on the MHA Member Center and you are logging in to Community Hub for the first time, you will need to reset your password. Click on “Forgot password.” You will then receive an email with a link to set up your own password.

• If you did not previously have an account on the MHA Member Center and you are logging in for the first time, click on “Don’t have an account” and complete the required fields to create an account. If you plan to affiliate yourself to your company in order to receive MHA member benefits, please use your work email address for creating your account.

Program Location
Crowne Plaza Minneapolis West
3131 Campus Drive
Plymouth, Minnesota 55441
(763) 559-6600
www.cpplymouth.com

Institute Task Force
Special thanks to the following people for their help and ideas in providing information for development of the 2020 institute:

• Stacey Lee, task force chair, chief executive officer, Johnson Memorial Health Services, Dawson
• Rick Ash, chief executive officer, United Hospital District, Blue Earth
• Craig Broman, chief operating officer, CentraCare – St. Cloud Hospital
• Jim Bymark, vice president, clinical development, Fairview Range, Hibbing
• Brian Gager, service line executive, Neuroscience, M Health Fairview, Minneapolis
• Kevin Gish, administrator, Essentia Health-Fosston, and regional vice president, west region, Essentia Health, Duluth
• Joy Johnson, vice president, operations, Sanford Bemidji Medical Center
• Kirby Johnson, administrator, Mayo Health System New Prague, Mayo Clinic Health System Waseca
• James Kelly, administrator, Community Behavioral Health Hospital – Annandale
• Melissa McGinty-Thompson, chief nursing and clinical officer, Swift County-Benson Health Services
• Tim Rice, president and chief executive officer, Lakewood Health System, Staples
• Todd Sandberg, chief executive officer, Riverwood Healthcare Center, Aitkin
• Daniel Swenson, administrator, CentraCare – Long Prairie
Registration Form — Health Care Leadership Institute, March 3-5, 2020

List names as you wish them to appear on name tags:

Name __________________________________________ Title ________________________________

Email Address ________________________________________________________________

Name __________________________________________ Title ________________________________

Email Address ________________________________________________________________

Name __________________________________________ Title ________________________________

Email Address ________________________________________________________________

Facility ______________________________________________________________________

Address ______________________________________________________________________

City __________________________ State __________ ZIP ______________

Phone (          ) __________________________ Fax (          ) __________________________

☐ Enclosed is a check payable to Minnesota Hospital Association

☐ If you wish to pay by credit card, we will send you a secure, direct payment link. Please do not include credit card information on this form.

Fax to: (651) 659-1477

Send form with payment to:
Minnesota Hospital Association
Attn: Education
2550 University Ave. W., Ste. 350-S
St. Paul, MN 5514-1900

Register online: www.mnhospitals.org

#5160/335/425/495