



# DISRUPTION

104<sup>TH</sup> ANNUAL MEETING  
& EDUCATION SUMMIT

**JUNE 3-5**  
**HILTON COLUMBUS AT EASTON**

Registration now open at [ohiohospitals.org/annual-meeting](http://ohiohospitals.org/annual-meeting)

**80+**  
**Educational**  
**Sessions**

**3 Days**  
**of Leading**  
**Speakers**

**1**  
**Convenient**  
**Location**

## Sessions Covering All Aspects of Hospital Operations

- DATA AND TECHNOLOGY
- DISRUPTION
- FACILITIES MANAGEMENT & SUSTAINABILITY
- FINANCE
- HOSPITAL LEADERSHIP
- LEGAL & COMPLIANCE
- NURSING LEADERSHIP
- OPIATE CRISIS
- PHYSICIAN LEADERSHIP
- PHYSICIAN RELATIONS/ RECRUITMENT
- POPULATION HEALTH
- PUBLIC RELATIONS
- QUALITY & PATIENT SAFETY
- RISK MANAGEMENT
- WORKFORCE

# Registration Open for 104th OHA Annual Meeting & Education Summit

Join members of the Ohio hospital community for the 104th annual gathering of the Ohio Hospital Association. This three-day event features more than 80 education sessions, keynote presentations by national leaders and special recognition events.

The conference offers approved contact hours for many disciplines, including ACHE sessions offering face-to-face credits.

Employees, medical staff, trustees and volunteers of OHA member hospitals and health systems and OHA Corporate Partners may register for the education or vendor components at no cost. Some optional special events or meal functions do require a registration fee, and payment must be made by credit card when you register online at [ohiohospitals.org/annual-meeting](http://ohiohospitals.org/annual-meeting).

Non-members of OHA may register for special events. ACHE members may register for the Quality & Patient Safety sessions as well as special events.

## REGISTRATION HOURS

Sunday, June 2	3–6 p.m.
Monday, June 3	<b>EARLIER START</b> 6:30 a.m.–5 p.m.
Tuesday, June 4	7 a.m.–6 p.m.
Wednesday, June 5	6:30 a.m.–12 p.m.

## EXHIBIT HOURS

Monday, June 3	7 a.m.–4 p.m.
Tuesday, June 4	7 a.m.–12 p.m.

## Agenda At-A-Glance

### MONDAY, JUNE 3

<b>8 a.m.–4:15 p.m.</b>	<b>Concurrent Sessions</b> <ul style="list-style-type: none"> <li>Data and Technology</li> <li>Finance</li> <li>Hospital Leadership</li> <li>Legal &amp; Compliance</li> <li>Nursing Leadership</li> <li>Opiate Crisis</li> <li>Physician Leadership</li> <li>Physician Relations/Recruitment</li> <li>Population Health</li> <li>Public Relations</li> </ul>
<b>11 a.m.–noon</b>	<b>Keynote Address</b> Ron Galloway, The Disruptors: How Amazon, Google & Apple Plan to Change the Face of Healthcare
<b>12:30–1:45 p.m.</b>	<b>OHA Advocacy Luncheon</b>

### TUESDAY, JUNE 4

<b>8 a.m.–4:15 p.m.</b>	<b>Concurrent Sessions</b> <ul style="list-style-type: none"> <li>Disruption</li> <li>Facilities Management &amp; Sustainability</li> <li>Finance</li> <li>Hospital Leadership</li> <li>Legal &amp; Compliance</li> <li>Nursing Leadership</li> <li>Physician Leadership</li> <li>Quality &amp; Patient Safety</li> <li>Risk Management</li> <li>Workforce</li> </ul>
<b>11 a.m.–noon</b>	<b>Keynote Address</b> Kevin Hines, author of “Cracked Not Broken”
<b>12:30–1:45 p.m.</b>	<b>OHA Energy &amp; Sustainability Program Awards Luncheon</b> Rebecca Karason, CEM, Senior Vice President, Director of Energy & Sustainability, Huntington National Bank, will speak, and OHA’s annual awards recognizing member hospitals’ energy and sustainability programs will be presented.

### TUESDAY, JUNE 4 (CONTINUED)

<b>5–6 p.m.</b>	<b>OHA Annual Recognition Dinner</b> Dan Leite, heart transplant recipient, has completed 154 marathons and 3 Iron Mans, will deliver the keynote address as OHA recognizes Health Care Worker of the Year nominees, winners of the OHA Leadership Awards and the newest inductee to the OHA Health Care Hall of Fame.
<b>6:30–8:30 p.m.</b>	Welcome Reception Program and Awards

### WEDNESDAY, JUNE 5

<b>7:30–8:30 a.m.</b>	<b>American College of Healthcare Executives (ACHE) Breakfast</b>
<b>12th Annual OHA Quality Summit</b>	
<b>8–9 a.m.</b>	Quality Summit Poster Setup/Displays
<b>9–10:30 a.m.</b>	<b>The Executive’s Role in Engaging Care Teams to Improve Patient Safety, Quality of Care and Operating Margins (part 1)</b>
<b>10:30–11 a.m.</b>	Quality Summit Poster Displays
<b>11 a.m.–12:30 p.m.</b>	<b>The Executive’s Role in Engaging Care Teams to Improve Patient Safety, Quality of Care and Operating Margins (part 2)</b>
<b>12:30–1:25 p.m.</b>	Quality Summit Lunch and Poster Presentations
<b>1:25–1:35 p.m.</b>	Ohio Patient Safety Institute Best Practice Awards
<b>1:35–3:05 p.m.</b>	<b>Equity of Care</b>
<b>3:05–3:15 p.m.</b>	Evaluations

# Special Events & Speakers

Please register for the events of your choice. Fees apply to meal events.

## MONDAY, JUNE 3

### Keynote Address, 11 a.m.–noon



#### Ron Galloway

The Disruptors: How Amazon, Google & Apple Plan to Change the Face of Healthcare

Galloway is a researcher and filmmaker. He studies the disruptive effects of new

technologies in health care and finance. He was a research analyst for Smith Barney (and predecessor companies) from 1985 until 1995, then founded Method Content, an institutional research firm.

Galloway directed the business documentary “Why Walmart Works,” which was the first film to ever premiere in the U.S. Capitol Building. He produced the documentary “Oflag 64: A POW Odyssey” for PBS. His film “Folly Island” won Best Comedy at the New York Independent Film Festival and was featured at Spoleto.

He is the lone conservative columnist for The Huffington Post and has been featured on CNN, CNBC, MSNBC, BBC and ABC World News Tonight. Print coverage includes the New York Times, Wall Street Journal and the New Yorker. Ron was featured on (and made fun of) Jon Stewart’s “The Daily Show.” Galloway earned his undergraduate degree Industrial Management from Georgia Tech.

### OHA Advocacy Luncheon

12:30–1:45 p.m.



**Keynote: Amy Acton, MD, MPH**, Director, Ohio Department of Health

As the first woman and the first physician since 2014 to lead the Ohio Department of Health, Acton is committed to reducing

infant mortality and youth homelessness as top priorities for the department. A licensed physician in preventive medicine with a master’s degree in public health, Acton has more than 30 years of experience in medical practice, government and community service, health care policy and advocacy, academic and nonprofit administration, consulting, teaching and data analysis. OHA works with the Ohio Department of Health on a variety of issues including infant mortality, infectious diseases and population health.

**Cost: \$40 per person**

## TUESDAY, JUNE 4

### Keynote Address, 11 a.m.–noon

#### Kevin Hines

Author of “Cracked Not Broken”

Hines is an award-winning international speaker, author and mental health advocate. He has been featured in the critically



acclaimed film, “The Bridge” and in hundreds of radio, film and television media outlets, including: “Larry King Live,” “20/20,” “Anderson Cooper 360,” “Good Morning America” and Ireland’s “Tonight with Vincent Browne.” Hines has

written countless articles about suicide awareness/prevention and authored “The Art of Living Mentally Well.” His articles have appeared in the San Francisco Medical Magazine, The Santa Barbara Independent, New Voices at Bay, National Council Magazine, San Francisco Chronicle and Advancement in Psychiatric Treatment, as well as many others. He was most recently honored as a Lifetime Achievement Award Winner by the National Council for Behavioral Health.

### OHA Energy & Sustainability Program Awards Luncheon

12:30–1:45 p.m.



#### Rebecca Karason, CEM

Senior Vice President, Director of Energy & Sustainability, Huntington National Bank

Karason oversees energy and sustainability across Huntington’s eight-state

footprint. An energy expert with over a decade of energy efficiency experience, she has a diverse background in sales, account management and program outreach. Prior to joining Huntington, Karason served in various capacities at American Electric Power including program manager for the Business Incentive Program. Throughout her career, she has worked with customers and contractors across the state of Ohio helping them develop and implement energy efficiency projects for their facilities.

Committed to connecting colleagues to sustainability, Rebecca created the first-ever Huntington Green Team, a cross functional group of colleagues that generates, exchanges and evaluates ideas to increase Huntington’s environmental performance and to lower its carbon footprint.

**Cost: \$10 per person**

### OHA Annual Recognition Dinner

5–6 p.m. Welcome Reception/VIP Reception  
6:30–8:30 p.m. Program and Awards



**Dan Leite**, a heart transplant recipient who has completed 154 marathons and three Iron Mans, will be the featured speaker as OHA recognizes the Ohio Health Care Worker of the Year nominees, winners of the

OHA Leadership Awards and the newest inductee to the OHA Health Care Hall of Fame.

Leite, 51, of Columbus, has always been incredibly active and served as the vice chair of The Columbus Marathon board. Four years ago, he realized something wasn’t right while training for a race. After only a few months on the transplant list, he received a life-saving heart transplant at the #OSUWexMed Ross Heart Hospital, beginning late Christmas Eve. His new heart took its first beats in the wee hours of Christmas morning—arguably, the best Christmas gift of all.

**Cost: \$70 per person**  
**Tables of 10 available for groups registered by May 17**

Reserved seating for the dinner is available for groups of 10. To secure reserved seating, all 10 table registrants must be registered online on the same registration by May 13. When reserving a table, you must provide all registrant’s names at the time of registration. There is no limit to the number of tables that groups or hospitals may reserve.

## WEDNESDAY, JUNE 5

### ACHE Breakfast, 7:30–8:30 a.m.



**Keynote: Brian C. Doheny, FACHE**, ACHE Governor, Associate Vice President, Strategy Advancement, Humana, Inc.

Doheny serves on the Board of Governors of the American

College of Healthcare Executives. With comprehensive programs in credentialing, education, career counseling, publications and research, ACHE works toward its goal of being the preeminent professional society for leaders dedicated to improving health. Board certified in health care management as an ACHE Fellow, Doheny served as an ACHE Regent for Kentucky from 2010 to 2013; on the [ache.org](http://ache.org) Editorial Board from 2009 to 2012; on the Regents Advisory Council from 2002 to 2009; as president, Kentucky ACHE Chapter, from 2007 to 2008; on the Kentucky ACHE Chapter Board from 2003 to 2013; and on several ACHE committees. He is a recipient of various awards from ACHE, including the Regent’s Award for Early Careerist in 2005 and several ACHE Recognition Program awards, including the Service Award in 2008, the Distinguished Service Award in 2012 and the Exemplary Service Award in 2017.

**Cost: \$30 per person**

### Quality Summit Lunch

12:15–12:45 p.m.

**No cost, but registration is required to assure a proper meal count.**

# Meeting Schedule

## MONDAY, JUNE 3 • Data and Technology

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Using Data to Manage Providers and Patients in Our Communities Amidst the Opioid Crisis</b>	This session will journey through a case study that exhibits the outcomes from using an Operations Management System that identifies and benchmarks outpatient pain management outcomes, assists patients and providers in making safe treatment decisions, and provides real-time business data to maximize efficiency and financial outcomes to leverage influence in rural communities to impact the opioid crisis.	<b>Lisa Eidelberg, MD</b> , Senior Regional Director of Operations, Pain Management Group <b>Sara Darr</b> , VP of Clinical Services, Pain Management Group
9:30–10:30 a.m.	<b>Preventing Hospital Readmissions Using Data Modeling and Predictive Analytics</b>	Health care organizations can analyze and model their existing patient data to predict risk of hospital readmission following care. With predictive analytics, hospitals can identify patients at greatest risk, curate care strategies and administrative policies and improve patient outcomes.	<b>Bill Balderaz</b> , President, Futurety <b>Dinah Adams</b> , Data Analyst, Futurety
2–3 p.m.	<b>Attitudes and Beliefs of RNs About Changing to an Electronic Medical Record</b>	Nurses are the largest care provider group in any hospital. Their ability to learn, change and adopt new documentation methods must be supported. Participants will gain an appreciation of what actions/policies support and enhance nurses when a system changes from paper documentation to an electronic medical record.	<b>Roberta Jo Myers</b> , Nurse Practitioner Occupational Medicine, Mercy Health
3:15–4:15 p.m.	<b>Understanding and Assessing Third-Party Risk</b>	This session will cover some of the different types of common third-party relationships in today's IT support landscape and what new vulnerabilities this exposes organizations to. We will walk through a case study on how to manage a relationship, some measures to put in place to protect an organization's data, and the outcomes seen from best practices in the field.	<b>Kevin Carpenter</b> , Director, Security, Privacy, Risk Consulting, RSM US LLP

## MONDAY, JUNE 3 • Finance

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>2019 HCAP Update</b>	An update on Ohio 2019 HCAP from OHA and ODM staff.	<b>Daniel Vielhaber</b> , Manager, Health Economics & Policy, Ohio Hospital Association <b>Ryan Biles</b> , Executive Vice President, Ohio Hospital Association
9:30–10:30 a.m.	<b>EAPGs: A Two-Year Journey &amp; A Look Ahead</b>	Learn impacts from almost two years of EAPG monitoring and changes to come for 2020.	<b>Jackie Nussbaum</b> , Director, BKD, LLP <b>Jennifer Goins</b> , Managing Consultant, BKD, LLP <b>Deb Lauricia</b> , Senior Director, Revenue, Cleveland Clinic
2–3 p.m.	<b>Ohio Medicare MAC:CGS Region 15 Update</b>	The presenters will review and discuss Ohio Medicare MAC:CGS's Regional 15 Update.	<b>Judy Thomas</b> , Sr. Provider Relations Representative, Part A Provider Outreach Education, CGS
3:15–4:15 p.m.	<b>Understanding Medicaid Episode-Based Payments</b>	Attendees will gain an understanding of the Ohio Department of Medicaid's episode-based payments and how they work. ODM officials will team with OHA staff to help hospitals understand the impact of this payment reform initiative on hospitals specifically.	<b>Aly DeAngelo</b> , Director, Health Economics & Policy, Ohio Hospital Association <b>Marjorie Yano</b> , Director, Payment Innovation, Ohio Department of Medicaid

## MONDAY, JUNE 3 • Hospital Leadership

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Using the Kano Model to Improve Patient Satisfaction</b>	There is a growing trend to transform the view on patients as customers. The use of Kano analysis has been widely accepted in many industries due to its focus on discovering customer needs. The aim of this session to develop a methodology to analyze the customer needs and perceptions and present a hands-on way of applying the Kano model.	<b>Mustafa Culcuoglu</b> , Director of Lean Six Sigma Program, Summa Health
9:30–10:30 a.m.	<b>Quality Structures and Governance: A Health System Approach</b>	Leadership and accountability are vital to achieving meaningful improvements in health care. As hospitals join health systems, alignment of quality initiatives can promote shared learning, efficiency, increased patient safety and improvements in care. Cleveland Clinic governance and quality structures support local teams in achieving system-level quality and patient safety goals.	<b>Sharon Sutherland, MD, MPH</b> , Associate Chief Quality Officer, Cleveland Clinic <b>Christy Barnes</b> , Sr. Director Quality & Patient Safety, Cleveland Clinic

## MONDAY, JUNE 3 ● Hospital Leadership (CONTINUED)

TIME	SESSION	DESCRIPTION	PRESENTERS
2–3 p.m.	<b>Using Emotional Intelligence for Work Success</b>	Research has shown that the benefits of strong emotional intelligence are many: greater career success, stronger personal relationships, increased optimism and confidence, better health, effective leadership skills, improved communication and better problem solving skills. This presentation will cover the crucial role of self-awareness in developing successful relationships and help hospital leaders pinpoint behaviors that impact work performance so they can more effectively overcome workplace conflicts. Clark will discuss how participants can improve their work by understanding how the brain works, how staying cool and building confidence can boost productivity and how to develop their leadership skills by recognizing and managing office behaviors.	<b>M.J. Clark, Sr.</b> , Leadership Consultant, Integrated Leadership Systems
3:15–4:15 p.m.	<b>The Art of Assertive Communication</b>	Communication skills are vital to your success as a leader. In this interactive session, Clark reveals the secrets from her book, "Shut Up and Lead: A Communicator's Guide to Quiet Leadership" to help you interact more assertively and authentically at work and in your personal life.	<b>M.J. Clark, Sr.</b> , Leadership Consultant, Integrated Leadership Systems

## MONDAY, JUNE 3 ● Legal and Compliance


TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Complex Data Sharing Arrangements: Regulatory, Technological and Business Challenges</b>	More data exists now than in the entire previous history of humanity. Harnessing data holds great promise for providers and their patients. But complex data arrangements, including EHRs, HIE's and data repositories pose regulatory, technological and operational challenges. We will explore complex data sharing arrangements and provide solutions to overcome these challenges.	<b>Lisa Pierce Reisz</b> , Partner, Vorys, Sater, Seymour and Pease LLP
9:30–10:30 a.m.	<b>Hospital Procurement Contracting: Legal Considerations and Lessons Learned</b>	This presentation will provide an overview of: contracting structures (e.g., GPOs); legal considerations governing contracts (e.g., applicable federal anti-kickback safe harbors, Stark exceptions, tax-exempt principles and HIPAA requirements); common contractual terms; related challenges for hospitals and vendors; and approaches for negotiating contracts in an efficient manner.	<b>Kathryn Hickner</b> , Partner, Kohrman, Jackson & Krantz LLP <b>Jamie May</b> , Associate General Counsel, University Hospitals
2–3 p.m.	<b>Undergoing and Responding to ODH Maternity License Surveys</b>	The session will review the detailed description of how maternity license surveys are conducted and the process for responding to deficiencies and appealing penalties.	<b>Allen Killworth</b> , Partner, Bricker & Eckler LLP <b>Shannon Richey, RN</b> , Survey Administrator, Ohio Department of Health
3:15–4:15 p.m.	<b>Weed Woes: How is Your Hospital Dealing with Medical Marijuana?</b>	Attendees will learn how to manage medical marijuana from patient, physician and employee perspectives.	<b>Jennifer Nelson Carney</b> , Partner, Bricker & Eckler LLP <b>Marie-Joelle Khouzam</b> , Partner, Bricker & Eckler LLP

## MONDAY, JUNE 3 ● Nursing Leadership

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Enable Yourself to Respond to Workplace Violence Options When De-escalation Doesn't Work</b>	Workplace violence is dramatically increasing with nursing the highest safety risk occupation. Personnel often freeze in response to acts of violence. With training and practice, personnel enable themselves to respond differently and mitigate harm. The combination of classroom, hands-on defensive tactics, and simulation training is an effective evidence-based solution to better prepare employees to respond when situations escalate to violence including the use of a gun.	<b>Robin Brown</b> , System Director EOC Safety and Emergency Preparedness, Summa Health <b>Keith Blough</b> , Chief Protective Services and Police, Summa Health <b>Shauna Anderson</b> , Nursing Unite Director, Summa Health
9:30–10:30 a.m.	<b>How to Attract, Recruit and Retain Great Employees</b>	Attracting and keeping talented employees is a critical activity of a successful organization. The presenters will share research and experience of helping organizations hire and keep the best employees and create a culture that empowers its workforce to achieve success.	<b>Steve Anderson</b> , CEO, Sr. Leadership Consultant, Integrated Leadership Systems <b>Michael Canady, MD, MBA, CPE, FACS</b> , Chief Executive Officer, Holzer Health System
2–3 p.m.	<b>Workplace Safety—The Journey to Ensure a Safety Culture</b>	In this session, the presenter will describe how a patient threat to employees lead to a multi-hospital, multi-campus approach to creating a Workplace Safety Steering Committee. This committee has created multiple levels of awareness and education for the health system.	<b>Tina Sowers</b> , Administrator, Service Lines, The Ohio State University James Cancer Hospital
3:15–4:15 p.m.	<b>Hospital Improvement Innovation Network: Results of a Focused Worker Safety Effort</b>	The Presenters will discuss the results of the two-year HIIN program - granted to OHA in 2016—and demonstrate how you can achieve these results in your own organization. A HIIN participating hospital system will share their journey through the program as it relates to workplace violence and the results generated.	<b>Courtney Ulrich</b> , Manager of Healthcare Consulting, York <b>Laura Mattimoe</b> , Safety Coordinator, ProMedica Health System



## MONDAY, JUNE 3 ● Opiate Crisis

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Ready, Set, PAUSE</b>	Attendees will gain a variety of tools to treat pain in a safe, non-opioid pathway, engaging best practices across the health care continuum. Attendees will have ongoing access to the PAUSE treatment protocol, which challenges clinicians to stop and consider compassionate, smart alternatives to manage pain.	<b>Nancy Pook, MD, FACEP</b> , Medical Director, Network Operations Command Center, Kettering Health Network
9:30–10:30 a.m.	<b>Using Data to Manage Providers and Patients in Our Communities Amidst the Opioid Crisis</b>	This presentation will journey through a case study that exhibits the outcomes from using an Operations Management System that identifies and benchmarks outpatient pain management outcomes, assists patients and providers in making safe treatment decisions and provides real-time business data to maximize efficiency and financial outcomes to leverage influence in rural communities to impact the opioid crisis.	<b>Lisa Eidelberg, MD</b> , Senior Regional Director of Operations, Pain Management Group <b>Sara Darr</b> , VP President of Clinical Services, Pain Management Group
2–3 p.m.	<b>Joey's Story: A Son Lost to Addiction, How Does That Happen?</b>	This presentation chronicles the life of one young man, whose life mirrors many of the thousands of young adults who find themselves "caught" in the brain disease of addiction. The attendees will see first hand the affects this disease has not only on the user, but on loved ones.	<b>Lavin Schwan</b> , Executive Assistant, The Bellevue Hospital
3:15–4:45 p.m.	<b>When Pregnant Women Use Opioids: How Can We Help Them and What Effects Does It Have on Their Children?</b>	This session will review recommended inpatient and outpatient treatment for opioid using pregnant women, including medication assisted treatment, as well as a novel group outpatient intervention implemented at UC Health. Additionally, health and developmental outcomes of children exposed to maternal opioid use before birth will be discussed. Participants will gain a better understanding of health and development issues facing this population as they progress through childhood.	<b>Christine Wilder, MD</b> , Medical Director, Addiction, UC Health <b>Sara Arter</b> , Assistant Professor, University of Cincinnati
			

## MONDAY, JUNE 3 ● Physician Leadership

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>How to Create a World Class Health Organization</b>	In this interactive presentation, author Steve Anderson uses lessons in his book, "How to Create a World Class Company," so you will understand just how to do that. He will share, along with Michael Canady, MD, MBA, CPE, FACS, mistakes many health organizations make and how to overcome them on the way to greatness.	<b>Steve Anderson</b> , CEO, Sr. Leadership Consultant, Integrated Leadership Systems <b>Michael Canady, MD, MBA, CPE, FACS</b> , Chief Executive Officer, Holzer Health System
9:30–10:30 a.m.	<b>Organizational Crisis: Managing Through a New Year's Eve Nightmare</b>	Attendees will be taken behind the scenes of a real-life crisis situation that received substantial print and news media coverage. We will present a case study of what happened when a large hospital system had a break down of contract negotiations with an exclusive provider of vital services two days before New Year's Eve. Attendees will gain an understanding of the lessons learned managing media, medical staffs and community member reactions. Attendees will also learn about best practices to limit the risks of similar occurrences.	<b>Robert Gerberry</b> , Sr. VP & General Counsel, Summa Health System <b>Stephen Kleinman</b> , Partner, Bricker & Eckler LLP
2–3 p.m.	<b>Getting Physician/Nurse Communication Right: Interventions to Create the Ideal Health Care Team</b>	This session will discuss how bad communication leads to poor patient outcomes in hospitals. The presenter will discuss best practices in communication and lessons learned from institutions nurse residency program. Participants will receive strategies on how to improve communication between physician and nurses, that are simple and immediately applicable.	<b>Binay Eapen, MD, FACP</b> , Associate Program Director Internal Medicine, Mount Carmel Health System <b>Lisa Wolf</b> , Director Clinical Education & Nurse Residency Program, Mount Carmel Health System
3:15–4:15 p.m.	<b>Mitigating Physician Burnout</b>	Physician burnout is rampant and affects up to 50 percent of practicing physicians. Undertaking primary, secondary, and tertiary preventive efforts can mitigate its evolution and the degree of impact on the individual and the organization. Developing an active program is key to success in employed physician networks.	<b>Terry McWilliams, MD, MSJ</b> , Director & Chief Clinical Consultant, HSG

## MONDAY, JUNE 3 ● Physician Relations/Recruitment

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Navigating the Minefields of Foreign Physician Recruitment</b>	Attendees will be presented with both fundamental and advanced immigration sponsorship concepts that will permit them to issue spot and to ask specific, immigration-related questions as they evaluate potential foreign physician candidates.	<b>Michael Lee Kim</b> , Shareholder, Attorney, Hall, Render, Killian, Heath & Lyman, P.C.
9:30–10:30 a.m.	<b>Physician Manpower Planning in the Age of Employment</b>	In today's environment, manpower planning should be the tool with which health systems answer the question "How do we execute our strategy through our providers" and not just "How do we meet the needs of the community?" This session covers the questions health system executives should ask themselves about their manpower planning approach and suggests alternatives to increase strategic performance.	<b>Travis Ansel</b> , Partner, HSG
2–3 p.m.	<b>Operational Governance: It's a Journey—Not a Destination</b>	Best practice structure and process for engaging physicians and advance practice providers in operational governance of their provider networks/medical groups and their individual practices; road hazards encountered along the way; lessons learned; and recommendations for the audience to apply to their practices' operational governance will be discussed.	<b>Dale Gentz</b> , Network Executive, Halley Consulting Group
3:15–4:15 p.m.	<b>How to Build a Cultural Blueprint for Successful Physician Recruitment and Retention</b>	Lack of cultural fit is among the top reasons physicians leave a practice. Many recruiters can attest to the challenge of recruiting into a "toxic" environment. It doesn't work. Learn how to build a culture for physician retention and a reputation as a great place to work. This session will provide tools and templates that can help lead to faster fills, shorter vacancies, lower turnover and greater return on investment.	<b>Tim Sheley</b> , Executive VP, Jackson Physician Search

## MONDAY, JUNE 3 ● Population Health

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>How Empathy Can Lead to Creativity in Managing Chronic Health Conditions</b>	In this session, you will learn some practical solutions to implement in managing patients with chronic disease from a physician executive who has created innovative programs using community partners, home visits and novel approaches to improving chronic disease management. Attendees will examine how their beliefs may limit their effectiveness in managing this population of patients and how viewing patient adherence from a different perspective can lead to creative solutions that build resilience in the health care teams while improving patient health outcomes	<b>Joseph Geskey, DO</b> , VP Medical Affairs, OhioHealth Doctors Hospital
9:30–10:30 a.m.	<b>Implementing a High Risk Breast Cancer Program</b>	Currently Ohio ranks sixth nationally for breast cancer mortality. The Northeast counties of Ohio have the highest rates in the state. Identify patients at increased risk for breast cancer is needed to impact prevention.	<b>Sharon Inzetta</b> , Breast Care Coordinator, Summa Health <b>Eileen Fleming</b> , High Risk Nurse Navigator, Summa Health
2–3 p.m.	<b>Maximizing Opportunities for Health Care Organizations to Understand &amp; Advance Health Equity</b>	Expectations that health care organizations function to improve community health are now greater than ever. However, this expectation cannot be met without understanding the myriad of community factors which influence health. Attendees will gain insights on the application of health equity principles and tools to meet and/or exceed this expectation.	<b>Johnnie Allen</b> , Director of Health Equity, Ohio Department of Health
3:15–4:15 p.m.	<b>Disconnection of Connected Care</b>	There is an "Urgent Need to Improve Health and Wellbeing in Ohio", Connecting Care through Video/Tele with individuals struggling from Mental Health and Addictions Services will be Demonstrated and Discussed	<b>Matt Winchester</b> , CEO, Springstone

## MONDAY, JUNE 3 ● Public Relations

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Yes, Your Hospital Can Create a Podcast. We Know; We Did It</b>	Podcasts connect with a power and emotion unlike any other medium. They are a great way to tell your hospital's stories—stories that will elevate your brand and stir your audience. Learn how to create, launch and market your hospital's podcast, in-house, on your own, with minimal costs.	<b>John Campanelli</b> , Sr. Corporate Content Specialist, The MetroHealth System <b>Tina Arundel</b> , Manager, Public & Media Relations, The MetroHealth System
9:30–10:30 a.m.	<b>Crisis Communications: An Integrated Approach</b>	Over a two-year time span, UC Medical Center has managed several high profile situations attracting national and/or international media attention, including: caring for a young man released from captivity overseas, a professional football player injured on national television, an active shooter situation in downtown Cincinnati and more. Hear how the team balanced caring for patients while managing the world's insatiable desire for news. Take away easy to use communication tools and techniques, including a templated crisis communication plan, training agenda and exercise scenarios that can assist anyone who is thrust into a high profile or crisis situation.	<b>Kelly Martin</b> , Sr. Director, Internal & External Communications, UC Health <b>Maria Friday</b> , Manager, Emergency Management, UC Health <b>Dustin Calhoun, MD, FAEMS</b> , Medical Director, Emergency Management, UC Health
2–3 p.m.	<b>Digital Transformation for Public Relations</b>	This session will cover how Cleveland Clinic's Corporate Communications team is using digital platforms to enhance public relations efforts.	<b>Kyle Michael Miller</b> , Project Manager for PR Storytelling, Cleveland Clinic <b>Angela Kiska</b> , Sr. Director, Cleveland Clinic
3:15–4:15 p.m.	<b>Leading with Mission: How Consumer Brands Stand Out</b>	Attendees will gain insights from the competitive, brand-driven world of consumer products/services. We'll use tested best practices on establishing and proving a clear market position and set of associations for purpose- or mission-driven brands with competitors who share a similar mission - a challenge for health care organizations of all types.	<b>Kent Rademaker</b> , Director of Brand Strategy, Highlights for Children

## TUESDAY, JUNE 4 ● Disruption

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Market Disruptors in the Health Care Space</b>	Amazon, Berkshire Hathaway, JPMorgan, Apple . . . it seems that everyone wants a piece of the health care marketplace. The presenters will discuss potential challenges and opportunities for hospitals resulting from this market disruption.	<b>Colleen Powers</b> , Shareholder, Hall, Render, Killian, Heath & Lyman, P.C. <b>Zachary Jacob</b> , Attorney, Hall, Render, Killian, Heath & Lyman, P.C.
9:30–10:30 a.m.	<b>Consumerism Driving Change in the Physician Practice Setting</b>	Attendees will see how the Mount Carmel Medical Group is listening to the voice of the consumer and changing a relatively conservative historical approach to the patient experience. This change is being driven by engaging consumers in their health care and developing multiple avenues to access care.	<b>Ryan Rupp</b> , Director of Operations, Mount Carmel Health System
2–3 p.m.	<b>Crypto-Medicine: Assessing Blockchain Opportunities and Challenges in Health Care</b>	Described as the “new internet,” blockchain is a transformative technology with uses far beyond crypto-currency. This session will provide a basic understanding of blockchain technology, explore its potential applications in hospitals and medical practices, and assess the legal, regulatory, and operational implications of its use in the health care industry.	<b>Raymond Krncevic</b> , Counsel Tucker Ellis LLP <b>William Berglund</b> , Counsel, Tucker Ellis LLP
3:15–4:15 p.m.	<b>Easing the Financial Burden as Health Care Moves From Inpatient to Outpatient Care</b>	Development of new resources and a financial strategy to create an outpatient network to accommodate growth of outpatient volumes and promote health far into the community.	<b>Mary Ahlers</b> , Clinical Coordinator, UC Health Air Care & Mobile Care <b>Josephine Kershaw</b> , Professor & Associate Dean, Health Sciences, The Christ College of Nursing & Health Sciences <b>Al Benny</b> , Community Paramedicine Program Chair, Hennepin Technical College



## TUESDAY, JUNE 4 ● Facilities Management & Sustainability

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Stumble Forward: How Southern Ohio Medical Center Became an ENERGY STAR®</b>	Southern Ohio Medical Center in Portsmouth increased its ENERGY STAR score by 35 points over a six-year period. This improvement was 300 times greater the national average. In this candid presentation, we will review what worked, but more importantly, what challenges the hospital faced and overcame to become an Energy Star.	<b>Justin Clark</b> , Administrative Director of Plan Operations, Southern Ohio Medical Center <b>Marty Lanning</b> , CEO, Energent Solutions LLC
9:30–10:30 a.m.	<b>How to Meet State Regulations When Choosing Secondary Disinfection of Drinking Water</b>	According to the CDC, Legionnaires' disease continues to be on the rise. Hospitals are looking for tools to minimize Legionella bacteria in their drinking water systems. This presentation covers what hospitals need to know about secondary disinfection, the permitting process, ongoing regulatory testing, and reporting.	<b>Nora Rothchild</b> , Environmental Group Senior Director, Barclay Water Management, Inc. <b>And panel</b>
2–3 p.m.	<b>OHA Energy Cup Champions Panel</b>	This session is a panel of current champions of the OHA Energy Cup. Hospital participants will provide first-hand accounts of best practices, challenges and strategies to create a winning energy and sustainability program at hospitals large and small.	<b>Marty Lanning</b> , CEO, Energent Solutions LLC
3:15–4:15 p.m.	<b>Property Accessed Clean Energy</b>	Property owners throughout the Midwest are using PACE financing to unlock energy savings and renewable energy opportunities. PACE allows them to pay for energy efficiency and renewable energy technologies through special assessments paid with their property taxes. This panel will detail the PACE financing mechanism and review how hospitals can take advantage, with case studies.	<b>J. Caleb Bell, Esq.</b> , Partner, Bricker & Eckler LLP <b>Colin Kalvas, Esq.</b> , Associate, Bricker & Eckler LLP

## TUESDAY, JUNE 4 ● Finance

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Smart Risk Through a Collaborative ACO</b>	While CMS is pushing providers into risk, smaller Accountable Care Organizations experience random savings and losses of 10-20 percent, due to statistical variation in spending. This session will describe how Collaborative ACOs serving 100,000 plus lives are addressing this problem and highlight the Fisher Titus Medical Center experience in a scaled-up ACO.	<b>Cherie Spragg</b> , VP, Population Health, Fisher Titus Medical Center <b>Lynn Barr</b> , CEO, Caravan Health
9:30–10:30 a.m.	<b>Achieving Success in Bundled Payment Models</b>	Attendees will learn briefly about the history of value-based payment models, and in particular Medicare and corresponding private pay bundled payment models. The session will focus on how these payment models are evolving, and how providers are succeeding in improving quality, lowering costs, and earning incentive payments. The session will also cover new bundled payment models, including the Bundled Payment for Care Improvement-Advanced model, and CMS's anticipated oncology bundled payment model.	<b>Jennifer Skeels</b> , Shareholder, Attorney, Hall, Render, Killian, Heath & Lyman, P.C.
2–3 p.m.	<b>The Importance of Establishing a Pharmacy Revenue Integrity Program</b>	High cost pharmaceuticals continue to play a significant role in a health system's financial portfolio. OhioHealth established a comprehensive pharmacy revenue integrity program to optimize medication charge capture, standardize pharmacy pricing across its hospitals, meet 340b compliance standards, energize non-pharmacy stakeholders and enhance medication denials management processes for high-cost therapies.	<b>Girish Dighe</b> , Director, Pharmacy Business Services, OhioHealth <b>Justin Kortyka</b> , Reimbursement Coordinator, Ohio Health
3:15–4:15 p.m.	<b>Investing with Impact: Navigating the Responsible Investing Landscape</b>	Environmental, Social, Governance (ESG) & Socially Responsible Investing (SRI) has experienced tremendous growth. Clients increasingly want to align their investments with their values. Investors must navigate and balance reputation, conscience, and bottom line. This presentation will explore these topics and provide attendees with the background and important considerations to make informed investment decisions.	<b>John Evans</b> , Director, Clearstead <b>Grant Guyuron</b> , Sr. Managing Director, Clearstead

## TUESDAY, JUNE 4 ● Hospital Leadership

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Maximizing the Value of Your Employed Physician Network</b>	Attendees will gain an appreciation of: the potential for the networks; how they fit into your system's strategy; the barriers to success and how to overcome those barriers; and engaging physicians to develop a culture and focus on quality, population health, and provider well being.	<b>David Miller</b> , Managing Partner, HSG <b>Terry McWilliams, MD, MSJ</b> , Director & Chief Clinical Consultant, HSG
9:30–10:30 a.m.	<b>Update on the Affordable Care Act</b>	The presenter will review the status of the Affordable Care Act and the various legislative, regulatory and litigation efforts to modify and/or repeal parts of the ACA, including the development of non-compliant health plans, the elimination of cost sharing subsidies, the status of the Court's decision in Texas v. United States, and other developments. We will also discuss the efforts of various states to expand Medicaid and the various models that are being pursued.	<b>Kevin Woodhouse</b> , Partner, Ice Miller LLP
2–3 p.m.	<b>Dynamics of Physician Reimbursement and Compensation</b>	Attendees will understand how physicians are paid on a fee for service basis and how compensation models assist in payer strategy. Additionally, attendees will understand the basics of how to review their current reimbursement/compensation alignment for physicians.	<b>Anthony Javorka</b> , Senior Manager, Blue & Co.
3:15–4:15 p.m.	<b>Mount Carmel West Transformation</b>	The relocation of Mount Carmel West's inpatient care to Grove City paved the way for a comprehensive transformation of the campus. This session will focus on the development of a shared vision for the future Mount Carmel West to be a vibrant hub of education, health, wellness and economic development.	<b>Sean McKibben</b> , President, Mount Carmel West & Mount Carmel Grove City <b>Jason Koma</b> , Regional Director of Government Affairs and Development, Mount Carmel Health System

## TUESDAY, JUNE 4 ● Legal and Compliance

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Property Tax Exemption and Valuation for Hospitals</b>	Presenters will discuss the current tax treatment of real property owned by hospitals, including non-profit, governmental, and for-profit hospitals under current Ohio law, and an overview of the national landscape.	<b>Jonathan Brollier</b> , Attorney, Bricker & Eckler LLP
9:30–10:30 a.m.	<b>Maintaining an Effective Corporate Compliance Program</b>	Attendees will learn about the OIG's 7 elements of an effective compliance program, how an organization can meet these expectations, and the compliance oversight responsibility of the board.	<b>Ritu Kaur Cooper</b> , Partner, Hall, Render, Killian, Heath & Lyman, P.C.
2–3 p.m.	<b>#MeToo and Your Medical Staff: Handling Allegations of Misconduct</b>	A number of events that have occurred over the last couple years have raised awareness concerning sexual misconduct. With this background in mind, medical staff must consider what processes and actions are appropriate when allegations of misconduct arise.	<b>Jeremy Morris</b> , Partner, Bricker & Eckler LLP <b>Catherine Ballard</b> , Partner, Bricker & Eckler LLP
3:15–4:15 p.m.	<b>Recent Stark Law Changes to Reduce Burden and Encourage Alternative Payment Models</b>	Last year CMS issued a Request for Information seeking public comments on reducing the regulatory burden of the Stark Law. Learn about comments CMS received and the latest changes CMS is making to reduce burden and clear the path for new and innovative Alternative Payment Models such as value based payment and other novel delivery models.	<b>Vicki Davies</b> , Chief Compliance Officer & VP of Internal Audit Services, Kettering Health Network <b>Claire Turcotte</b> , Partner, Bricker & Eckler LLP

## TUESDAY, JUNE 4 ● Nursing Leadership

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>De-escalation: Strategies for a Peaceful Outcome</b>	Assisting staff in understanding the dynamics of approach with volatile patient populations and how it affects patient outcomes, staff satisfaction and safety.	<b>Linda Sistrunk</b> , Director Behavioral Health, Marietta Memorial Health System
9:30–10:30 a.m.	<b>Beyond the Paycheck: The Rewards of Recognition</b>	Employee recognition is the most proven driver of desired behavior and performance known to mankind. Learn how to harness this principle—even with limited time, budget and resources—from the world’s leading expert on the topic, Dr. Bob Nelson, author of the multi-million copy best-selling, 1501 Ways to Reward Employees.	<b>Bob Nelson</b> , President, Nelson Motivation Inc.
2–3 p.m.	<b>Leading Change and Creating a Resilient Team</b>	The focus in health care has been shifting from a system of individuals delivering care to a team based approach. In this session, an experienced change professional will be facilitating a discussion on how leaders can develop courage, resilience, and change agility to help themselves and their teams navigate change.	<b>Jayne Byrnes</b> , Executive Coach, Embrace Excellence
3:15–4:15 p.m.	<b>Achieving 13 Years of Excellent Patient Satisfaction: The MCNA Exquisite Experience Journey</b>	Mount Carmel New Albany is an award-winning musculoskeletal surgical hospital. Gain an understanding of the correlation between developing a culture of high reliability and excelling in the patient experience. Come learn how to build a culture which enhances not only your patients' experience but also your colleagues' and physicians' experience.	<b>Diane Doucette</b> , President, Mount Carmel New Albany, Mount Carmel Health System <b>Charles Kerr, DO, FAOAO</b> , VP Medical Affairs, Mount Carmel New Albany, Mount Carmel Health System <b>Susan Schultz</b> , VP of Patient Care, CNO, Mount Carmel Health System

## TUESDAY, JUNE 4 ● Physician Leadership

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Diagnosis Safety Between Uncertainty and Defensive Medicine</b>	This session will cover some of the challenges that health care professionals encounter as they are trying to reach a diagnosis for patients medical problems. Understand what it means to deliver a safe diagnosis and comprehend diagnosis uncertainty as a possible obstacle. Attendees will be challenged with certain myths of the diagnosis that can lead to diagnosis uncertainty and diagnosis errors, which subsequently leads to unnecessary cost because of the defensive practice. Discuss strategies to minimize uncertainty.	<b>Elham Yousef, MD, MSC, FACP, FHM</b> , Physician, Department of Hospital Medicine, Cleveland Clinic Foundation
9:30–10:30 a.m.	<b>Evolving Physician Compensation Approaches: Team-Based Models, Value-Based Compensation and More</b>	Physician compensation approaches continue to evolve as reimbursement continues to move towards value-based payment, including quality and performance. Physician compensation and legal professionals will offer key insights on physician compensation developments and trends, the legal and regulatory environment and compliance tips and pitfalls in structuring physician compensation models.	<b>Kimberly Mobley</b> , Managing Principal, Sullivan Cotter <b>Claire Turcotte</b> , Partner, Bricker & Eckler LLP
2–3 p.m.	<b>Millennial Multiplier: How to Recruit, Engage, and Retain this Burgeoning Physician Population</b>	Attendees will learn to successfully recruit, engage, and retain millennial physicians by exploring what criteria millennials weigh when considering jobs; how they communicate with colleagues/supervisors; their motivators; what leadership style they prefer; in which type of corporate culture they prosper; and how their problem solving techniques differ from previous generations.	<b>Kathy Jordan</b> , Founder/President, Jordan Search Consultants <b>Les Jebson</b> , Executive Director of Clinical Strategy, Texas A & M Health Science Center
3:15–4:15 p.m.	<b>Emergency Department Culture: How to Align your ED Culture with Hospital Goals</b>	In this presentation, emergency department leadership describes how transforming emergency department culture leads to improvements in provider retention, patient experience, community perception, care quality and efficiency. Attendees will come away with actionable strategies to improve their own ED’s culture.	<b>Lawrence Bean, MD, FACEP, MBA</b> , President, CareCulture Health Partners

## TUESDAY, JUNE 4 ● Risk Management

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Patient Privacy and Security in the Hospitals—Compliance Hot Topics</b>	This presentation will examine patient privacy and security compliance challenges faced by hospital privacy and security officers. Topics to be discussed will include conducting a breach risk assessment, identifying and educating staff on all points of entry for medical record requests and the importance of making sure staff understand and adhere to privacy policies regarding patient communications. Possible best practices and compliance tips will be discussed. This presentation will also explore recent development in HIPAA and other privacy and security laws that impact hospitals. Recent government enforcement actions and HIPAA rules (if issued) will be discussed.	<b>Elizabeth Kastner</b> , Partner, Bricker & Eckler LLP <b>Christie Santa-Emma</b> , Director of HIPAA/Patient Privacy, Mount Carmel Health System
9:30–10:30 a.m.	<b>The Diagnostic Dilemma: Where Does Responsibility Lie?</b>	Claims data demonstrates that diagnostic errors is the leading cause of medical malpractice suits for not only providers, but hospitals. This session will focus on how designing and implementing strategies, systems, and processes can identify and reduce the incidence of diagnostic errors in organizations.	<b>Gordon Sanders</b> , Sr. Patient Safety & Risk Solutions Consultant, MedPro Group <b>Joyce Bruce</b> , AVP, Patient Safety & Risk Solutions, MedPro Group
2–3 p.m.	<b>Counsel’s Advice: 10 Words to Remove from Your Vocabulary</b>	This session will highlight 10 words with legal implications that health care professionals should avoid, or at least more fully understand in order to use them correctly. The words will cover a breadth of legal categories, including fraud and abuse, employment law, and regulatory compliance.	<b>Steve Kleinman</b> , Partner, Bricker & Eckler LLP <b>Avery Schumacher</b> , Associate, Bricker & Eckler LLP
3:15–4:15 p.m.	<b>Preparation and Pitfalls for a Fair Hearing</b>	Oftentimes the mere mention of a fair hearing leads to anxiety and worry from medical staff leaders. However, with appropriate planning that need not be the case. This session will focus on proper preparation for fair hearings, while also identifying common missteps to avoid.	<b>Jeremy Morris</b> , Partner, Bricker & Eckler LLP <b>Catherine Ballard</b> , Partner, Bricker & Eckler LLP

## TUESDAY, JUNE 4 ● Quality and Patient Safety

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>Creating a Culture of Staff Safety Through the Adoption of Staff Safety</b>	Participants will gain an understanding of high reliability in health care and hear examples of safety behaviors as expectations.	<b>Michael Bird, MD, MPH</b> , VP of Patient & Staff Safety, Clinical Co-Lead, Ohio Children’s Hospital <b>Desaree Vina</b> , Regional Manager Colleague Safety, Colleague Safety Specialist MCE, Mount Carmel Health System <b>Brian Swearingen</b> , Director, Safety & Security, Aultman Health Foundation
9:30–10:30 a.m.	<b>Lean Healthcare Transformation at Mount Carmel Health System</b>	This session will cover the journey and results from Mount Carmel Health System's Lean Management System, focusing on the tiered accountability huddles developed at Mount Carmel. This system has led to improved outcomes in safety, quality, care delivery, reduced cost, employee engagement and patient experience.	<b>Jameson Rehm</b> , Regional Manager, Performance Excellence, Mount Carmel Health System
2–3 p.m.	<b>Culture Eats Strategy for Breakfast: Six Culture-Enhancing Skills for Healthcare Leaders</b>	High reliability organizations thrive in cultures that promote quality, safety and service without exception. That’s why culture can’t be an afterthought to strategy. It must be created by design and nurtured through accountability. This session identifies six leadership essentials needed to foster and sustain a culture of excellence.	<b>Kristin Baird</b> , CEO, Baird Group

## TUESDAY, JUNE 4 ● Workforce

TIME	SESSION	DESCRIPTION	PRESENTERS
8–9 a.m.	<b>TCJA's Excise Tax on Non-Profit Executive Compensation</b>	Beginning in 2018, nonprofits that pay their top five executives compensation of more than \$1 million per year are subject to a new 21 percent excise tax. This presentation will provide federal regulatory background, describe the new excise tax calculation and impact for clinical and non-clinical compensation, and offer suggestions for nonqualified plan design that might smooth the affects in future tax years for the top-five paid current and former executives.	<b>Lauren Grech</b> , Counsel, Bricker & Eckler LLP
9:30–10:30 a.m.	<b>Leading, Managing, Understanding Millennials and Gen Z</b>	Participants in this session will have an opportunity to acknowledge the challenging differences between themselves and the millennials they manage, and gain perspective on how these differences will benefit their health care organization. Also, learn about Gen Z and how we can prepare for them entering the workforce.	<b>M.J. Clark, Sr.</b> Leadership Consultant, Integrated Leadership Systems
2–3 p.m.	<b>Capturing Your Team's Actions and Words to Achieve an Exceptional Experience Culture</b>	The People Cycle patient experience model was implemented at a low cost with minimal resources. The model identifies key attributes of the exceptional patient experience (people, relationships, collaboration, stories, themes and values). Attendees learn how these attributes form exceptional experiences including examples of how Memorial Health successfully applied these attributes.	<b>Kenneth McHattie</b> , Director, Patient Experience, Memorial Health
3:15–4:15 p.m.	<b>Revisiting #MeToo Movement's Impact on Hospitals</b>	Participants will learn about the latest legal developments in the #MeToo movement and the ways to prevent and investigate harassment/discrimination claims.	<b>James Petrie</b> , Partner, Bricker & Eckler LLP

## WEDNESDAY, JUNE 5 ● 12th Annual OHA Quality Summit

APPROVED FOR CREDIT



TIME	SESSION	PRESENTERS
7:30–8:30 a.m.	<b>ACHE Breakfast</b>	<b>Moderator: Chip Washienko, FACHE</b> , Executive Director, The Kidney and Hypertension Center, Cincinnati <b>Keynote Speaker: Brian Doheny, FACHE</b> , ACHE Governor
8–9 a.m.	Quality Summit Poster Setup/Displays	
9–10:30 a.m.	<b>The Executive's Role in Engaging Care Teams to Improve Patient Safety, Quality of Care and Operating Margins (part 1)</b>	<b>Moderator: Kevin Webb, PhD, FACHE</b> , President, Providers, Acute & Ambulatory Care, ProMedica, Toledo <b>Panel: Charlton Park, MBA, MHSM</b> , Chief Financial Officer and Chief Analytics Officer, University of Utah, Salt Lake City <b>Ellen Amalfitano, PhD, RN</b> , Vice President, Safety and Reliability, Bon Secours Mercy Health System, Cincinnati
10:30–11 a.m.	Quality Summit Poster Displays	
11 a.m.–12:30 p.m.	<b>The Executive's Role in Engaging Care Teams to Improve Patient Safety, Quality of Care and Operating Margins (part 2)</b>	<b>Moderator: James O'Brien, MD</b> , VP, Operations and Population Health, OhioHealth, Columbus <b>Panel: Richard Shewbridge, MD</b> , President, Cleveland Clinic Medina Hospital, Medina <b>Valerie Allusson, MD</b> , Chief Medical Officer, Meridian Health Mountainside Medical Center, Hackensack, New Jersey
12:30–1:25 p.m.	Quality Summit Lunch and Poster Presentations	
1:25–1:35 p.m.	Ohio Patient Safety Institute Best Practice Awards	
1:35–3:05 p.m.	<b>Equity of Care</b>	<b>Moderator: Chip Washienko, FACHE</b> , Executive Director, The Kidney and Hypertension Center, Cincinnati <b>Panel: Susanne Hess, MBA, RN</b> , Regional Coordinator, Ohio Hospital Association Hospital, Improvement Innovation Network, Columbus <b>Linda Chambers, MBA, PT</b> , Associate Vice President, ProMedica Rehabilitation Services and Social Determinants of Health Clinical Integration, ProMedica, Toledo <b>Deena J. Chisolm, PhD</b> , Director, Center for Innovation in Pediatric Practice, Vice President, Health Services Research, The Abigail Wexner Research Institute, Nationwide Children's Hospital, Columbus, Associate Professor of Pediatrics and Public Health, The Ohio State University College of Public Health
3:05–3:15 p.m.	Evaluations	



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Monday Coffee Service



Tuesday Coffee Service



Tuesday Keynote Books



Energy & Sustainability Program Luncheon



# Registration Details

## All attendees must register online at [ohiohospitals.org/annual-meeting](http://ohiohospitals.org/annual-meeting).

Please complete one registration per person and choose the special events of interest to you.

If you have registered online before for OHA events, please use the same email address you previously used.

If you are not affiliated with an Ohio hospital, contact Sherri Cohen at [Sherri.Cohen@ohiohospitals.org](mailto:Sherri.Cohen@ohiohospitals.org) or **614-221-7614** to register or to inquire about membership.

Registration questions? Contact Sherri Cohen at [Sherri.Cohen@ohiohospitals.org](mailto:Sherri.Cohen@ohiohospitals.org) or **614-221-7614**.

### LOCATION

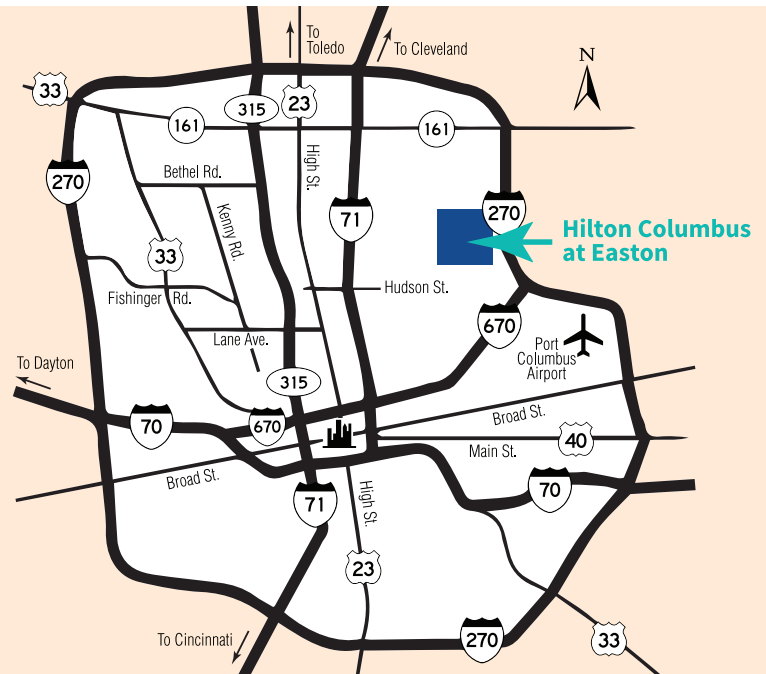
**Hilton Columbus at Easton**  
**3900 Chagrin Dr.**  
**Columbus, Ohio 43219**  
**614-414-5000**  
**[www.hiltoncolumbus.com](http://www.hiltoncolumbus.com)**

### DIRECTIONS

- Located in the northeast quadrant of the Columbus metro area
- Off I-270 at exit number 33
- On the corner of Easton Way and Chagrin Drive

### PARKING

- Self parking (no charge)
- Valet parking \$14 (per day)



### HOTEL ACCOMMODATIONS—RESERVE BY MAY 3

Please make room reservations directly with the Hilton Columbus at Easton at 614-414-5000 or via [this link](#). Be sure to use the **meeting code “OHA”** to receive the Ohio Hospital Association’s special conference room rate of \$197 per night.

#### The cut-off date to receive the group rate is Friday, May 3.

Requests received after this date will be accepted on a space available basis. The hotel prevailing rack rates will apply. Please note a first night deposit is required with all reservations and will be charged to your credit card. Please make your reservations quickly, as the group block fills up very early.

### SPECIAL ACCOMMODATIONS

OHA makes every effort to accommodate individuals with special dietary or physical needs by providing auxiliary aids and services. If special arrangements are required for an individual to participate in this event, including meal functions, please contact Casey Strader at **614-384-9133** or [Casey.Strader@ohiohospitals.org](mailto:Casey.Strader@ohiohospitals.org). Requests must be made 10 days in advance, before Wednesday, May 22.

### CONTINUING EDUCATION CREDITS

The Ohio Hospital Association is registered with the Accountancy Board of Ohio. CPE Sponsor #235. The Ohio Hospital Association

(OLN-0017-P) is approved as a provider unit of continuing education by the Ohio Board of Nursing through the approver unit at the Ohio League for Nursing (OBN-006-92), and provider unit status is valid through June 30, 2020. Please contact Casey Strader at OHA at **614-384-9133** or [Casey.Strader@ohiohospitals.org](mailto:Casey.Strader@ohiohospitals.org) for more information on continuing education credits.

Continuing Education Credits applying for:

- Accountancy
- ACHE—face-to-face
- CHHR
- CPHRM
- HRCI
- Legal
- NAMSS
- Nursing

### CANCELLATION POLICY

If you find you are unable to attend, please contact Sherri Cohen at [Sherri.Cohen@ohiohospitals.org](mailto:Sherri.Cohen@ohiohospitals.org) or **614-221-7614** so OHA can properly plan for meals and meeting rooms. Refunds will be given for special event fees if OHA is notified by May 31. After May 31, no refunds will be issued.