

OHA Convention & Trade Show • Nov. 2-4, 2016

Cox Convention Center & Renaissance Hotel • Oklahoma City

Wednesday, Nov. 2

8:30 a.m.	_	10:00 a.m.	Rural Hospital Session – Mosley, OBI	
9:00 a.m.	_	11:15 a.m.	Hospital Volunteers of Oklahoma – Hodous	
10:00 a.m.	_	11:15 a.m.	General Session – Rieger	
11:30 a.m.	_	1:15 p.m.	Volunteer Lunch	
1:30 p.m.	-	3:00 p.m.	Opening Ceremonies and Keynote – Chassin	
3:00 p.m.	_	5:00 p.m.	OHA Annual Business and Board Meeting	
3:00 p.m.	_	5:00 p.m.	Oklahoma Organization of Nurse Executives – Alexander	
3:00 p.m.			Oklahoma Society of Directors of Volunteer Services Board Meeting	
3:00 p.m.	-	5:00 p.m.	Oklahoma Healthcare Financial Management Association	
			– CEO/CFO Panel	
5:00 p.m.			Chairman's Party	

Thursday, Nov. 3

8:00 a.m.	_	9:30 a.m.	General Session – Wolf
8:00 a.m.	_	11:45 a.m.	Oklahoma Association of Medical Staff Services
8:00 a.m.	_	12:00 p.m.	Oklahoma Society of Directors of Volunteer Services – Hodous
8:00 a.m.	_	5:00 p.m.	Oklahoma Association of Healthcare Engineers
		*	– Array Architects, Suarez, Holderman
8:30 a.m.	_	10:00 a.m.	Executive Briefing on Human Resources – Worman
9:00 a.m.			Oklahoma Psychiatric Hospital Association Board Meeting
9:30 a.m.	_	10:30 a.m.	General Session – Curry
9:30 a.m.	_	12:00 p.m.	Public Relations & Marketing Society of the OHA –
			Lewis, Vidrine
10:30 a.m.	_	11:30 a.m.	Oklahoma Society for Quality & Risk Management – Joiner, Pickard
10:30 a.m.	_	2:30 p.m.	Trade Show and Lunch
11:45 a.m.			Oklahoma Society for Quality & Risk Management
			Member Meeting
11:45 a.m.			Oklahoma Association of Medical Staff Services Business Meeting
1:00 p.m.	_	5:00 p.m.	Oklahoma Association of Medical Staff Services
1:30 p.m.	_	2:30 p.m.	Oklahoma Society for Quality & Risk Management – Loomis
2:00 p.m.	_	3:30 p.m.	Oklahoma Psychiatric Hospital Association – Roberts
2:45 p.m.	_	4:30 p.m.	General Session – <i>Dowd</i>
_		_	

Friday, Nov. 4

7:15 a.m.	- 8:15 a.m.	Sooner Healthcare Executives Breakfast Meeting – <i>Jones</i>
8:30 a.m.	- 11:30 a.m	. Closing Session – <i>Piché</i>
		3 Hours ACHE Face-to-Face Education credit

Download the OHA Convention mobile app beginning Oct. 3 for full conference details at your fingertips! Access schedules and important updates on your smartphone before the event and on site.

Look for details soon at www.okoha.com/mobileapp.

President's Message



Dear friends,

I am pleased to extend to you an invitation to join nearly 1,000 of your colleagues in attending the Oklahoma Hospital Association's 2016 Convention & Trade Show, to be held Nov. 2-4, at the Cox Convention Center in downtown Oklahoma City. This is our largest educational and networking event of the year and you won't want to miss it!

Our theme this year, "Joining the Quest for High Reliability," focuses on a different approach to help ensure that Oklahoma's hospitals and other health care organizations will provide safe, error free care to every patient. We can learn much from high reliability organizations outside health care that have achieved exemplary safety records and sustained them over long periods of time. But the great news is we will hear about

the experiences of hospitals achieving these same results with significant operating returns! Be sure to invite representatives from your governing body and medical staff leadership to hear these presentations.

Topics to be explored during the two and half days will include:

- Why health care needs high reliability;
- Physician reimbursement under new health care delivery models;
- Organization cultures that derive excellence from both success and failure;
- How best to engage leadership and staff in performance improvement;
- Reaching excellence in the patient experience;
- and much more.

Please keep in mind that your general registration entitles you to attend as many of the educational sessions as you wish, regardless of your membership in a particular affiliated society, with the exception of the ACHE session on Friday. Note that member hospital trustees can attend the OHA Convention & Trade Show at no cost! Please invite and encourage your trustees to register and take advantage of this opportunity.

We will again present our awards throughout the convention at our various general sessions. We will also host a special gathering on Wednesday evening – join us at the Chairman's Party for some great networking and refreshments.

The OHA Convention offers many opportunities to learn new ideas and share experiences with your colleagues. You simply won't find a better value for your educational dollars than the OHA Convention & Trade Show! We look forward to seeing you Nov. 2 for "Joining the Quest for High Reliability."

Sincerely, Craig W. Jones, FACHE President Oklahoma Hospital Association

Corporate Sponsors

OHA Circle of Honor Education Sponsors

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2016 Convention Sponsors

Emerald Level Mercy

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Sapphire Level

Oklahoma Complete Health Oklahoma Health Care Association



Wednesday, Nov. 2
1:30 p.m.

Opening Ceremonies and Keynote Address

"What is High Reliability and Why Does Health Care Need It?"

- Mark R. Chassin, MD, FACP, MPP, MPH, president and CEO. The Joint

Despite nearly two decades of intense effort to improve, health care continues to be plagued by serious quality and safety problems. Too many patients suffer from preventable infections, falls with injury, medication errors, and many other kinds of adverse events. Our current approaches to improvement are not producing the results we want. A focus on high reliability offers a different approach, learning from organizations outside health care that have achieved exemplary safety records and sustained them for long periods of time. Dr. Chassin will discuss lessons from these high reliability organizations and specific steps that an increasing number of hospitals and health systems are taking to pursue this goal.

Dr. Chassin, in his role with The Joint Commission, oversees the activities of the nation's predominant standards-setting and accrediting body in health care. Joint Commission accreditation and certification is recognized as a symbol of quality that reflects an organization's commitment to improvement and to meeting state-of-theart performance standards. Dr. Chassin is also president of the Joint Commission Center for Transforming Healthcare, established in 2009.

The OHA W. Cleveland Rodgers Distinguished Service Award will be presented at this session.



Wednesday, Nov. 2
8:30 a.m. - 10:00 a.m.
Rural Hospital Session
"Doctors, Dollars and
Health Reform: Physician
Reimbursement from
Fee-For-Service to MIPS"
- Kurt Mosley,
vice president of strategic
alliances Merritt Hawkins and

This session explores how reimbursement for physician and hospital services has transformed health care delivery in the U.S. It includes an eye-opening look at physician and hospital payment patterns of the past, an examination of today's "hybrid" compensation models blending volume and value, as well as an explanation of the Merit-Based Incentive Payment System (MIPS) and Alternative Payment Models (APMs) by which physicians will be reimbursed in the near future. The likely implication of these changes on the physician workforce and physician staffing trends will be discussed The session offers both a stimulating look back at the "golden age" of physician and hospital payment, and a timely projection into the all-too-near future.

"Oklahoma Blood Institute Processes"

Representatives from OBI will discuss their services and the process involved in getting blood from the donor to the hospital.

This session is sponsored by Emcare and American Fidelity Assurance Company.

Wednesday, Nov. 2 10:00 a.m. - 11:15 a.m. General Session "Legal Update" - Karen Rieger,

Rieger will update attendees on changes to laws affecting hospitals.

Affiliated Society & Group Meeting Agendas

In addition to the general sessions, the following sessions are being offered to all convention registrants by professional organizations affiliated with the OHA. Please indicate on your registration form located in the back of the preview which sessions you plan to attend.

ACHE

Friday, Nov. 4
7:15 a.m.
Breakfast and Sooner Healthcare Executives
Meeting and Awards
"Legislative Update"
Craig W. Jones, FACHE

8:30 a.m. – 11:30 a.m. Closing Session "Reaching Excellence in the Patient Experience" *Mary-Ellen Piché*, FACHE, consultant

Discover practical methods for building a patient, family and staff-centered culture. This seminar provides a unique opportunity for health care executives to build the leadership skills and knowledge needed to address patient-experience initiatives in their organizations. Through a series of simulations, case studies, interactive exercises and discussions, participants will experience health care from the patient's perspective. This timely, experiential seminar will explore the 10 elements impacting the patient experience and examine the leadership skills and focus areas needed to effect this cultural change.

The Oklahoma Hospital Association is authorized to award three hours of ACHE Faceto-Face Education continuing education credits toward advancement or recertification in the American College of Healthcare Executives for the Friday morning general session.

(There is an additional registration fee to attend this session.)

Directors of Volunteer Services - OSDVS

Wednesday, Nov. 2 3:00 p.m.

Board Meeting

Thursday, Nov. 3 8:00 a.m. – 12:00 p.m. "LIVE, LOVE, LAUGH & LEAD: Get Results Not Resistance with FULL OUT Leadership" Kim Hodous A leader doesn't always carry the title of president, CEO or her majesty. Leaders come in all shapes, forms and sizes and show up at every level of an organization. We all have the ability to guide and lead toward an inspired vision and a greater goal. We simply have to make the CHOICE to lead. There is no set formula for becoming an effective leader, but in this informative and fun presentation, participants learn to manage mindset, build relationships and create an environment so people will: Cooperate with you. Follow you. Buy from you. Recommend you. With honesty and sidesplitting humor, Hodous shares how today's best leaders align body, mind and spirit so they can be a happy, healthy LEADER with heart.

Engineers - OAHE

Thursday, Nov. 3 8:00 a.m. – 5:00 p.m. "Innovative Hospital Design, Improving the Patient Experience, and Using the Health Care Environment to Create Better Patient Experiences" Array Architects

"ASHE Update"

Antonio Suarez, ASHE Region 7 director

"Energy Management as Part of ASHE's Sustainability" *John Holderman*, facilities director, St. John Health System, Tulsa

Financial Managers - OHFMA

Wednesday, Nov. 2 3:00 p.m. – 5:00 p.m. "The Rapidly Changing World of Health Care" CEO/CFO Panel Discussion

Medical Staff Services - OKAMSS

Thursday, Nov. 3 8:00 a.m. – 11:45 a.m. "2016 Medical Staff Services Fall Conference"

11:45 a.m.

Business Meeting

12:00 p.m. - 1:00 p.m.

Lunch in Trade Show

1:00 p.m. – 5:00 p.m.

"2016 Medical Staff Services Fall Conference"

Nurse Executives - OONE

Wednesday, Nov. 2 3:00 p.m. – 5:00 p.m. "Leadership, Teamwork and Life - Oh My!" Kenneth Alexander, vice president, Louisiana Hospital Association

The current health care environment often feels like an ever-changing, foreign land fraught with challenge, adversity, and obstacles. Whether you are an emerging, new, or seasoned leader, knowing how to successfully understand your team, optimize your team, and lead your team are critical skills. This presentation takes a somewhat unique approach to teach common team work and leadership principles necessary for survival and success.

5:00 p.m. Chairman's Party

Thursday, Nov. 3

8:00 a.m. – 9:30 a.m. General Session – Wolf

9:30 a.m. – 10:30 a.m. General Session

– Curry

10:30 a.m. – 2:30 p.m. Trade Show

2:45 p.m. – 4:30 p.m. General Session

– Dowd

Psychiatric Hospitals - OPHA

Thursday, Nov. 3

9:00 a.m.

Board Meeting

12:00 p.m. - 2:00 p.m.

Lunch and Trade Show 2:00 p.m. – 3:30 p.m.

"Democracy is NOT a Spectator Sport! How to Advocate for Positive Change at the Oklahoma State Legislature"

Anne Roberts, director, legislative affairs, INTEGRIS Health

This workshop is all about using your voice to speak for those who cannot speak for themselves. We will first learn the law-making process in Oklahoma, especially the points in the legislative session where your input is most beneficial. We will then examine a variety of strategies for you to employ to maximize your efforts.

Public Relations & Marketing - PRMS

Thursday, Nov. 3

8:00 a.m. – 9:30 a.m.

General Session

- Wolf

9:30 a.m. - 9:45 a.m.

Business Meeting and Introductions

9:45 a.m. - 10:45 a.m.

"Crisis in Orlando – This is Not a Drill: Crisis Communications and Managing a Mass-Casualty Shooting"

Kena Lewis, APR, director of public affairs and media relations, Orlando Health

When a mass shooting tragedy struck at Pulse Nightclub in Orlando in June 2016, Orlando Regional Medical Center became the receiving ground for a deluge of critically injured patients and their families. As one of the largest tertiary facilities in the region and only two minutes away from the scene of the shooting, Orlando Regional Medical Center became ground zero to provide care for the injured. Lewis will present a case study of the tragedy and how Orlando Regional Medical Center handled the situation. She will discuss challenges presented and lessons learned from a public relations, crisis management and communications perspective. Don't miss this engaging topic and case study with information that will help your hospital become more prepared to handle future crisis situations.

11:00 a.m. – 12:00 p.m. "Marketing to the Modern Patient" *Lindsay Vidrine*, account director/health care group chair, Saxum

(continued on next page)



Thursday, Nov. 3 8:00 a.m. General Session

neral Session
"Excellence Derives from
Both Successes and Failures
in a Healthy Culture"
- David Wolf, MD
Astronaut, medical doctor,
engineer, scientist, inventor,
aerobatic pilot

Dr. Wolf delivers a captivating, powerful presentation and discussion based on his first hand experiences with the challenges of spaceflight as they are applicable to individual and team excellence in our lives and work. Utilizing rarely seen spaceflight footage, his experience with large programs through smaller projects, scientific success and failure, and being faced with life threatening and technically complex situations, he brings a compelling message of excellence, the forces diverting us from that, along with the raw excitement of spaceflight. Extraordinary experiences in Earth- and space-based laboratories, building the international Space Station, recovery from setbacks, and the programmatics of design, test and development drive home his themes.

Dr. Wolf is an astronaut and a medical doctor, and he has won numerous awards during his illustrious career. As an astronaut, he served as chief of the Astronaut Office Extravehicular Activity (EVA) branch for much of the International Space Station assembly.

This session is sponsored by Mercy.

Several OHA awards will be presented during this session.



Thursday, Nov. 3
9:30 a.m.
General Session

"What to Pack for the
Journey to High Reliability:
Leadership Commitment,
Cultural Accountability &
Engagement"

- Rob Curry, president & CEO
Citrus Valley Health Partners, Inc.
Covina, Calif.

Citrus Valley worked with the Joint Commission Center for Transforming Healthcare to build and strengthen the high reliability domains of leadership and performance improvement through engagement with leadership and staff. This program includes a facilitated high reliability self-assessment, OroTM 2.0; intensive training in Robust Process Improvement® (RPI®); and implementation of system-wide programs that focus on zero harm, patient and employee safety, quality, and the patient experience.

Curry has been the president and CEO of Citrus Valley Health Partners, Inc. since November 2008. He has more than 25 years of hospital administration experience and a track record of outstanding hospital operations, financial performance and service excellence in several community boards and service organizations in San Jose, Calif., and in Glendale, Ariz.

This session is sponsored by OHA Insurance Agency.

Public Relations & Marketing - PRMS(cont.)

Today's patient wants it all - expertise, convenience and individualized care. They appreciate advancements and technology, but patient satisfaction is still driven by how you make them feel. Vidrine will explore the modern patient profile and its impact on marketing health services. This session will take an integrated marketing approach to meeting the demands of today's patient. Discussion will include: where patients go for information, how cost impacts health decisions and care, meeting the demands of a personalized patient experience, women as primary health decision makers, and ways to engage the modern patient. This dynamic discussion will connect the dots between data trends and how to adjust your marketing tactics to better reach and resonate with the modern patient.

Quality & Risk Managers - OSHQRM

Thursday, Nov. 3 8:00 a.m. – 9:30 a.m.

General Session – Wolf

9:30 a.m. – 10:30 a.m.

General Session

- Curry

10:30 a.m. - 11:30 a.m.

"Encountering Diversity: Avoiding Liability While Treating a Diverse Population"

Jody Joiner, general counsel, INTEGRIS Health; and Joe Pickard, managing partner, Sweet Law Firm

11:45 a.m.

Member Meeting

12:00 p.m.

Trade Show and Lunch

1:30 p.m. – 2:30 p.m. "What Went Wrong? Risk Management Case Studies and Analysis 2016" Cori Loomis, Christensen Law Group

2:45 p.m. – 4:30 p.m.

General Session

Dowd

Executive Briefing on Human Resources

Thursday, Nov. 3

8:30 a.m. – 10:00 a.m.

"Overcoming Workforce Challenges with Strategic Compensation Initiatives" *Theresa M. Worman*, executive vice president, Compdata Surveys & Consulting

This special session will touch on things like pay philosophy, structure, administration and program management. It will help hospitals prevent turnover by addressing pay compression issues, improve retention rates through transparency, and achieve successful recruiting with market competitive rates.

Download the OHA Convention mobile app beginning Oct. 3 for full conference details at your fingertips!

Access schedules and important updates on your smartphone before the event and on site.

Look for details soon at www.okoha.com/mobileapp.

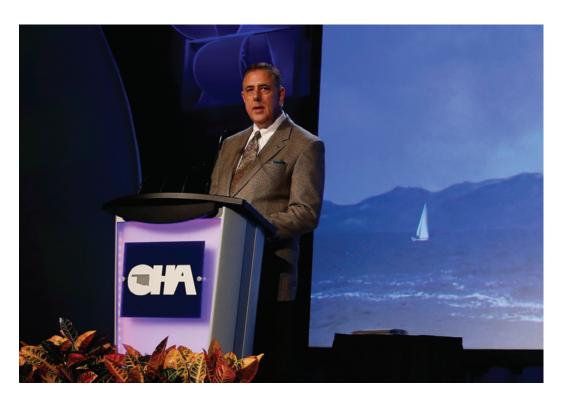




Matthew Dowd is a well-known and respected cultural commentator and strategist. For 30 years he has helped shape strategies and campaigns for CEOs, corporations, foundations, governments, candidates, and presidents. He currently serves as a special correspondent and analyst for ABC News and appears on *This Week*, *Good Morning America*, and *Nightline*. He has also written regular pieces for publications like *National Journal*, the *New York Times*, the *Washington Post*, *Christian Science Monitor*, and the *Huffington Post*. He will share his wealth of experience and knowledge to provide a view of the 2016 presidential election and how our political, economic, and social institutions need to respond.

Dowd's political work includes serving as the chief strategist on two winning re-election efforts for *Gov. Arnold Schwarzenegger* and *President George W. Bush*. His approach on these campaigns led the bi-partisan American Association of Political Consultants to name him "Strategist of the Year." He has also provided strategic advice to *President Barack Obanna*. Prior to his work for President Bush, Dowd worked for Democratic candidates around the country.

The Spirit of Improving Patient Safety Awards will be presented at this session.



Hospital Volunteers of Oklahoma

Wednesday, Nov. 2 8:00 a.m. – 9:00 a.m.

Registration

9:00 a.m. – 11:15 a.m.

"Show up, Be Bold, Play Big" How to Master the FULL OUT Life! Kim Hodous

Let's face it, life can be mundane and often we find ourselves just flying under the radar to get through the day. But a life lived FULL OUT, performing at full capacity in all areas of our lives, brings an unparalleled vibrancy that leads to what we all want – SUCCESS and HAPPINESS. Learn to build a life where you never settle for less, embrace new challenges with passion and are always ready to bust through the door when opportunity knocks! Master your mindset to Show UP, Be BOLD and Play BIG for the FULL OUT life of your dreams.

11:30 a.m. – 1:15 p.m. Volunteer Luncheon

1:30 p.m. – 3:00 pm. Opening Ceremonies and Keynote Address "What is High Reliability, and Why Does Health Care Need It?" *Mark R. Chassin, MD, FACP, MPP, MPH,* president and CEO, The Joint Commission



Friday, Nov. 4
8:30 a.m. - 11:30 a.m.
Closing Session
"Reaching Excellence in the Patient Experience"
- Mary-Ellen Piché, FACHE, consultant

Discover practical methods for building a patient, family and staff-centered culture. This seminar provides a unique opportunity for health care executives to build the leadership skills and knowledge needed to address patient-experience initiatives in their organizations. Through a series of simulations, case studies, interactive exercises and discussions, participants will experience health care from the patient's perspective. This timely, experiential seminar will explore the 10 elements impacting the patient experience and examine the leadership skills and focus areas needed to effect this cultural change.

Participants will:

- Explore 10 components of a patient-centered care model of delivery.
- Discuss the leader's role in implementation.
- Identify the competencies, skills and tools needed to effect this cultural change.
- Recognize opportunities and barriers in implementing patient-centered care.
- Study proven practices from various sectors

*The OHA's sponsorship of the program allows us to offer this seminar to convention registrants for the reduced registration fee of \$195. The OHA is authorized to provide three hours ACHE Face-to-Face Education credit for this program.

There is an additional charge to attend this session. Use Section B on the registration form to register for this event. You must be registered for the convention to attend this session.

Chairman's Party

Wednesday, Nov. 2 5:00 p.m. - 7:00 p.m.

All convention attendees and exhibitors are invited to The Chairman's Party on Wednesday evening.

Join your friends and colleagues for some great food and drink, along with a little music. Beverages and heavy hors d'oeuvres will be served.

Come and have some fun!



Trade Show Information

More than 150 exhibit booths featuring the products and services of local and national companies will be located in the Cox Convention Center, Exhibit Halls 1 & 2. There will be four hours of exhibit time from 10:30 a.m. - 2:30 p.m. on Thursday, Nov. 3.

Thursday at noon, the 2016 exhibitors will sponsor a complimentary lunch for those attending the Trade Show.

Cash and prizes totaling more than \$1,000 will also be awarded to Trade Show attendees. You must be present to win!

Why You Should Attend the Trade Show

It is always a challenge to stay up to date on the latest in health care products, services and technology. Don't miss an opportunity to see many of the latest innovations in health care, all under one roof! With every booth devoted solely to health care, you will see a vast array of vendors during the OHA Trade Show...and you'll have an opportunity to win cash and other nice prizes just by being on the trade show floor! The OHA Preferred Partner Network companies will be highlighted on a special aisle near the entry into the trade show.

The Trade Show also offers time to network with colleagues, see product demonstrations, discover new technologies, products and services, and eat lunch, compliments of the 2016 Trade Show vendors. A preliminary list of this year's vendors is included for your review.

Vendor Registration

Registration and Set Up Hours:

2:00 p.m. – 5:00 p.m., Wednesday, Nov. 2 7:30 a.m. – 9:30 a.m., Thursday, Nov. 3

Places

Cox Convention Center, Street Level Registration area on west side of building and Exhibit Halls 1 & 2

Prospective Vendors

Trade Show booths are still available for the Oklahoma Hospital Association's largest educational event of the year! The OHA Annual Convention & Trade Show draws attendees from health care organizations across the state of Oklahoma. Exhibit hours offer time for valuable contact with current and prospective customers.

Other Features Include:

- An exhibitors' service desk that is maintained on the trade show floor;
- The entire trade show floor carpeted, including every booth;
- Association staff available to assist vendors throughout the show;
- Complimentary lunch in the trade show area for attendees;
- Drawing for cash prize just for exhibitors; and
- Promotion in the OHA Convention mobile app.

The OHA Annual Convention & Trade Show offers a low exhibit fee, easy access, statewide promotion and a choice of setup times. Booth space is assigned on a first-come, first-served basis. For more information about booth prices and locations, contact *Mary Winters* or *Shelly Bush*, (405) 427-9537, winters@okoha.com or bush@okoha.com.

Vendor Lounge Sponsors

Platinum

Chickasaw Nation
Choctaw Nation Health
Care Center, Talihina
Comanche County
Memorial Hospital,
Lawton
McAlester Regional
Health Center
St. John Health System,
Tulsa

Gold

INTEGRIS Health Northeastern Health System, Tahlequah Roger Mills Memorial Hospital, Cheyenne

Bronze

Okeene Municipal Hospital Wagoner Community Hospital

2016 Trade Show

360 Degree Medicine

ADG, Inc.

Administrative Consultant

Service, LLC

American Fidelity

BKD, LLP

Coker Group

Commercial/Medical

Electronics, Inc.

Community Hospital

Corporation

Dewberry Architects Inc.

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EmCare

Evident

Flintco, LLC

GE Johnson Construction

Company

GlobalHealth

Health Facilities Group, LLC

HealthChoice

Hill-Rom

INNERFACE Architectural

Signage

Integrity Biomedical Services

Jackson & Coker, Permanent

JHBR Architecture, Inc.

KKT Architects

Legal Shield/ID Shield

Liberty Occupational Health

Management

McFarland Architects, PC.

MEDITECH (Medical

Information Technology,

Inc)

Modular Services Company

Nabholz Corporation

OHA Insurance Agency

OHCA - Oklahoma Health

Care Association

Oklahoma State Department

of Health

Oklahoma Blood Institute

Oklahoma Complete Health

OneNet

PatientLink Enterprises, Inc.

PLICO

ProAssurance

Professional Engineering

Consultants

Professional Finance

Company, Inc.

Progressive Interiors LLC

Regional Medical

Laboratory, Inc.

Script Care, Ltd.

Sheridan Healthcare

Sooner Healthcare

Executives – ACHE

TeamHealth

The Korte Company

TRANE

Umano Medical

US Med Equip, Inc.

Xenex Disinfection Services

(as of 8/1/16)

Education Credits

The Oklahoma Hospital Association is authorized to award three hours of ACHE Face-to-Face Education continuing education credits toward advancement or recertification in the American College of Healthcare Executives for the Friday morning closing session. Sign-in sheets will be provided and certificates will be prepared for those who register, sign in and attend this session. To register for this session, use the convention registration form. (There is an additional cost to attend. Please go to Section B of the registration form to sign up for this program.)

Six hours of pre-approved ACHE Qualified Education credits will be awarded toward advancement or recertification in the American College of Healthcare Executives for the remaining sessions of the Convention. Participants wishing to have the ACHE Qualified Education hours applied toward credit should list their attendance when applying for advancement or recertification in ACHE.



General & Registration Information

CONVENTION HOTEL

Renaissance Oklahoma City Convention Center Hotel

10 North Broadway

Oklahoma City, OK 73102

Phone: (405) 228-8000 or (800) 859-6877

Fax: (405) 228-8080

Renaissance Rates

King \$144 Double \$144 Club King \$164

A block of rooms has been reserved at the Renaissance Oklahoma City Convention Center Hotel. The Renaissance is attached to the Cox Convention Center by a second level sky bridge. **Rooms are being held until Sunday, Oct. 2.** To make your reservations, call the number shown above. Reservation requests received after the cut-off date will be confirmed on an availability basis. Convention attendees are responsible for making their own hotel reservations. When making your reservations, remember to mention the Oklahoma Hospital Association Annual Convention to receive the convention room rate.

Renaissance Oklahoma City Hotel – This downtown Oklahoma City hotel is just steps, or a courtesy limousine ride, from the Bricktown Entertainment District. You may also enjoy the spa, indoor pool and fitness center, or sip on Starbucks coffee in Caffeina's Marketplace.

The hotel offers 258 rooms and 53 suites that are expressive, yet functional; styled with touches of warm, vibrant colors. The hotel hosts a smoke-free environment in guest rooms as well as all public areas.

Each guest room is equipped with FREE high speed internet. The lobby, meeting rooms and public areas also offer complimentary wireless internet access.

All guest rooms feature the right amenities to accommodate business and leisure guests. Treat yourself to a full menu of spa services available for your embellishment and delight. Beautiful, over-sized rooms and suites include custom duvets, clouds of pillows and luxury linens. Fine dining is available in the hotel, or you can take the Oklahoma Spirit for a quick trolley ride to Oklahoma City's Bricktown area.



PARKING

Those convention attendees who are staying at the Renaissance Hotel may either use the hotel's valet parking service for \$25 for overnight or \$15 for day parking.

Additional parking is available for convention attendees in the Santa Fe Parking Garage, located at Main and E. K. Gaylord, for \$8 per day. Entry to the convention center from the Santa Fe Parking Garage is available from a second level sky bridge to the Renaissance Hotel and continues to the Convention Center.

Although the Cox Convention Center does not own or manage any parking, there are approximately 1,190 spaces located below the convention center. Entrance to this garage is located at the west side of the Cox Center, on Robinson Street. Other parking is also available in the Century Center Garage, located to the north of the Cox Center on Sheridan Avenue. The cost to park in either of these lots is \$8 per day. **As always, parking in the downtown area is a challenge.**

DRESS

During the 2016 OHA Convention & Trade Show, business casual is appropriate dress for all events.

HOW TO REGISTER

Complete both sides of the registration form. Please select the sessions you plan to attend to allow OHA to provide adequate meeting space for each event.

- With the exceptions of a spouse or a guest, each person registering should use a separate registration form. If additional forms are needed, feel free to make copies.
- PLEASE NOTE: OHA is offering COMPLIMENTARY Convention registration for Trustees from OHA member hospitals.
- Return the completed form(s) with a check payable to:
 OHERFT (Oklahoma Hospital Education and Research Foundation Trust)
 PO Box #96 0298
 Oklahoma City, OK 73196-0298
- Return the completed form(s) with credit card information (American Express, Discover, VISA or MasterCard) to:
 OHERFT (Oklahoma Hospital Education and Research Foundation Trust)
 4000 Lincoln Blvd.
 Oklahoma City, OK 73105
- Credit card registrations may be faxed to (405) 424-4507. The member hospital group registration allows a single member hospital (not an entire system) to register a group of employees for discounted registration fees. It does not apply to volunteers or trustees. Each employee must complete his/her own Advance Registration Form.

Complimentary OHA Member Hospital Trustee Registration

Please complete a separate form for each hospital trustee who is registering for the Convention. Complete both the front and back of the form so we will have correct attendee numbers for each session. Remember there is NO COST for trustees from member hospitals to attend the 2016 Annual Convention & Trade Show. (This does not include the volunteer luncheon or ACHE program.)

OHA Member Hospital Registration

10 registrants \$2,350

11-20 registrants \$2,350 +\$100 per person over 10 Over 20 registrants \$3,350+\$75 per person over 19

Each employee must complete his/her own Advance Registration Form.

(Details continued on next page.)

Download the OHA Convention mobile app beginning Oct. 3 for full conference details at your fingertips! Access schedules and important updates on your smartphone before the event and on site. Look for details soon at www.okoha.com/mobileapp.

HOW TO REGISTER (cont.)

To qualify for this fee, all registration forms to which the discounted fee applies must be received by OHA at the same time and payment must be included. Please number the forms being sent together in the place indicated on the registration form. Group registrations must be postmarked on or before Tuesday, Oct. 18, 2016.

- OHA will not refund registration fees received separately. OHA will bill any registration fees for forms received separately at the individual general registration rate.
- The early discounted rate of \$235 or \$60 will apply to registrations postmarked or received on or before Tuesday, Oct. 18, 2016. After Oct. 18, the regular rate of \$260 or \$85 will be charged. OHA member hospital group registrations must be postmarked on or before Oct. 18.
- Each person must register separately to attend the Friday morning ACHE Face-to-Face education session. For those wanting credit, the cost is \$195; for those who do not need credit, the cost is \$100. Use Section B on the registration form to register for this event.
- Representatives from non-exhibiting companies will not be permitted access to the Annual Convention & Trade Show.
- If you are not able to register in advance for the convention, please be prepared to pay when you register or purchase tickets on site.
- The spouse or guest registration fee does not apply to employees of the hospital.
- The member volunteer fee of \$60 applies only to hospital volunteers. Paid hospital employees (directors of volunteers) must pay the general registration fee or be included in a hospital group registration fee.
- Payment can be made using cash, American Express, VISA, MasterCard, Discover, personal checks and company checks. OHA will not bill for on-site registrations.



REQUESTS FOR REFUNDS

Refund requests must be received in writing before 4 p.m., Oct. 14, 2016; however a \$100 per person service fee will be charged. NO REFUNDS WILL BE MADE AFTER OCT. 14, 2016. THERE WILL BE NO EXCEPTIONS.

HANDOUT MATERIALS

Handout materials for sessions will be available for printing on the OHA website at www.okoha.com beginning two weeks prior to the start of the convention as well as on the convention mobile app. Please print the handouts for the sessions you plan to attend prior to the convention. Printed handouts will not be available.

NAME BADGES & TICKETS

Name badges and tickets must be picked up at the OHA Convention & Trade Show registration desk, located on the street level of the Cox Convention Center in the registration area on the west side. Materials will not be mailed in advance.

REGISTRATION DESK HOURS

Participant Registration: 7:30 a.m. - 4:00 p.m., Wednesday, Nov. 2

7:30 a.m. - 3:30 p.m., Thursday, Nov. 3 7:00 a.m. - 10:00 a.m., Friday, Nov. 4

On Wednesday and Thursday, the OHA registration desk will be located on the street level of the Cox Convention Center in the registration area on the west side. On Friday those attending the ACHE session will register on the second level of the Cox Center outside of the ACHE meeting room.

See the Trade Show section of this program preview for information pertaining to vendor registration.

Online Registration

Prefer the Ease of Online Registration? Getting near the registration deadline? Still want to make the Early Bird Registration? Save time, save a stamp—register online.

Go to www.okoha.com to register online using your Visa, MasterCard, Discover or AMEX.

Download the OHA Convention mobile app beginning Oct. 3 for full conference details at your fingertips!

Access schedules and important updates on your smartphone before the event and on site.

Look for details soon at www.okoha.com/mobileapp.

2016 Council on Education

Mark McCroskey, chair, VP/operations, Northeastern Health System, Tahlequah

Dava Baldridge, COO & CNO, Hillcrest Hospital Claremore Richard Barker, FACHE, administrator/CEO, Mercy Health Love County, Marietta

Bill Clark, director, BKD, LLP, Tulsa

Cynthia Duncan, CEO, Roger Mills Memorial Hospital, Cheyenne Lisa Hart, CEO, Elkview General Hospital, Hobart

Edward Herrman, FACHE, president, INTEGRIS Bass Baptist Health Center, Enid

Sam McAdams, FACHE, director/med staff services, GME, St. Anthony Hospital, Oklahoma City

Liz Michael, RN, BSN, CNO/VP patient care services, Stillwater Medical Center

Anna Nguyen, chief clinical officer, The Children's Center Rehabilitation Hospital, Bethany

Kemberley Scully, RN, CEO & CNO, Purcell Municipal Hospital Kim Sherrod, RN, MSN, CNOR, chief nursing officer, Tulsa Spine & Specialty Hospital

Richie Splitt, MS, MBA, FACHE, interim CEO, Norman Regional Health System

Bobby Stitt, administrator, Mercy Hospital Watonga **Connie Strickland**, administrator/CEO, Select Specialty Hospital

Oklahoma City I**a Tucker**, administrator, Mercy Hospital I (

Hospital Association

Joshua Tucker, administrator, Mercy Hospital Logan County, Guthrie Lori Wightman, RN, FACHE, president, Mercy Hospital Ada Mary Winters, VP/education & support services, Oklahoma

OHA would like to thank Crowe & Dunlevy, A Professional Corporation, for their contribution to help cover the cost of the 2016 OHA Annual Convention & Trade Show Preview.

Download the OHA Convention mobile app beginning Oct. 3 for full conference details at your fingertips! Access schedules and important updates on your smartphone before the event and on site. Look for details soon at www.okoha.com/mobileapp.

OHA Annual Convention Advance Registration Form

NOTE: The early discounted registration fee of \$235 applies OHA Member Hospital Registration – over 19 registrants to all registrations postmarked on or before Oct. 18, 2016. For \$3,350+\$75 per person over 20 registrations postmarked after Oct. 18, the general registration Volunteer Registration fee of \$260 will apply. See general and registration information (Does not apply to paid hospital employees) on page 13 for information about member hospital group \$60 Early Bird Member Volunteer (includes lunch) (Prior to Oct. 18, 2016) registrations. \$85 Member Volunteer (includes lunch) NOTE: When using one of the hospital group rates, all (After Oct. 18, 2016) registration forms must be received by OHA at the same time \$125 Non-member Volunteer and must be postmarked on or before Oct. 18, 2016. Please print or type all information. This information will be used **Total of Section A** to prepare your convention name badge. USE ONE FORM FOR **EACH REGISTRANT.** Copies may be made. **B.** Optional Registration for Special Events Name___ Wednesday, Nov. 2 \$35 Volunteer Luncheon First name for badge Friday, Nov. 4 Title ACHE Status \$195 ACHE - (3 hr. ACHE Face-to-Face Education Credit) \$ \$100 ACHE - (No Credit) Hospital/Organization_____ **Total of Section B** Mailing Address _____ City_____State____Zip____ **Amount Enclosed** (add totals from Sections A & B) Email Business Phone (____)___ **Indicate Method of Payment:** Spouse or Guest Attending ___ Check Enclosed (to OHERFT) Make check payable to: OHERFT Please Circle One: Return to: OHERFT Exhibitor President/CEO Vice President Administrator Dept. #96-0298 Administration COO CFO CNO/DON Oklahoma City, OK 73196-0298 CQO CIO CAO CMO Nursing ___Amex ___VISA ___MasterCard ___DISCOVER Director Manager Volunteer Coordinator Supervisor Specialist Trustee Account Number_____ Hosp.Employee Guest Other_ Name as it appears on card_____ A. Required Registration for all Attendees (Please select one or more) **Individual Registration** \$235 Early Bird Member Registration Registrations paid by credit card should be mailed to: (Prior to Oct. 18, 2016) Oklahoma Hospital Association \$260 OHA Member Registration 4000 Lincoln Boulevard (After Oct. 18, 2016) Oklahoma City, OK 73105 \$50 Spouse/Guest Registration Credit card registrations may also be faxed to (405) 424-4507, or (Does not apply to paid hospital employees) e-mailed to bush@okoha.com. You may also register online by \$600 Non-member Registration visiting the OHA website at www.okoha.com. (Employee of Non-Member Hospital) Refund Policy: Requests for refunds must be received in writing Complimentary Trustee Registration before 4 p.m. on Oct. 14, 2016; however, a \$100 service fee will be \$ FREE (Applies to OHA member hospital trustees) charged. No refunds will be issued after Oct. 14, 2016. **Member Hospital Group Registration** __ of ___ forms included (See details on page 13) OHA Member Hospital Registration -10 registrants - \$2,350 OHA Member Hospital Registration – 11-20 registrants

Please complete and return BOTH sides of registration form.

\$2,350+\$100 per person over 10

OHA Annual Convention Advance Registration Form - Session Checklist

Name		9:30-10:30	General Session – "What to Pack for the Journey to High Reliability: Leadership Commitment, Cultural Accountability & Engagement" (Curry)	
Select Your	Sessions			
checklist below t OHA provide ad have selected th	convention experience by indicating on the he sessions you plan to attend. This will also help equate meeting space for each event. After you e sessions you wish to attend, complete Sections pack of this form.	9:30–10:45	"Crisis in Orlando – This is Not a Drill: Crisis Communications and Managing a Mass-Casualty Shooting" sponsored by the Public Relations & Marketing Society of the OHA (Lewis)	
Wednesday, Nov	. 2, 2016	10:30-11:30	"Encountering Diversity: Avoiding Liability While Treating a Diverse Population" sponsored by Oklahoma Society Healthcare Quality and Risk Management (Joiner, Pickard)	
8:30-10:00	Rural Hospital Session – "Doctors, Dollars and Health Reform: Physician Reimbursement from Fee-for-Service to MIPS" (Mosley)			
	"OBI Processes"	10:30-2:30	Trade Show with complimentary lunch	
9:00-11:15	"Show Up, Be Bold, Play Big™" sponsored by Hospital Volunteers of Oklahoma (Hodous)	11:00-12:00	"Marketing to the Modern Patient" sponsored by the Public Relations & Marketing Society of the	
10:00-11:15	General Session - "Legal Update" (Rieger)	_	OHA (Vidrine)	
1:30-3:00	Opening Ceremonies and Keynote – "What is High Reliability, and Why Does Health Care Need It?" (Chassin)	1:00-5:00	"OkAMSS 2016 Fall Conference" sponsored by the Oklahoma Association of Medical Staff Services	
3:00-5:00	"Leadership, Teamwork, and Life - Oh My!" sponsored by Oklahoma Organization of Nurse Executives (Alexander)	1:30-2:30	"What Went Wrong? Risk Management Case Studies and Analysis" sponsored by Oklahoma Society Healthcare Quality and Risk Management (Loomis)	
3:00-5:00	OHA Annual Business and Board Meeting	2:00-3:30	"Democracy is NOT a Spectator Sport! How to	
3:00-5:00	"The Rapidly Changing World of Health Care" sponsored by Oklahoma Healthcare Financial Management Association (CEO/CFO Panel)		Advocate for Positive Change at the Oklahoma State Legislature" sponsored by the Oklahoma Psychiatric Hospitals Association (Roberts)	
5:00-7:00	Chairman's Party	2:45–4:30	General Session – "The 2016 Election: What it Could Mean" (Dowd)	
Thursday, Nov. 3	3, 2016	Friday, Nov. 4, 2016		
8:00-9:30	General Session – "Excellence Derives from Both Successes and Failures in a Healthy Culture" (Wolf)	7:15–8:15	Continental Breakfast and Sooner Healthcare Executives meeting - "Legislative Update" (Jones)	
8:00-12:00	"Live, Love, Laugh & Lead" sponsored by the Oklahoma Society of Directors of Volunteer Services (Hodous)		Zactuaries incetting Degistrative optime (joines)	
8:00-5:00	"OkAMSS 2016 Fall Conference" sponsored by the Oklahoma Association of Medical Staff Services	To register for the following events, go to Section B on the reverse side of this registration form. Wednesday, Nov. 2 Volunteer Luncheon		
8:00-5:00	Education sessions sponsored by the Oklahoma Association of Healthcare Engineers (Array, Suarez, Holderman)	Friday, Nov. 4 Closing Session – "Reaching Excellence in the Patient Experience" (Piché)		
8:30-10:00	"Executive Briefing on Human Resources" (Worman)			



OHA Annual Convention & Trade Show Cox Convention Center & Renaissance Hotel Oklahoma City – Nov. 2-4, 2016

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