



Minnesota Hospital Association

2550 University Ave. W., Ste. 350-S
St. Paul, MN 55114-1900

www.mnhospitals.org

**2019 Summer
Trustee Conference**

Strategies for Effective Governance

July 12 - 14, 2019



Minnesota Hospital Association

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Arrowwood
RESORT & CONFERENCE CENTER
by choice



Minnesota Hospital Association

2019 Summer Trustee Conference

Strategies for Effective Governance

Friday, July 12

1 – 6:30 p.m. Registration — Upper Foyer

2:30 – 3:30 p.m. 2019 Legislative Session Highlights

Mary Krinkie, vice president, government relations, Minnesota Hospital Association

The 2019 Minnesota Legislature passed several laws impacting Minnesota's hospitals and health systems. This session will review the new biennial budget, price transparency and mental health legislation affecting hospitals and health systems and give trustees advocacy tips for meeting with legislators.

Principles of Effective Governance

3:30 – 3:50 p.m. Break

3:50 – 4:50 p.m. Patients vs. Prices: Understanding the Call for More Price Transparency

Ryan Donohue, corporate director program development, National Research Corporation

Health care pricing can be bewildering for patients. Before a health care experience, the lack of upfront pricing is a top source of patient frustration. After the experience, the confusing process of health care billing also leaves a bad taste. And throughout the health care journey, the lack of price transparency seems a constant source of discontent for patients and families. Join as we tackle this challenging topic and reflect on external pressures as well as internal barriers that have kept the health care industry largely in the dark on price transparency. We will explore breakthrough industry examples, the effect on consumers when pricing becomes more understandable and the ultimate impact on patients when pricing remains elusive.

Fiduciary Duties — ADVANCED

4:50 – 5 p.m. Stretch Break

5 – 6 p.m. Coordinating Care to Improve the Mental Health System

Shauna Reitmeier, CEO, Northwestern Mental Health Center

Community coordination of care is an effective way for hospitals and health systems to provide safe, quality care for patients receiving mental health services. In this session, you will hear an example of how a nation-leading Certified Community Behavioral Health Clinic (CCBHC) is coordinating care for mental health patients in the local community. You will learn how CCBHCs and hospitals and health systems can partner to coordinate care for the mental health population to ensure patients are getting the right care, at the right time, in the right place.

Principles of Effective Governance

6 – 6:45 p.m. Dinner

6:45 – 7:45 p.m. Trustee Certification Celebration and Evening Keynote

7:45 p.m. **Social Hour — Sponsored by CliftonLarsonAllen LLP**

Join your colleagues for networking and refreshments in the Rafters Lounge.

Saturday, July 13

6:45 – 8 a.m. **Breakfast**

7:30 – 11:30 a.m. **Registration — Upper Foyer**

8:15 – 9:15 a.m. **The Quality Quandary: Exploring the Most Misunderstood Metric in Health Care**

Ryan Donohue, corporate director program development, National Research Corporation

In the age of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), we've become fixated on quality and what it means to our patients. We've been told if we just talk up quality and share examples of our greatness, we will shine brightly in the eyes of consumers. We've even tied our own compensation to quality, paid for awards that prove our quality and obsessed over online quality ratings. What could possibly go wrong with this approach? It turns out the way we approach quality should not be confused with clarity. Those we serve are largely unable to decipher our messages on quality and their lack of understanding on the topic creates a massive gap between caregivers and patients. Join as we reveal the simple, surprising factors that influence patients on quality and discard the dead weight that does not.

Quality and Patient Safety

9:30 – 10:30 a.m. **Concurrent Sessions (choose one)**

#1 Health Care Quality

Tania Daniels, PT, MBA, vice president, quality and patient safety, Minnesota Hospital Association; and Jennifer Schoenecker, senior director, quality and patient safety, Minnesota Hospital Association

There have been significant strides in raising awareness and building competency around the board's role with respect to quality and safety. This session will provide trustees with greater guidance toward the functional activities boards should be undertaking to fulfill their leadership commitment to quality. This will be an interactive discussion on an emerging checklist of core best practices or functions for consideration across all dimensions of quality and safety governance.

Quality and Patient Safety

#2 Follow the Money: Dynamic Changes in Minnesota's Health Insurance Markets

Matt Anderson, J.D., senior vice president of policy and chief strategy officer, Minnesota Hospital Association

Minnesota's health insurance markets are undergoing several simultaneous changes, which alter the dynamics between managed care organizations and hospitals and health systems. Understanding and accounting for these shifting dynamics will help trustees and executives make better decisions about the strategic course for their hospitals and health systems.

Principles of Effective Governance

#3 Strategic Thinking

Richard Brynteson, Ph.D., speaker, author, professor, Concordia University

It is time to get out of day-to-day tactical thinking and look at how to think strategically. But what does strategic mean? This session will examine several ways to think strategically. Participants will leave with conceptual tools for setting the groundwork for strategic thinking and ways of making change strategic rather than reactive.

Strategic Planning and Positioning

#4 Conflict of Interest: Compliance, Commitment and Optics

Margaret Sumption, M.S., LPC, SPHR, Sumption & Wyland

Conflicts of interest are real. Meeting the challenges of compliance and addressing the appearance of conflict head-on is the best bet for good governance. There are clear rules that must be followed for 501(c)(3) and governmental entities. Meeting hard and fast rules is often the easy part of compliance. More complicated and delicate elements of conflicts of interest come in the day-to-day work of governance. This session will address the strategies trustees can use to be ahead of the game in policy and practice, set safe boundaries to identify emerging conflicts and sustain relationships when inevitable experiences of conflict arise.

Principles of Effective Governance

10:30 – 10:50 a.m. **Break**

10:50 – 11:50 a.m. **Concurrent Sessions (choose one)**

#5 Cybersecurity

Bob Brunmeier, president, OneNet Global

Preventing a cybersecurity attack is crucial for all organizations, particularly those in the health care sector. This session will review 20 top security controls and outline critical items for improving your facilities' security profiles. Included in the list are continuous vulnerability assessments, data protection, recovery and testing, as well as access monitoring and control.

Fiduciary Duties

#6 Strategic Planning BINGO!

Matt Anderson, J.D., senior vice president of policy and chief strategy officer, Minnesota Hospital Association

As health care grows more and more complex, competitive and high profile, strategic planning takes on greater importance. Boards and executives seeking to map their organizations' future direction and priorities have a lot in common and, as a result, their strategic plans become strikingly similar. Learn the generic objectives often found in strategic plans and, more importantly, tips for tailoring your next strategic plan to your organization and the community you serve.

Strategic Planning and Positioning

#7 Dealing with Difficult People

Richard Brynteson, Ph.D., speaker, author, professor, Concordia University

We are all difficult at some points in our careers. Our work styles can rub up against others in harsh ways. Yet, we can be prepared to work with difficult people. Participants will learn how to deal with difficult situations, how to work with attitudes and behaviors that can be offensive to others and how to work with diverse groups and create teams that are effective.

Principles of Effective Governance

#8 Transformational Leadership

Margaret Sumption, M.S., LPC, SPHR, Sumption & Wyland

Just as staff, facilities, providers and systems change to meet the growing work of a hospital, the board's roles and work must change as well. This session will outline the 10 characteristics of a transformational governance system, with emphasis on strategic assessment and decision-making as the size of the organization grows or changes.

Board Development and Self-Assessment

12 – 12:30 p.m. **Lunch**

12:30 – 1:30 p.m. What Keeps You Awake at Night?

Panel discussion moderated by Matt Anderson, J.D., senior vice president of policy and chief strategy officer, Minnesota Hospital Association

Panel members to be determined

Hospitals and health systems in Minnesota continue to be faced with a mixture of challenges. While some challenges may be unique to a particular organization or community, the vast majority of them are common across the state. This session will feature opportunities for sharing and learning from the experiences and insights of fellow health care leaders. Where is health care headed? What are some of the biggest challenges we face today? What are the unknowns and vulnerabilities that keep us awake at night?

Strategic Planning and Positioning

1:45 – 2:45 p.m. Wheels to Heels: A Positive Purpose

Jean Abbott, patient experience speaker

Jean Abbott will share her journey of misdiagnosis and how her sense of purpose along with a positive attitude enabled her to survive three decades of unnecessary doctors' appointments, medications and surgeries with genuine gratitude and grace. This session will offer a powerful story of perseverance, no matter what life brings.

Quality and Patient Safety – ADVANCED

3 – 5 p.m. Leisure Time

6 p.m. Dinner

7 p.m. Entertainment: Comedian Tommy Ryman

Sunday, July 14

8 – 10:30 a.m. Networking Breakfast

Join your peers for breakfast to share ideas, inspirations and concerns.

11:30 a.m. Check-out

2019 Trustee Council

- Mary Theurer, chair, district board chair, Lakewood Health System, Staples
- Karen Ahmann, trustee chair, Mahnomon Health Center
- Doug Allen, trustee chair, Carris Health - Rice Memorial Hospital, Willmar
- Larry Anderson, trustee, United Hospital District, Blue Earth
- Richard H. Berge, trustee chair, District One Hospital, Faribault
- Diane Clark, trustee, Mayo Clinic Health System - Albert Lea and Austin
- Luke Johnson, trustee, Pipestone County Medical Center
- Mitch Kilian, trustee chair, Ridgeview Medical Center, Waconia
- Mary Klimp, vice chair of administration, Southwest Minnesota, Mayo Clinic Health System in Mankato
- Norma Krumwiede, trustee, Madelia Community Hospital Inc.
- Jerry Kunza, trustee, Perham Health
- Jeffrey S. Mason, president & CEO, Glencoe Regional Health Services
- Kay Olson, board chair, North Shore Health, Grand Marais
- Robert Prentiss, trustee, North Memorial Health, Robbinsdale
- John C. Warren, board member, CHI St. Joseph's Health, Park Rapids
- Gene Wenstrom, trustee chair, Prairie Ridge Hospital and Health Services, Elbow Lake

Trustee Conference Registration Form

July 12-14, 2019 | Arrowwood Resort and Conference Center

Name _____ Title _____

Spouse/Guest _____

Facility _____

Address _____

City/State/ZIP _____

Phone _____ Fax _____

Email Address _____

Please check all that apply: Trustee Board Chair Administrator/CEO Physician Other

Is this your first Trustee Conference? Yes No

Concurrent Session Selection

Indicate which concurrent sessions you will be attending by checking only one concurrent program per time slot. You will be automatically registered for all general sessions.

Saturday, July 13, 9:30 – 10:30 a.m. (Select only one program in this slot)

- | | |
|---|---|
| <input type="checkbox"/> #1 Health Care Quality | <input type="checkbox"/> #3 Strategic Thinking |
| <input type="checkbox"/> #2 Follow the Money: Dynamic Changes in Minnesota's Health Insurance Markets | <input type="checkbox"/> #4 Conflict of Interest: Compliance, Commitment and Optics |

Saturday, July 13, 10:50 – 11:50 a.m. (Select only one program in this slot)

- | | |
|---|---|
| <input type="checkbox"/> #5 Cybersecurity | <input type="checkbox"/> #7 Dealing with Difficult People |
| <input type="checkbox"/> #6 Strategic Planning BINGO! | <input type="checkbox"/> #8 Transformational Leadership |

Method of Payment

Send form and payment to:
Minnesota Hospital Association
2550 University Ave. W., Ste. 350-S
St. Paul, MN 55114-1900
Phone (651) 641-1121 or (800) 462-5393; Fax (651) 659-1477
www.mnhospitals.org

Additional Guests (please only list those guests for whom you have ordered meal packages):

- Enclosed is a check made payable to Minnesota Hospital Association
- Charge to MasterCard Charge to VISA Charge to American Express

Cardholder's Name _____ Cardholder's Signature _____

Card Number _____ Expiration Date _____ Security Code (3 digit number on back of card) _____

Audience

The conference is open to all trustees, administrators, physicians and health care leaders.

Certification

Board members participating in MHA's Board Certification program can earn credits toward certification. Component area of credit is highlighted under each session description.

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 all sessions. To check on final hours awarded, please contact the education division at MHA.

Accommodations

The Summer Trustee Conference will be held at Arrowwood Resort and Conference Center in Alexandria. Conference participants should register for accommodations directly with Arrowwood. Registration materials are included in this brochure. Please remember that the registration deadline for Arrowwood is June 19.

Fees and Conference Registration

\$299 per person for any MHA member organization health care facility, \$375 for MHA associate members and \$399 for nonmembers. All registrations should be coordinated through the facility the participant serves. The cancellation date for registration is July 5.

The registration fee includes sessions, program materials and breaks. Registration is personal and made for the entire conference period. Registration fees, less a \$25 cancellation fee, are refundable if notice is received five working days prior to the program dates. If you cannot attend, you may choose to send someone in your place. No-shows will be billed.

If you have special health, mobility or dietary accommodations, call the education division at MHA.

For further information, contact:

Minnesota Hospital Association
Twin Cities Calls: (651) 641-1121
Greater MN Calls: (800) 462-5393
Fax: (651) 659-1477
www.mnhospitals.org

Directions to Arrowwood Resort and Conference Center

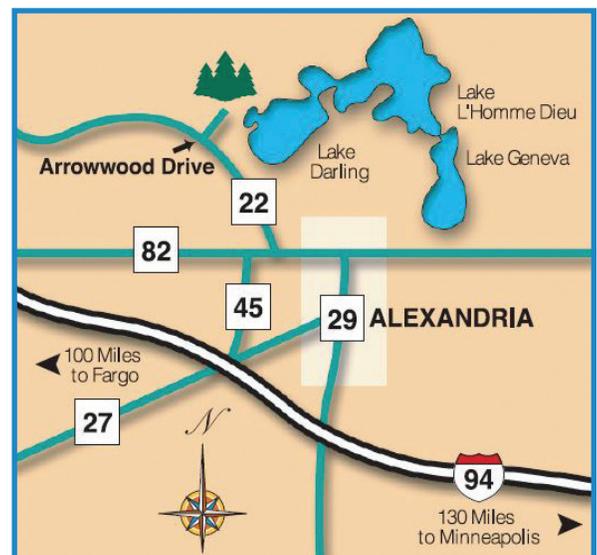
From Minneapolis Area/Minneapolis-St. Paul International Airport

- I-494 West to I-94 West.
- Follow I-94 to the Alexandria Exit, Exit #103.
- Right at Alexandria Exit, Highway 29.
- Proceed north on 29, through town, to 82. Note: 82 is marked by a large Viking statue.
- Left on 82 (at statue) to 22. Note: 22 is marked by an oil tank farm; 22 proceeds between the rows of tanks.
- Right on 22. Follow 22 to Arrowwood Drive. Right on Arrowwood Drive.

Alternate Directions from Minneapolis Area

(This is a faster route to the resort; it avoids the town of Alexandria.)

- I-494 West to I-94 West.
- Follow I-94 to Exit #100, 2 miles past Alexandria Exit.
- Proceed on County Road 45, straight ahead at exit.
- Follow 45 approximately 3 miles to 82.
- Right on 82 approximately .5 miles to 22. Note: 22 is marked by an oil tank farm; 22 runs through the rows of tanks.
- Left on 22. Follow 22 to Arrowwood Drive. Right on Arrowwood Drive.



Arrowwood Registration Form: July 12 - 14, 2019 | Minnesota Hospital Association

CONFERENCE PACKAGES

PACKAGE RATES ARE PER PERSON

- Two Nights/Five Meals (Dinner Friday - Breakfast Sunday)
- One Night/Three Meals (Dinner Friday - Lunch Saturday)
- Package prices include a service charge, a hotel resort fee, a 7.375 percent Minnesota state tax and a 3 percent county tax.
- If you are attending with a guest, select Single Occupancy and purchase additional meal tickets for your guest under Guest Meal Rates.

HOTEL

TWO NIGHTS

- \$539.30 Single
 \$354.91 Double

ONE NIGHT

- \$282.11 Single
 \$189.91 Double

TOWNHOMES

TWO NIGHTS

- \$1,694.11 Single
 \$932.63 Double

ONE NIGHT

- \$861.12 Single
 \$479.74 Double

GUEST MEAL RATES

Meals are included for conference participants with hotel packages, but may be purchased separately for guests. Please list name(s) of any guests for whom you will be purchasing meal tickets. See above rates for meals under day visitors.

_____ FrD SaB SaL SaD SuB Full package

Name

Children and their age (children 0-3 free of charge; 4-12 breakfast \$9.66, lunch \$10.31, dinner \$14.17, full package \$57.98; 13 and over full price). See rates for meals under day visitors.

_____ FrD SaB SaL SaD SuB Full package

Name and Age

_____ FrD SaB SaL SaD SuB Full package

Name and Age

METHOD OF ADVANCE PAYMENT

Name _____

Address _____

City, State, ZIP _____

Daytime Phone _____

Email _____

Arrival Date _____ to Departure Date _____ # Nights _____

Dietary Restrictions _____

Questions? Call (320) 762-1124 • Fax: (320) 762-0133
 Reservations Toll-Free (866) 386-5263
CHECK-IN TIME IS AFTER 4 PM
ADVANCE PAYMENT DEADLINE JUNE 19, 2019.
\$100 per person advanced payment required.
No reservations made without form.

DAY VISITORS

I would like to reserve dinner at the rate of \$41.23 per day:
 Friday (FrD) Saturday (SaD)

I would like to reserve breakfast at the rate of \$16.75 per day:
 Saturday (SaB) Sunday (SuB)

I would like to reserve lunch at the rate of \$21.90 per day:
 Saturday (SaL)

Full package including all meals listed above: \$140.45

SUITES

TWO NIGHTS

- \$727.25 Single
 \$448.87 Double

ONE NIGHT

- \$376.07 Single
 \$236.88 Double

All package prices are per person and inclusive of service charge, hotel resort fee and tax.

No refunds will be given on packages or banquet tickets.

Check (payable to Arrowwood — send with form)

Purchase Order Credit Card

Card Type _____

Card Number _____

Expiration Date _____

Cardholder's Name _____

Upon making the reservation, the individual's credit card will be charged a \$100.00 advance payment fee per room reserved. If the reservation is cancelled 31 days or more prior to the arrival date, the advance payment will be refunded less a \$25.00 processing fee. If the reservation is cancelled within 4-30 days of the arrival date, the \$100.00 advance payment will be forfeited. If the reservation is cancelled within 72 hours of your stay you will be charged for the entire packages reserved on this form.

Mail this form to: Arrowwood Resort, 2100 Arrowwood Lane, Alexandria, MN 56308. Fax with credit card info to: (320) 762-0133.