



*The 14<sup>th</sup> Annual*

# WESTERN REGIONAL TRUSTEE SYMPOSIUM

COLORADO • IDAHO • MONTANA • NEBRASKA • NEVADA • NEW MEXICO • UTAH • WYOMING • ARIZONA

Keynote speakers include:

Steven Summer



John Nance



Rick Pollack



Larry Walker



Bill Ward



*Elevating the Standards  
of Hospital Governance*

*June 9-11, 2010*

*Hyatt Regency Denver at Colorado Convention Center*

*Denver, Colorado*

# Elevating the Standards of Hospital Governance

## Dear Healthcare Trustees & Executives,



**J. Stephen Glasmann**

It's time to start planning for your attendance at the 14<sup>th</sup> Annual Western Regional Trustee Symposium in Denver from June 9-11. This is the only educational event in the western states that is planned by trustees, for trustees, where it is convenient for you to meet and share ideas with over 200 fellow trustees and executives.

This year's theme, "Elevating the Standards of Hospital Governance," will address the increasing scope and complexity of hospital governance and will teach trustees, both experienced and new, how to cope with the new

laws and regulations in healthcare. In an era of rapidly changing healthcare rules, regulations and reimbursements, you will gain the knowledge and tools you need to improve quality, patient care, your financial stability and enhance your community image. All of these issues are of critical importance for the long-term viability and success of your hospital.

The people in your community look to you, their appointed or elected representatives, to provide the necessary leadership and to make knowledgeable decisions for the good of the hospital and healthcare in your community. This symposium has been carefully planned to help you identify and manage those critical

governance issues with thought-provoking information and practical tools that will help you in these tasks.

I personally invite you to Denver, Colorado to attend this outstanding meeting, focused exclusively on the educational needs of healthcare trustees.

WRTS has developed a reputation of providing high quality, timely, forward-looking education, plus the opportunity to share information and concerns with other trustees at a very reasonable cost. There will also be opportunities for sightseeing, as the Hyatt is surrounded by a number of fine restaurants, theaters and shops, and the Colorado Rockies at Coors Field.

Please take a few minutes to review this brochure and plan to attend what will be another quality educational experience with excellent speakers devoted exclusively to the needs and challenges of the healthcare trustee.

Sincerely,

**J. Stephen Glasmann**

Chair, 14<sup>th</sup> Annual Western Regional Trustee Symposium  
President, Montrose Memorial Hospital Board of Trustees –  
Montrose, CO

## What Did 2009 Attendees Value Most?

- Fantastic. As a newer board member, it was wonderful to attend.
- The networking is invaluable!!
- The experience part of this conference is worth the work I miss.
- The variety and choices of speakers and breakout sessions.
- The good speakers with understanding of the big picture.
- I don't believe I could pick just one part. I was able to take something from every presentation. A lot of thought and work has obviously gone into this conference. Everything was super.
- The availability and willingness of speakers to interact outside of sessions.



## Who should Attend?

Trustees and executive staff from hospitals and health systems are encouraged to attend as a team, and a discount is provided if four or more individuals attend from the same organization and register under one payment. Spouses and guests are also welcome to attend the group meal functions, but will need to register.

## Why should You Attend?

Attendees at this symposium will gain increased knowledge about many issues through educational sessions, networking and information exchange with other trustees. The educational sessions provided will address the following important issues to healthcare trustees:

- Governing in an Era of Uncertainty
- Trustee Toolkit Experience
- Dealing With Problematic Doctors
- National Trends and Emerging Standards for Board Education and Development
- Physicians and Hospitals as Allies
- The Board's Role in Assuring Quality Healthcare
- The Ultimate Flight Plan to Patient Safety
- Healthcare Payment Systems in 2010: A CFO's Perspective
- Board Succession Planning
- Practicing Competency-Based Governance
- Capital Markets Update
- The High Stakes of Low Accountability and the Tools to Eliminate It
- The Board's Role in Disaster Readiness
- Unconventional Thinking for Board Members
- AHA Federal Update

## Where Will It Be Held?

The Western Regional Trustee Symposium (WRTS) will be held at the Hyatt Regency Denver at Colorado Convention Center in Denver, Colorado from June 9-11, 2010.

### LODGING INFORMATION:

Hyatt Regency Denver at Colorado Convention Center  
650 15<sup>th</sup> Street  
Denver, CO 80202

The Hyatt conference rate is \$189 (single/double occupancy) per night plus tax.

### RESERVATIONS:

To help keep the symposium registration fee at a reasonable price, attendees are encouraged to stay at the Hyatt Regency Denver. A dedicated booking website has been created for the Western Regional Trustee Symposium. Attendees will be able to make, modify and cancel their hotel reservations online, as well as take advantage of any room upgrades, amenities or other services offered by the hotel. To access the website, go to: [https://resweb.passkey.com/Resweb.do?mode=welcom\\_ei\\_new&eventID=1619922](https://resweb.passkey.com/Resweb.do?mode=welcom_ei_new&eventID=1619922) by May 18, 2010. You can also access the website through [www.trusteesymposium.org](http://www.trusteesymposium.org).

A non-refundable one night's room and tax is required at the time of booking.

If you have any issues with hotel arrangements, please contact Peggy McCreary, Colorado Hospital Association, at [peggy.mccreary@cha.com](mailto:peggy.mccreary@cha.com) or at (720) 330-6034.

**The cut-off date for securing lodging for the WRTS is May 18, 2010.**

### AIRPORT:

Denver International Airport (DIA) is located approximately 30 miles from downtown Denver. We suggest that attendees give themselves at least one hour of travel time.

### SHUTTLE SERVICE, RENTAL CARS & TAXI SERVICE:

The Western Regional Trustee Symposium has established a discounted rate for shuttle service through SuperShuttle. Log on to <http://www.supershuttle.com/default.aspx?GC=8SSNR> and provide the requested information. Reservations can also be made by calling 1-800-BLUEVAN (258-3826)—give the code 8SSNR to the call taker. WRTS discounted rate is \$32 round trip per person or \$19 one-way per person.

The following car rental companies are also available on site at the airport: Avis, Budget, Enterprise, Dollar, Hertz, National and Thrifty. Enterprise maintains an on-site location at the Hyatt Regency.

Taxi service between DIA to the Hyatt Regency Denver is approximately \$55 one way. *All prices are subject to change without notice.*

### ATTRACTIONS:

Welcome to Denver—the Mile High City—where a thriving arts and cultural scene, 300 days of sunshine, and the Rocky Mountain backdrop combine for the world's most spectacular playground. Denver is as laid-back as it is sophisticated. It's a place where engineers rub elbows with rock climbers at local brewpubs, at art festivals or while strolling along downtown's 16<sup>th</sup> Street pedestrian mall. Free shuttles give visitors quick access to world-class art and culture, wine bars, restaurants, and nighttime entertainment and music in Larimer Square or historic LoDo. Upscale shopping awaits at Cherry Creek, while Denver's seven professional sports teams showcase this city's active spirit. Denver's 850 miles of paved biking and walking paths—the largest system of its kind in the country—connect visitors to unique attractions, parks and diverse neighborhoods. One trip is all it takes to fall in love with this great city. Log on to [VISITDENVER.com](http://VISITDENVER.com).

# Wednesday, June 9

10:00 a.m.

## Registration Opens

11:15 a.m. – 11:30 a.m.

## Welcome and Introductions

J. Stephen Glasmann

Chair, 14<sup>th</sup> Annual Western Regional Trustee Symposium

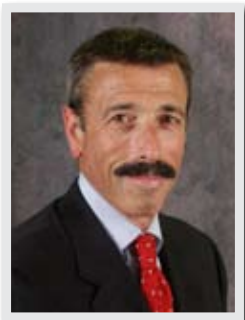
President, Montrose Memorial Hospital Board of Trustees – Montrose, CO

11:30 a.m. – 12:30 p.m.

## Symposium Welcome Luncheon

The goal of this luncheon is to give attendees the opportunity to welcome and visit with new and longtime colleagues.

*Keynote Address: 12:45 p.m. – 1:45 p.m.*



Steven J. Summer

## Governing in an Era of Uncertainty

Steven J. Summer, President & CEO, Colorado Hospital Association – Greenwood Village, CO

In healthcare, we frequently see references to these being *turbulent times*, or the level of *uncertainty* with which we operate, or the *dynamic* nature of our environment. The twists and turns of the political process are at the very root of the fragility within which hospital boards must govern and CEOs lead. These are really only the labels that we place on the landscape. Frankly, the labels are less important than the message of ambiguity they communicate and the importance of building a capacity in the hospital's governance structure that allows the hospital to capitalize on the unexpected, continuously reassess the assumptions, and be nimble in how it responds to the "new" normal. Against this backdrop of uncertainty and change, hospital governing boards must still be able to be certain that they are doing the right things for those they serve and doing them well—and that is the important measure of their success.

Steven J. Summer was appointed President & CEO of the Colorado Hospital Association in 2006. At CHA, he works to represent the unified voice of Colorado's 85 hospitals and 7 health systems, addressing issues such as healthcare reform, access and coverage for all Coloradans, fair and equitable payment, and making hospitals as safe as possible for the patients they serve.

*Mini-Workshop: 2:00 p.m. – 3:15 p.m. & 3:30 p.m. – 4:45 p.m.*

## Trustee Toolkit Experience

Lanny A. Kope, EdD - Sierra Vista, AZ and Alan J. Spidel, Vice President, Lancaster Pollard – Columbus, OH

Created for trustees serving in their first term as a hospital trustee, the Trustee Toolkit Experience workshop is designed to help beginning trustees understand the various governance and financial aspects of healthcare. The workshop is organized in three parts: A) *Inside the Board Room*, which deals with the fundamentals of being a hospital trustee; B) *Understanding Hospital Finance*, which is directed towards developing an awareness of how hospitals are financed; and C) *Outside the Board Room*, which encompasses the various healthcare issues with which hospital trustees must deal, as well as the resources available to assist them in this endeavor.

Lanny A. Kope has been active in healthcare governance for over 30 years. Serving on the boards of two rural hospitals and one urban hospital in Arizona, he has provided service and leadership to the communities of Phoenix, Payson and Sierra Vista.

Alan J. Spidel has published financial articles in the HFMA publications *hfm* and *Big Business for Not-So-Big Hospitals*, and has been quoted in *HealthLeaders Media* and various state-level association newsletters.

**Concurrent Sessions: 2:00 p.m. – 3:15 p.m.**

## **Session 1: Dealing With Problematic Doctors: The Board's Role in Disciplinary Actions**

Todd Sagin, MD, JD, Principal, HG Healthcare Consultants, LLC – Salem, WI

Tighter monitoring of physician performance in recent years has revealed a growing number of medical staff members with problematic clinical skills or professional conduct. Most medical staff and boards that undertake "corrective action" expose themselves unnecessarily to significant liability from lawsuits by aggrieved physicians. This session will show board members and physician leaders how to steer their organization through the land mines in this highly litigious territory. Medical staff and boards often find it particularly challenging to deal with physicians whose behavior is unprofessional and disruptive. However, there are clear and effective approaches for dealing with these individuals and reducing the damage they inflict on healthcare communities.

Dr. Todd Sagin is a physician executive recognized across the nation for his work with hospital boards, medical staff and physician organizations. He is co-founder of HG Healthcare Consultants, which provides guidance on a wide range of healthcare issues.

## **Session 2: The New Governance Mandate: National Trends and Emerging Standards for Board Education and Development**

Sean Patrick Murphy, Senior Vice President, Corporate General Counsel; Solaris Health System, Legal Affairs – Edison, NJ

Mr. Murphy will review the emerging trend and new governance mandate: the demand for formal board education, training and development. Currently, 12 states have (or have announced their intention to adopt) some type of formal board education program (10 of which are classified as a board certificate or certification). The demand for better trained boards is also evidenced by state mandated director education requirements (New Jersey) and new pay for governance (P4G) programs that offer "higher payment" from the respective participating state Blue Cross and Blue Shield (Massachusetts and South Carolina). He will also review related developments: the call board and director competencies and new Securities and Exchange Commission disclosure requirements for "qualified" boards. This presentation will review these trends and discuss their significance and potential impact on hospitals, and their governing boards.

Sean Patrick Murphy is a Senior Fellow at the Jefferson University School of Population Health and a faculty member of the Governance Institute. He lectures and writes extensively in healthcare and health law, and is a regular contributing author to *Health Law Handbook*.

## **Session 3: Physicians and Hospitals as Allies**

Anne Carter, MBA, Vice President of Operations, Quorum Health Resources, LLC - Brentwood, TN

The exact changes that future healthcare reform will bring remain elusive. Whether reform shapes quality, prescribes bundled reimbursement or serves to spark innovative approaches in providing care more effectively, the relationship between physicians and hospitals will change. The hospitals that will emerge as "winners" in the new healthcare world order will have leaders who will have connected the dots early on and proactively aligned their physicians with their organization's goals, visions and operations. This presentation will focus on: A) The current and future trends in physician alignment; B) Opportunities for new alignment options; C) Methods for changing the paradigm for physician-hospital relations; and D) Getting physicians on board with the organization's strategic and quality goals.

Anne Carter brings over 30 years of experience in the healthcare industry. Her background includes management positions in a broad range of healthcare industries. She has also worked in academic medical centers, teaching hospitals and community hospitals.

## **Session 4: The Board's Role in Assuring Quality Healthcare**

Ruth Elzer, RN, MS, Practice Leader for Accreditation & Regulatory Compliance, Compass Group, Inc. – Cincinnati, OH

The Centers for Medicare & Medicaid Services (CMS) requires hospitals to have a governing body (the board) that is legally responsible for the conduct of the hospital as an institution. The board of a hospital is required to hire the CEO, establish a competent medical staff and oversee key aspects of the organization, such as the strategic plan and budget. However, it's the governing body's role in oversight of quality care that is most commonly cited during a complaint survey. Rather than taking an active role in ensuring patient safety, most boards feel forced into a "rubber stamp" approach to quality oversight. In this session, participants will receive updates on the latest expectations for boards in the oversight of quality and compliance, and tips on how to "on-board" new trustees for their role in quality and strategies for making information understandable.

Ruth Elzer is an expert at keeping hospitals compliant. Trained as a nurse and a hospital surveyor, she understands healthcare quality on both the clinical and administrative levels. She gives clients practical solutions that work across the board.

**3:30 p.m. – 4:45 p.m.**

**Concurrent Sessions Repeat**

**5:00 p.m. – 6:00 p.m.**

**Welcome Reception**

Whether you are a seasoned veteran of the symposium or a new attendee, this informal reception is the perfect conclusion to a full day of activities.

# Thursday, June 10

7:30 a.m. – 8:45 a.m.

## Networking Breakfast & Table Topics

This symposium provides ample time for attendees to benefit from the knowledge and experience of one another. Enjoy breakfast while networking with colleagues before returning to your session. Tables will be labeled with topics of interest and you may choose the one that interests you most.

*Keynote Address: 9:00 a.m. – 10:15 a.m.*



**John J. Nance, JD**

## Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety

John J. Nance, JD, John Nance Productions/Author – Seattle, WA

John Nance is the author of *Why Hospitals Should Fly*, named the 2009 "Book of the Year" by the American College of Healthcare Executives. The book sparked a small army of hospital CEOs to search for a way to visit the real St. Michael's Hospital, the institution highlighted by his book. It's a hospital in which collegial teamwork, seamless communication and near-perfect patient safety has been achieved by an extraordinarily happy staff. The problem is, St. Michael's is a destination, not an existing institution. While it involves massive cultural change, any hospital in America has the opportunity to rise to that status. The startling ways in which that can be achieved—and why it should—will be part of Mr. Nance's presentation. The unique aspect is the exciting feeling you get when you realize how truly satisfying it is to embrace such principles.

John Nance is a native Texan who grew up in Dallas. He holds a bachelor's degree from SMU and a Juris Doctor from SMU School of Law, and is a licensed attorney. Named Distinguished Alumni of SMU for 2002, he is also a decorated United States Air Force pilot veteran of Vietnam and Operation Desert Storm/Desert Shield and a Lt. Colonel in the USAF Reserve. He is an internationally recognized air safety analyst and advocate, best known to North American television audiences as aviation analyst for *ABC World News* and aviation editor for *Good Morning America*. He is also the nationally-known author of 19 major books, 5 non-fiction plus 13 fiction best sellers. He is a pioneering and well-known advocate of using the lessons from the recent revolution in aviation safety to equally revolutionize the patient safety performance of hospitals, doctors, nurses and all of healthcare. Mr. Nance is a founding board member and is on the Executive Committee of the National Patient Safety Foundation.

*Concurrent Sessions: 10:30 a.m. – 11:45 a.m.*

## Session 5: Healthcare Payment Systems in 2010: A Hospital CFO's Perspective

Gregg Redfield, CFO, Queen of Peace Hospital – New Prague, MN

Effective trustees need a basic understanding of healthcare payment systems and other issues and concerns with reimbursement in 2010. As a current CFO of a Critical Access Hospital in Minnesota, Mr. Redfield will discuss the sources and types of payment for healthcare facilities, as well as the need to understand the payer mix and how to be more efficient in collecting the appropriate reimbursement from payers and patients.

Gregg Redfield has over 20 years of healthcare financial experience, including positions as the vice president of finance for the Minnesota Hospital Association, consulting manager for two regional CPA firms, reimbursement manager for two large healthcare systems in Minnesota, and audit and contracting with Blue Cross Blue Shield of Minnesota. Mr. Redfield has participated in various educational presentations at both the state and national levels for the past 10 years, including topics related to Critical Access Hospitals, facility reimbursement, and hospital staff and board education.

## **Session 6: Board Succession Planning**

Mark Andrew, Senior Vice President & Shareholder, Witt/Kieffer – Irvine, CA and Sandy Williams, Executive Search Consultant, Witt/Kieffer – Oakbrook, IL

High performing hospitals and health systems are most often linked to high quality talent and governance. Highly effective healthcare boards develop a deliberate and formal process for identifying and training qualified, committed board members to succeed the board's departing members, as well as preparing existing members for leadership positions. This session will focus on best practices in succession planning and leadership development. Attendees will learn how to: A) Develop a formal approach for board renewal; B) Achieve the appropriate balance of attributes, skills and experiences needed; C) Identify and prepare trustees for leadership responsibilities; D) Attract high quality trustees to the board; E) Develop a leadership pipeline from board membership to officer positions; and F) Develop and retain future board leaders.

Mark Andrew brings his clients two decades of experience in healthcare executive search to assist clients with executive compensation, organization structure, succession planning, recruitment and retention. Alexander "Sandy" Williams has a distinguished 30-year career in senior healthcare management and association executive roles, with a special interest in identifying physician executives and other healthcare leaders to chair clinical departments.

## **Session 7: Practicing Competency-Based Governance**

Mary Totten, President, Totten & Associates – Oak Park, IL

In this session, Ms. Totten will provide an understanding of trustee competencies and how to use them to improve governance practices, and review the work and recommendations of the American Hospital Association's Blue Ribbon Panel on Trustee Core Competencies, which defines competencies and discusses their value and use by boards in and outside of healthcare. She will also review two sets of competencies, which focus on trustee knowledge skills and personal capabilities that the panel recommends all boards should seek in their members. She will then review a set of integrated tools and resources that are being developed by governance experts based on the panel's findings to show how boards can apply competencies to their work in several areas, including trustee recruitment and selection, board education, board member performance evaluation, board leadership development and succession planning.

Mary Totten is a speaker and consultant on issues of quality of care and medical staff credentialing, strategic planning and mission development, governing board orientation, and board self-evaluation and governance restructuring.

## **Session 8: Capital Markets Update on the New World of Financing**

Matthew J. Lindsay, Vice President, Lancaster Pollard – Columbus, OH

As the credit markets recover, they won't look the same as they did in years past. The new world requires being flexible in both planning and debt structures, and thinking both locally and federally when seeking affordable financing for construction, renovation and other projects. These changes in access to capital have come as a result of the American Recovery and Reinvestment Act, Congressional action, and changes in both bank and investor attitudes toward healthcare. In this session, we will review how the market is evolving, as well as the various financing solutions available. Topics include: A) Learn how accessing capital has changed following recent market turbulence; B) Understand how to leverage local financial resources and how federal options can provide affordable solutions; and C) Review case studies on how hospitals that accessed capital during the financial turmoil did so, how they fared, and discuss what to expect from the markets in the near term.

Matthew Lindsay is a senior banker responsible for underwriting and closing processes. He is focused on community healthcare and senior living and has structured a range of bond transactions and mortgage loans for expansion, new construction and refinance projects.

## **Session 9: Do You Measure Up? The High Stakes of Low Accountability and the Tools to Eliminate It**

Kathleen Kelly, Kathleen Kelly, Inc. – Park City, UT

A mindset of accountability for outcomes eludes most leadership groups when the time comes to answer for results. Instead, there is finger-pointing and blame. In this session, Ms. Kelly will provide a useful paradigm of accountability, and the tools to increase accountability, both individually and collectively. These tools can be used with any group where you intend to influence the full utilization of everyone and eliminate low levels of accountability.

Kathleen Kelly is a dynamic facilitator, coach and consultant with 20 years of experience in operations management, including healthcare and local government. She works with individuals and organizations to improve team performance, staff management, communication, accountability and leadership skills.

**12:00 p.m. – 1:15 p.m.**

**Networking Luncheon**

**1:30 p.m. – 2:45 p.m.**

**Concurrent Sessions Repeat**

*General Session: 3:00 p.m. – 4:30 p.m.*



**Larry Walker**

## **Preparing for the Worst, Leading With the Best: The Board's Role in Disaster Readiness**

Larry Walker, President, The Walker Company Healthcare Consulting, LLC – Lake Oswego, OR

September 11, 2001 opened everyone's eyes to the reality of terrorist attacks on American soil, and caused the nation and its hospitals to thoroughly examine their readiness for all types of disasters. And most recently, a wake-up call from Haiti.

Hospital trustees may well question what role the board plays in disaster readiness, and what accountabilities it has in ensuring the hospital's successful response to any unfortunate disaster. According to Joe Cappiello, past vice president of accreditation field operations for The Joint Commission, much of a hospital's readiness capacity rests with the governing board. Participants attending this session will: A) Gain insight into the board's role and fiduciary responsibilities in disaster preparedness; B) Identify critical questions they should

consider in evaluating their hospital or health system's disaster readiness; C) Explore the key elements of comprehensive emergency plan development; D) Learn ways to ensure the capacity for a successful response to disasters; and E) Take a fresh look at crisis communication possibilities in today's world of emerging social media.

The Walker Company specializes in governance development, leadership retreats and organizational research for hospitals and health systems. Mr. Walker has been a long-time governance leader, both as a consultant and a trustee. He is also a special consultant to the AHA. He served for six years as chairman of the board of trustees of Gresham, Oregon's Mount Hood Medical Center. He has presented governance education to thousands of trustees nationwide.

# *Friday, June 11*

**7:15 a.m. – 7:45 a.m.**

**Breakfast Buffet**

*Closing Keynote Address: 8:00 a.m. – 10:00 a.m.*



**William J. Ward**

## **Getting Outside of the Box: Unconventional Thinking for Board Members**

William J. Ward, Johns Hopkins Bloomberg School of Public Health – Baltimore, MD

Too often in healthcare, the same "conventional" approaches to problem solving are used to resolve operating, quality and financial issues facing hospitals in today's challenging environment. But these are unconventional times that demand unconventional approaches. Using lecture, photographs, famous quotes, examples from other industries, video clips and discussion questions, the program will prepare board members to challenge the use of conventional approaches and seek new solutions to the problems facing their hospitals. At the conclusion of the program, participants will be able to explain the value of thinking creatively to achieve solutions to persistent healthcare and organizational problems.

Bill Ward is the director of the MHS Degree in Health Finance and Management Program at Johns Hopkins Bloomberg School of Public Health and faculty director of the Sommer Scholars Leadership Program. He is a former senior healthcare executive with more than 20 years of experience in healthcare finance and operations. Mr. Ward is the author of two textbooks and numerous articles, and has lectured widely on a variety of healthcare financial and operational subjects.

## AHA Federal Update: 10:15 a.m. – 11:15 a.m.



Rick Pollack

Rick Pollack, Executive Vice President, American Hospital Association – Washington, D.C.

This session will provide a comprehensive federal perspective on the state of healthcare in America and pending legislation that will impact our nation's hospitals. The federal update is designed to share innovative ideas and information as we collaborate to provide better healthcare services to our communities.

Rick Pollack's professional career began in Washington, D.C. in 1976 when he served as a legislative assistant to Congressman David Obey of Wisconsin. He left Capitol Hill to become a lobbyist and enter the healthcare field when he signed on with the American Nurses Association to become their legislative representative in the early 1980s. He went on to join the AHA's Washington office, where he has been a member of the AHA's advocacy team for the past 28 years. Since 1991, Mr. Pollack has served as executive vice president. In this capacity, he is responsible for the development, implementation and management of the AHA's advocacy, representation and public affairs activities, which were recently cited by *Fortune* magazine as one of the top 25 most influential and effective lobbying organizations in Washington.

## Closing Comments: 11:15 a.m. – 11:45 a.m.

J. Stephen Glasmann, Chair, 14<sup>th</sup> Annual Western Regional Trustee Symposium will offer comments to conclude the symposium.

John C. Klosterman, Chair-elect for the 15<sup>th</sup> Annual Western Regional Trustee Symposium, will provide a preview of the symposium scheduled for June 8-10, 2011 in Omaha, Nebraska.

# Thank you Sponsors!

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# General Information



A registration form is included with this brochure. There are a number of ways to conveniently register for the symposium. Confirmation will be sent to you within 10 days of receipt of your paid registration.

**MAIL:** Heather Bullock, Marketing & Events Coordinator  
Nebraska Hospital Association  
P.O. Box 82653  
Lincoln, NE 68501-2653

**FAX:** (402) 742-8191 (Credit card registrations only)

**ONLINE:** [www.trusteesymposium.org](http://www.trusteesymposium.org)

**IMPORTANT NOTE:** Payment must accompany your registration and can be made by check or Visa/MasterCard. Checks should be made payable to: Nebraska Hospital Association.

The Western Regional Trustee Symposium is reasonably priced, and organizations are encouraged to send multiple attendees and benefit from the group discount.

## **REGISTRATION FEES:**

**Registration deadline is May 18, 2010.** (A \$55 processing fee will be added to registrations received after May 18, 2010 and for any on-site registrations.)

Individual Member	\$495 (Includes Wednesday, Thursday and Friday sessions.)
Four or More Members*	\$450
Individual Non-Member	\$750
Spouse/Guest**	\$85
On-site Registration	\$550

\* Registrations must be received together to qualify for the discount.

\*\* The spouse/guest fee includes the Welcome Reception, and Thursday and Friday breakfasts. Luncheons not included.

## **CANCELLATION POLICY:**

Registration fees are non-refundable unless notice is received by May 18, 2010. However, alternates from the same organization can be substituted. If a notice is received prior to May 18, 2010, refunds will be given, less a \$75 administrative processing fee.

## **HOTEL CANCELLATION:**

A non-refundable one night's room and tax is required at the time of booking.

## **CONTINUING EDUCATION CREDIT CATEGORY II (Non-ACHE Credit):**

Attendees at this program can receive up to 10.75 hours of pre-approved Category II (non-ACHE) continuing education credits towards advancement or recertification with the American College of Healthcare Executives. Participants in this program wishing to have the continuing hours applied towards Category II credit should list their attendance when applying for advancement, recertification or reappointment in ACHE.

## **ACCESS TO MEETING:**

The Western Regional Trustee Symposium wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act, please advise us by indicating any special needs on the registration form provided. You will be personally contacted to make arrangements.

## **Questions? Need More Information?**

Please contact Heather Bullock at (402) 742-8148 or via e-mail [hbullock@nhanet.org](mailto:hbullock@nhanet.org)

# REGISTRATION FORM



## Elevating the Standards of Hospital Governance

Western Regional Trustee Symposium  
June 9-11, 2010  
Denver, Colorado

### Registration deadline: May 18, 2010.

Please fill out a separate registration form for each person attending the meeting. If additional forms are needed, you may make copies. If you have questions or need assistance, contact Heather Bullock at (402) 742-8148 or e-mail [hbullock@nhanet.org](mailto:hbullock@nhanet.org).

#### Please print clearly

Name/Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Name and phone of person completing this form:  
\_\_\_\_\_

#### Registrant Survey:

If you are a trustee, how many years have you served? \_\_\_\_\_

Facility type: (please circle all that apply)

Frontier, Rural, Urban, For-profit, Non-profit, CAH, Government

### WEDNESDAY, JUNE 9

**Governing in an Era of Uncertainty**  Attending  Not attending

**Mini-Workshop** - 2:00-3:15 p.m. & continues from 3:30-4:45 p.m.

Trustee Toolkit Experience

**Concurrent Sessions** - Select session you will be attending  
(one for each time slot)

- |                                   |   |   |
|-----------------------------------|---|---|
| 1. Problematic Doctors            | <input type="checkbox"/> 2:00-3:15 p.m. | <input type="checkbox"/> 3:30-4:45 p.m. |
| 2. New Governance Mandate         | <input type="checkbox"/> 2:00-3:15 p.m. | <input type="checkbox"/> 3:30-4:45 p.m. |
| 3. Physicians/Hospitals as Allies | <input type="checkbox"/> 2:00-3:15 p.m. | <input type="checkbox"/> 3:30-4:45 p.m. |
| 4. Assuring Quality Healthcare    | <input type="checkbox"/> 2:00-3:15 p.m. | <input type="checkbox"/> 3:30-4:45 p.m. |

**Welcome Luncheon**  Attending  Not attending

**Welcome Reception**  Attending  Not attending

### THURSDAY, JUNE 10

**Concurrent Sessions** - Select session you will be attending  
(one for each time slot)

- |                                |   |   |
|--------------------------------|---|---|
| 5. Healthcare Payment Systems  | <input type="checkbox"/> 10:30-11:45 a.m. | <input type="checkbox"/> 1:30-2:45 p.m. |
| 6. Board Succession Planning   | <input type="checkbox"/> 10:30-11:45 a.m. | <input type="checkbox"/> 1:30-2:45 p.m. |
| 7. Competency-Based Governance | <input type="checkbox"/> 10:30-11:45 a.m. | <input type="checkbox"/> 1:30-2:45 p.m. |
| 8. Capital Markets Update      | <input type="checkbox"/> 10:30-11:45 a.m. | <input type="checkbox"/> 1:30-2:45 p.m. |
| 9. Do You Measure Up?          | <input type="checkbox"/> 10:30-11:45 a.m. | <input type="checkbox"/> 1:30-2:45 p.m. |

### FRIDAY, JUNE 11

**Getting Outside of the Box: Unconventional Thinking  
for Board Members**  Attending  Not attending

**AHA Federal Update**  Attending  Not attending

#### SYMPOSIUM REGISTRATION FEES:

(includes Wednesday, Thursday and Friday sessions)

- Member of Hospital Association: \$495/person**  
 **Four or More Members\*: \$450/person**  
 **Non-Member: \$750/person** TOTAL: \$ \_\_\_\_\_

#### SPOUSE/GUEST FEE:

- Spouse/Guest: \$85 per person** TOTAL: \$ \_\_\_\_\_

(Includes Welcome Reception, and Thursday and Friday breakfasts. Luncheons not included.)

Spouse/Guest Name: \_\_\_\_\_

**Welcome Reception** (included in spouse registration fee)

- Attending  Not attending

#### MISCELLANEOUS:

- Late/On-site Fee: \$55 per person** TOTAL: \$ \_\_\_\_\_  
(registrations after May 18, 2010)

**GRAND TOTAL DUE: \$ \_\_\_\_\_**

#### \*Multiple Registration Discount

If four or more individuals from your organization submit registrations at the same time, each may register at this reduced rate. This discount does not apply to a spouse and/or guest registering for the symposium.

#### METHOD OF PAYMENT:

- Check (Payable to Nebraska Hospital Association)  
 Visa  MasterCard

Name on Card \_\_\_\_\_

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

#### SPECIAL NEEDS:

Please list \_\_\_\_\_

#### THREE WAYS TO REGISTER:

- Mail** registration form and check payment to:  
Nebraska Hospital Association, P.O. Box 82653, Lincoln, NE  
68501-2653.
- Fax** form with credit card information to: (402) 742-8191.
- Online at [www.trusteesymposium.org](http://www.trusteesymposium.org)**

*For Association Use Only*

Date Received: \_\_\_\_\_

Amount Received: \_\_\_\_\_ Date Posted: \_\_\_\_\_

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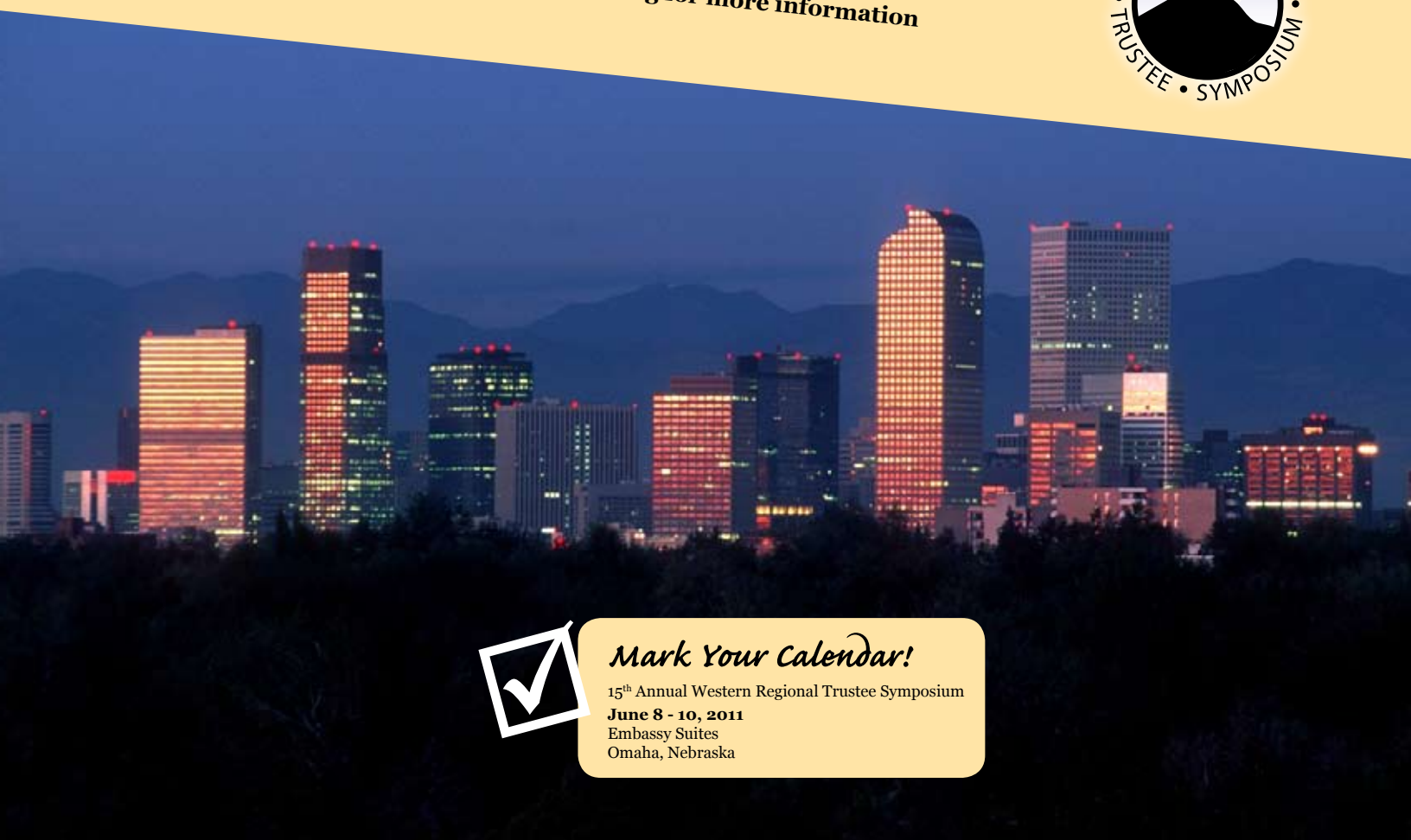
Check Number: \_\_\_\_\_

Comments: \_\_\_\_\_



The Western Regional Trustee Symposium is a collaboration of the hospital associations from Colorado, Idaho, Montana, Nebraska, Nevada, New Mexico, Utah, Wyoming and Arizona

**Log on to [www.trusteesymposium.org](http://www.trusteesymposium.org) for more information**



***Mark Your Calendar!***

15<sup>th</sup> Annual Western Regional Trustee Symposium  
**June 8 - 10, 2011**  
Embassy Suites  
Omaha, Nebraska