2016 ANNUAL MEETING
Finding New Direction for Our Health Care Challenges
Sept. 21 -23 | Madden’s on Gull Lake, Brainerd
June 2016

“Finding New Direction for Our Health Care Challenges” is an especially appropriate theme for our Annual Meeting as we address the challenges of reform and focus more intently on our goals and priorities as health care organizations. Now more than ever, it is important that we come together to reinforce our strengths and fortify the future of health care in Minnesota.

A continued Minnesota health care tradition is our thought-provoking and informative Annual Meeting. If you haven’t already marked your calendar, we hope you plan to join us Sept. 21-23 for an invaluable series of presentations and opportunities to connect with your peers.

As always, the latest cutting-edge education will be presented by an outstanding group of speakers, from the keynote address to the closing session. This year’s Annual Meeting offers compelling content packed into one and a half day. Highlights include the opening keynote by Jason Hwang, M.D., on disrupting U.S. health care, followed by Daniel Sieberg, head of media outreach for Google discussing next-gen health care trends. Thursday afternoon presenters include Jane Sarasohn-Kahn sharing information on how consumers will shop for health care in the future and Sara Ross talking about the science of emotional intelligence. Once again we will share our Friday speakers with LeadingAgeMN with Kenneth Gronbach discussing how the service industry will change as baby boomers and future generations will demand more from providers. We will end our time together looking at the 2016 race for the White House with John Zogby, followed by an inspirational presentation on how MTV’s “The Buried Life” cast member Ben Nemtin changed forever after creating his bucket list.

Once again, this year’s schedule includes a pre-conference ACHE Face-to-Face program entitled “Culture: The Force Behind Strategy” presented by Brian Wong, M.D.

Whether you are a veteran CEO, new to hospital leadership in Minnesota, or a member of your hospital’s senior management team, you will want to join us. More than ever, the Annual Meeting focuses on your concerns and issues.

The MHA Annual Meeting is the education and networking event of the year. We hope you join us and we look forward to seeing you at Madden’s.

Sincerely,

Lawrence J. Massa
MHA President and CEO

Mary Maertens
MHA Board of Directors Chair
Wednesday, Sept. 21

8:30 – 11:30 a.m.  ACHE Face-to-Face Session: Culture: The Force Behind Strategy  
Brian Wong, M.D., physician, author, consultant and CEO, The Bedside Trust, Seattle, WA

12 p.m.  Registration / Golf Tournament – Madden Inn

1 p.m.  Golf Tournament

2 p.m.  Conference Registration – Upper Level Town Hall

6 – 8 p.m.  Dinner – Lodge Dining Room

8 – 10:30 p.m.  Chair’s Welcome Reception and PAC Silent Auction – Lower Level Town Hall

Thursday, Sept. 22

7 – 8:30 a.m.  Breakfast – Lodge Dining Room

8:30 – 10:10 a.m.  Disrupting U.S. Health Care  
Jason Hwang, M.D., MBA, authority on innovative health care reform and co-author of “The Innovator’s Prescription: A Disruptive Solution for Health Care,” San Francisco, CA

10:10 – 10:30 a.m.  Break

10:30 – 11:45 a.m.  Next-Gen Health Care Trends  
Daniel Sieberg, head of media outreach and official spokesperson, Google, New York, NY

11:45 a.m. – 12:30 p.m.  Lunch

12:30 – 1:30 p.m.  Health is Everywhere: Consumers and the New Retail Health  
Jane Sarasohn-Kahn, health economist, Philadelphia, PA

1:40 – 2:40 p.m.  The Science of Emotional Intelligence  
Sara Ross, vice president – head of innovation, research and training, Institute for Health and Human Potential, Toronto, Canada

8:30 – 10 p.m.  Evening Brew and Bonfire

Friday, Sept. 23

7 – 8:30 a.m.  Breakfast – Lodge Dining Room

8:30 – 9:30 a.m.  The Perfect Demographic Storm  
Kenneth Gronbach, speaker, author, futurist, Hartford, CT

9:30 – 9:45 a.m.  Break

9:45 – 10:45 a.m.  2016 Race for the White House  
John Zogby, pollster, author, election analyst, Washington D.C.

10:45 – 11 a.m.  Break

11 a.m. – 12 p.m.  The Buried Life  
Ben Nemtin, author, co-star of MTV’s The Buried Life, speaker, Vancouver, British Columbia, Canada

12 p.m.  Adjourn
Disrupting U.S. Health care

Jason Hwang, M.D., MBA, authority on innovative health care reform and co-author of “The Innovator’s Prescription: A Disruptive Solution for Health Care,” San Francisco, CA

When we think of quality health care, we generally assume that more expertise is always preferred — doctors must be better than nurses, specialists must be better than primary care doctors and hospitals and clinics must be better than virtual interactions. This mentality, in part, has left us with a health care system that is unaffordable, inconvenient and largely broken. But if we were to apply the principles of disruptive innovation to our collapsing health care system by using advances in technology to help staff to do more sophisticated work, a costly, hard-to-schedule trip to the doctor may become increasingly rare. Disruptive innovations like direct-to-consumer diagnostics, patient-controlled electronic health records, telemedicine and hospital-at-home models of care have the potential to create transformative change in the health care industry. Such models of care also have the potential to be superior options with distinct advantages for paving the way toward more accessible, affordable and quality health care.

Jason Hwang, M.D., MBA, is an internal medicine physician who is co-founder and chief medical officer of Icebreaker Health (formerly PolkaDoc), a California-based health care startup that is transforming primary care by delivering services via smartphone app. Together with Clayton M. Christensen of Harvard Business School and the late Jerome H. Grossman of Harvard Kennedy School of Government, he co-authored “The Innovator’s Prescription: A Disruptive Solution for Health Care.”

Next-Gen Health Care Trends

Daniel Sieberg, head of media outreach and official spokesperson, Google, New York, NY

From pedometers to smartphone apps to glucose-sensing contact lenses, what’s next for people to personally monitor their own well-being? How can we give people access to their own medical data to make informed decisions? When is knowing too much not helpful? Daniel Sieberg, who spent 20 years reporting on technology for the likes of CNN, ABC, CBS and the BBC and authored The Digital Diet before joining Google four years ago, looks at the technologies available on the market today, how consumers are embracing them and what might be possible. This is a chance to dive into the self-monitoring aspect of health care for a thought-provoking presentation on a topic that offers a potentially dramatic shift in medicine.

Emmy-nominated and award-winning TV correspondent Daniel Sieberg is the head of media outreach and official spokesperson at Google. Since joining the company in late 2011, Sieberg leads a team that supports journalists around the world as they use Google’s tools for newsgathering, including Google Maps, Google Earth, Fusion Tables, Google+, Search, Trends, YouTube and more. He also routinely appears on TV and radio to talk about a wide variety of Google’s products and initiatives. His stories and analysis have also appeared on MSNBC, NBC News, Fox News, Al Jazeera, CBC, NPR, CTV, the Vancouver Sun and many other outlets.

The Science of Emotional Intelligence

Sara Ross, vice president – head of innovation, research and training, Institute for Health and Human Potential, Toronto, Ontario, Canada

Why do smart people fail? Why do technically brilliant individuals 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’ emotions when they are under pressure. Emotional intelligence is simply the ability to recognize both your own and other people’s emotions and use that knowledge to guide your thinking and behavior.

Health is Everywhere: Consumers and the New Retail Health

Jane Sarasohn-Kahn, health economist, Philadelphia, PA

Consumerism is here and health care is reeling from pressure to appeal to a new group of industry stakeholders: everyday people. Jane Sarasohn-Kahn will discuss new consumers in health and health care and the convergence of several driving forces shaping people in the U.S. A growing number of touch points are emerging to serve the health and health-related demands of these consumers, including a new form of pharmacy, retail and urgent care clinics, big box and discount stores, grocers, the beauty business and other new players on the supply side. Learn how these retail health disrupters are reshaping the health care ecosystem and how Minnesota’s health care stakeholders can capitalize on these trends in the emerging world of value-based health care.

Jane Sarasohn-Kahn is a health economist, advisor and trend-weaver to organizations at the intersection of health+technology+people. Sarasohn-Kahn founded THINK-Health after spending a decade as a health care consultant in firms in the U.S. and Europe. Her clients are all stakeholders in health, technology, bio/life sciences, providers, plans, financial services, consumer products and not-for-profit organizations. Sarasohn-Kahn founded the Health Populi bog in 2007, covering health, policy, technology and consumers.
Focusing on managing your emotions under pressure, this session will enable you to increase your personal leadership by learning how to manage your emotional brain in your most difficult moments. This will allow you to influence and engage others and connect with them in a more meaningful way. Sara Ross will provide you practical strategies to help you respond more skillfully as pressure, tension and complexity increase, along with identifying patterns, triggers and emotional habits that either drive or derail your performance.

Sara Ross is uniquely skilled in helping people and organizations build their “pressure tolerance” and her approach and expertise have her quickly becoming the highest rated and sought after “Performing Under Pressure” practitioner in North America. Experience Ross’ energy and passion in translating the complex science of pressure into simple actionable strategies you can put into practice immediately.

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**The Perfect Demographic Storm**

*Kenneth Gronbach, speaker, author, futurist, Hartford, CT*

Health care needs to prepare for a perfect demographic storm that is going to catch many providers totally off guard. The largest generation ever to need health care is about to age into the era of life when they will demand the most. Health care will see exponential growth in required service over the next 30 years.

Kenneth W. Gronbach is president of KGC Direct, LLC, and author of the current best-selling book “The Age Curve: How to Profit from the Coming Demographic Storm.” Gronbach is an internationally respected demographer who has been able to forecast societal, commercial, economic, cultural and political phenomena with uncanny accuracy. His unusual blend of marketing savvy and common-sense demography, based on 20 years of proprietary demographic study, set him apart.

**2016 Race for the White House**

*John Zogby, pollster, author, election analyst, Washington, D.C.*

John Zogby is an internationally respected pollster, opinion leader and best-selling author. A highly regarded expert on the dynamics of U.S. politics and consumer trends, he currently serves as senior analyst at JZ Analytics, a political opinion polling firm.

An early pioneer in the practice of online polling, Zogby introduced the Zogby Poll, an interactive polling methodology now widely used by pollsters around the world. He has polled and consulted for a wide spectrum of business, media, government and political groups including Coca-Cola, Microsoft and the U.S. Census Bureau.

John is the author of the New York Times best-seller, “The Way We’ll Be: The Zogby Report on the Transformation of the American Dream.” He writes weekly columns in US News & World Report, News Corp’s The Daily and on Forbes.com. He also contributes monthly to Politics magazine. Zogby has been interviewed by every major U.S. news and cable network and has served as an election analyst around the world.

Zogby will provide a penetrating and incisive commentary on the White House scene and what we can expect as we head toward the November election. He will bring the combination of accurate data, trend spotting, storytelling and global perspective to everyone on the issues that will affect our lives and our future.

**The Buried Life**

*Ben Nemtin, author, co-star of MTV’s The Buried Life, speaker, Vancouver, British Columbia, Canada*

Join us as we close the conference with a thought-provoking, funny and moving inspirational story of 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 Duncan, Ben, Dave and Jonnie travel the globe in a donated purple bus to complete a list of 100 things to do before they 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 to uncover the goals and dreams people have.

Ben Nemtin is a sought after speaker who has inspired individuals around the world. Nemtin and his three college buddies wrote their first book titled “What Do You Want to Do Before You Die?” This book is an illustrated collection of their wildest dreams, bringing 200 of the most moving, imaginative, amusing and thought-provoking things to do before you die to life through handmade art.
Wednesday, Sept. 21

ACHE Face-to-Face Session
Culture: The Force Behind Strategy

Brian Wong, M.D., physician, health care author, consultant and CEO of The Bedside Trust, Seattle, WA

A strategic plan is a road map, providing long term direction for the achievement of desired goals and results. Often, health care organizations’ strategic plans miss their mark because the current culture isn’t factored in, resulting in processes that don’t involve the right people or focus on the right issues at the right time. This session will help you design a successful strategic planning process focusing on the current health care environment and transition from volume to value-based payment models and population management. You will learn how to examine your organization’s culture and improve its readiness to enhance the strategic planning process; establish a trust-based culture using the Patient-Driven Leadership method; identify disconnects between your organization’s strategic planners and implementers; and explore examples of strategies that build consensus and support for implementation through the selection of key individuals and best approaches.

Who Should Attend
Health care leaders in hospitals, health systems, health care facilities, physician leaders and senior executives.

Continuing Education
This session is assigned 3.0 ACHE Face-to-Face Education credits.

SPONSORS
To date, the following organizations have supported the MHA 2016 Annual Meeting through financial contributions:
**REGISTRATION AND INFORMATION**

**Audience**
The conference is specifically designed for health care executives, financial officers, physicians, trustees and any senior managers interested in current and future health care topics.

**Continuing Education**

*Nursing Home Administrators*
The content of this conference 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 sessions. To check on final hours awarded, please contact the education division at MHA.

**Accommodations**

*Madden’s on Gull Lake*
The MHA Annual Meeting will be held at Madden’s on Gull Lake in Brainerd, MN. Conference participants should make hotel reservations directly with Madden’s. Registration materials are included in this brochure.

If you wish to stay on-site, please select one of the plans on the registration form. Accommodations at Madden’s are limited and handled on a first-received basis. Please remember that Madden’s sells out of rooms every year.

MHA hospital members will be given priority for accommodations. Your lodging at Madden’s will be confirmed once your conference registration with MHA is received. You must be registered with MHA to book reservations at Madden’s.

If you have special health, mobility or dietary needs, please indicate these when making your hotel reservations.

You will find a reservation form and links to register online with Madden’s toward the back of this brochure or on MHA’s website, www.mnhospitals.org/education/conferences.

**The reservation deadline for Madden’s is Aug. 23, 2016.**

*Arrowwood Lodge at Brainerd Lakes*
MHA also has a room block at Arrowwood Lodge at Brainerd Lakes with an $95 per night single occupancy rate. Each additional person is $10 per night. The cut-off date for this rate is Aug. 29, 2016.

Shuttle service between Arrowwood Lodge and Madden’s will be available at a rate of $5 per person, round trip. Shuttle service hours are limited and not available after 10 p.m.

To make reservations at Arrowwood Lodge, call (218) 822-5634 or (877) 687-5634. Please mention that you are with MHA when making reservations.

If staying off-site, you will need to purchase meal tickets through Madden’s. You will find a link to the Madden’s day meeting package form on MHA’s website: www.mnhospitals.org/education/conferences.

**Fees and Conference Registration**

Registration fee is $260 per person for MHA member facilities; $400 for sponsoring associate members and non-members from eligible health care organizations; and $500 for non-sponsoring associate members. $350 for on-site members and $500 for associate and non-members. Registration is limited to MHA members, associate members and non-MHA members from eligible health care facilities.

The fee for the ACHE program only is $365. The combined fee for registration for the MHA Annual Meeting and ACHE program is $415 for MHA members or $550 for sponsoring associate members and non-MHA members from eligible health care organizations. Non-sponsoring associate members are not eligible for the ACHE program.

Cancellation notice for MHA is Sept. 14, 2016.

Full conference registration fees are set on a per-person basis and include admittance and course materials for all educational programs, receptions and breaks offered during the duration of the Annual Meeting. Registration is personal and made for the entire conference period.

If registering a spouse/guest, please note this on the Madden’s reservation form and include a check for their meal package. Tickets will be issued for all guest meals and for attendees not requiring overnight accommodations.

Registration fees, less a $25 cancellation fee, are refundable if notice is received five working days prior to the Sept. 21 program date. No shows will be billed!

**On-Site Registration**

Registration will begin on Wednesday, Sept. 21 at 2 p.m. in the lobby of Town Hall.

All programs and breaks will be held in Town Hall, except for the Wednesday’s ACHE Face-to-Face Session “Culture: The Force Behind Strategy,” which will be held in the Golf Villa Suites.

**What to Wear**
Business casual is suggested attire for all education sessions and networking events. Please remember that meeting rooms are typically colder than a normal business environment, so you may need a sweater or jacket in the education sessions.
2016 MHA BOARD OF DIRECTORS

Mary B. Maertens, chair, regional president, Avera Marshall

Mark B. Koch, secretary-treasurer, chair, Mayo Clinic Health System Administration, Rochester

Lawrence J. Massa, president & CEO, Minnesota Hospital Association, Saint Paul

Carl Vaagenes, immediate past-chair, chief executive officer, Douglas County Hospital, Alexandria

David L. Albrecht, regional director, president, Owatonna Hospital

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Robert I. Bonar Jr., Dr.H.A., standing director, chief executive officer, Children’s Hospitals and Clinics of Minnesota, Minneapolis

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Sara J. Criger, standing director, president, Mercy Hospital, Coon Rapids

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Kenneth Holmen, M.D., standing director, president and CEO, CentraCare Health, Saint Cloud

Mitchell Kilian, trustee director, trustee chair, Ridgeview Medical Center, Waconia

Ben Koppelman, at-large director, president, CHI St. Joseph’s Health, Park Rapids

Kathryn D. Lombardo, M.D., at-large director, president, Olmsted Medical Center, Rochester

Bryan Lydick, regional director, chief executive officer, Redwood Area Hospital, Redwood Falls

Loren Morey, trustee director, board chair, Lakewood Health System, Staples

Dan Olson, regional director, vice president, Sanford Health Network, Sanford Health of Northern Minnesota

Clayton R. Peterson, trustee director, trustee chair, CHI St. Joseph’s Health, Park Rapids

Jon L. Pryor M.D., standing director, CEO, Hennepin County Medical Center, Minneapolis

Megan M. Remark, standing director, president and CEO, Regions Hospital, Saint Paul

Mary J. Ruyter, at-large director, chief executive officer, Sanford Jackson Medical Center

John Solheim, regional director, chief executive officer, Cuyuna Regional Medical Center, Crosby

Randy Ulseth, at-large director, chief executive officer, FirstLight Health System, Mora

Steven Underdahl, at-large director, president & CEO, Northfield Hospital

Barbara Walczyk-Joers, regional director, president & CEO, Gillette Children’s Specialty Healthcare, St. Paul
SPECIAL EVENTS

Golf Tournament: Wednesday, Sept. 21, 1 – 5 p.m.

Preliminary Details
1. Shotgun start at 1 p.m. Entry fee of $50 per person. Check-in and lunch at Madden’s Inn from 12 – 12:45 p.m. on Wednesday, Sept. 21. Groups must be at their designated holes by 12:45 p.m.
2. Registration is limited to MHA active hospital members. Associate members are only eligible to golf in the tournament if they sponsor this year’s Annual Meeting with golf registrations included in their sponsorship package. Teams will consist of four to six participants which may include a sponsor. MHA reserves the right to complete team pairings. Teams will play best ball and have one combined score.
3. For those who wish to register as a group, please list all names on one registration form and send all registration fees with that form. Please make sure all group members are aware of the registration. The first name on the registration form will be contacted with any questions. Group registrations are limited to four participants with sponsors to be assigned.
4. Golf carts will be assigned to each team. The cost of the cart is included in the entry fee. Lunch will be provided along with refreshments during the day.
5. Participants who have not purchased a lodging/meal packages at Madden’s must pay a $51 green fee on-site prior to play. This is in addition to the $50 tournament fee. Those who are staying off-site or have booked a room at Madden’s without a meal package must pay the additional $45 green fee. Please contact Joe Schindler at MHA at (651) 641-1121 or (800) 462-5393 with any questions. No refunds will be granted for cancellations received after Sept. 14, 2016.
6. Entry fee of $50 per person must accompany registration form for participants to be accepted. Entry fee is payable to MHA. Groups should be registered on one form (found on next page).

Chair’s Reception: Wednesday, Sept. 21, 8 – 10:30 p.m.
Whether you are a seasoned veteran or this is your first Annual Meeting, this event is especially for you! Meet and mingle with first-time attendees and your old friends as we reconnect and network. It’s a fun way to jump start your conference experience.

PAC Silent Auction: Wednesday, Sept. 21, 8 – 10 p.m.
Back by popular demand! The Minnesota Hospital Political Action Committee (PAC) will host its annual silent auction during the Chair’s Reception at MHA’s Annual Meeting. Please bring your checkbook or credit card (Visa or MasterCard only) and be prepared to bid on some fantastic items. Your winning bid will be counted toward your hospital’s 2016 PAC contribution goal.

Evening Brew and Bonfire: Thursday, Sept. 22, 8:30 – 10 p.m.
Join us for a relaxing game of cards, a tasty brew or a cozy bonfire on the Madden Lodge Deck.

Annual Meeting Task Force Members
Ben R. Bache-Wiig, M.D., president, Abbott Northwestern Hospital, Minneapolis
Bradley Burris, chief executive officer, Pipestone County Medical Center
Sara J. Criger, president, Mercy Hospital, Coon Rapids
John Fossum, chief executive officer, Ely-Bloomenson Community Hospital
Mary J. Klimp, administrator, Mayo Clinic Health System in New Prague
Ben Koppelman, president, CHI St. Joseph’s Health, Park Rapids
Larry A. Schulz, chief executive officer, Lake Region Healthcare, Fergus Falls
Carl Vaagenes, chief executive officer, Douglas County Hospital, Alexandria
Stephen C. Waldhoff, chief administrative officer, Mayo Clinic Health System – Albert Lea and Austin
PROGRAM REGISTRATION FORM

Name ___________________________ Title ___________________________

Facility/Organization ___________________________

Address ___________________________

City ____________________ State ________ Zip ____________

Phone __________________ Fax __________________

Email address __________________

Are you attending Annual Meeting for the first time? [ ] Yes  [ ] No

Conference Registration Fees

Full conference registration fees. Registration is limited to MHA members, associate members and non-members from eligible health care facilities.

[ ] Member: $260  [ ] Member & ACHE Program: $415  [ ] ACHE Program Only: $365

[ ] Non-Member Health Care Facility: $400  [ ] Non-Member Health Care Facility & ACHE: $550

[ ] Sponsoring Associate Member: $400  [ ] Sponsoring Associate Member & ACHE: $550

[ ] Non-Sponsoring Associate Member: $500  [ ] Non-Sponsoring Associate Member & ACHE: $650

Golf Tournament

(Only available to facility members; the golf tournament is a benefit to facility members and those sponsors whose sponsorship package includes golf registration)

[ ] I would like to register myself for the golf tournament ($50 registration fee)

[ ] I would like to register myself and a group for golf:

[ ] Other Golf Group Members ____________________________________________

If registering a group, please supply 1-3 names of other golfers in your group to the right. You must include $50 registration fee per golfer with this form.

You may register for this program in any of the following ways:

Mail this completed form and check to:  
Minnesota Hospital Association, 2550 University Ave. W., Ste. 350-S, St. Paul, MN 55114-1900

Fax this form to (651) 659-1477

Online at www.mnhospitals.org; log-in and click on “Calendar of Events” to register

Payment

Conference Fee Total: ___________________________

Golf Total: ___________________________

Total amount due: ___________________________

Payment Method

[ ] Enclosed is a check made payable to Minnesota Hospital Association

[ ] Charge to MasterCard  [ ] Charge to VISA  [ ] Charge to AMEX

Card Number: ___________________________

Exp. Date: __________________ Sec. Code (3 digits on back of card): __________________

Name on card: __________________
**INSTRUCTIONS**

Fill out form, then print. Mail form with a check to Madden’s on Gull Lake or Fax Form with Credit Card information to secure fax number below.

Madden’s on Gull Lake  
Reservations Department  
11266 Pine Beach Peninsula  
Brainerd, MN  56401  
Secure Fax: (218) 293-4517  

**ATTENDEE INFORMATION**

Name: ____________________________________________  
Company Name: ____________________________________  
Address: __________________________________________  
City:  ____________________  State:  _____  Zip:  ________  
Day Phone: ________________________________________  
Email: ____________________________________________

**SHARE WITH ANOTHER ATTENDEE:**

Registering now [ ]   Separately [ ]  
Name: ____________________________________________  
Company Name: ____________________________________  
Address: __________________________________________  
City:  ____________________  State:  _____  Zip:  ________  
Day Phone: ________________________________________  
Email: ____________________________________________

**SHARING ROOM WITH NON-CONFERENCE GUEST**

Spouse/Guest name(s):  
________________________________________________________________________

**CANCELLATION POLICY**

You are responsible for your entire stay; early departures or reservations reduced in length are not refundable. Package payments are refundable, less a $25 cancellation fee if you cancel by August 23, 2016. Any cancellations made after August 23, 2016 will not receive a refund (replacements are gladly accepted). Reservations made after the deadline are non-refundable.

**ADDITIONAL INFORMATION**

Please note any special requests for lodging or meals: (i.e., handicap accessibility or food allergies)

________________________________________________________________________

**PACKAGE DESCRIPTION & RATES**

**3-NIGHT SEVEN MEAL PACKAGE:**

- **Wednesday breakfast thru Friday breakfast**  
  ___ $896.43  Single Occupancy, per person  
  ___ $563.08  Multiple Occupancy, per person

**2-NIGHT FIVE MEAL PACKAGE:**

- **Wednesday dinner thru Friday breakfast**  
  ___ $634.68  Single Occupancy, per person  
  ___ $417.40  Multiple Occupancy, per person

Package includes lodging, meals as indicated, Tennis & Croquet Club, non-motorized watercraft, green fees for MHA’s golf event, service charge and applicable sales tax.

All rates are per person; the multiple occupancy rate requires 2 or more conference attendees sharing a room. We will strive to honor your 1st choice, however, rooms will be assigned based on the number of guests staying in a room. For your safety and security, Madden’s does not assign roommates. If additional occupant(s) are not indicated, we will assign a single room with a single occupancy rate. Any reservation requests received after August 23, 2016 will be accepted on a space available basis only.

**ALTERNATE PACKAGE OPTION**

- $727.28  Three Nights  
- $493.91  Two Nights  
- $260.54  One Night

Includes lodging and Thursday lunch at the Town Hall Governor’s Ballroom. Call 800-642-5363 to check availability.

**PAYMENT INFORMATION**

The full package payment is required at time of reservation request.

[ ] Mail form with check to Madden’s on Gull Lake  
[ ] Fax form with credit card information  

Credit card will be charged the full deposit upon receipt of form. For your protection, do not mail credit card information.

[ ] Visa  [ ] MasterCard  [ ] Discover  [ ] AmEx  
Card #: ____________________  
Exp Date: ____________________  
Code: ____________________  
Signature: ____________________

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**Lodging at Madden’s will be confirmed once your conference registration with MN Hospital Association is confirmed.**  
**We reserve the right to make overflow reservations at a neighboring property, if necessary.**