THE POWER OF CONNECTION

2019 NDHA CONVENTION AND TRADESHOW
NDHA working in partnership with:

A special thank you to the 2019 NDHA Education/Convention Planning Committee for their participation and input in the planning of this convention!

2018 - 2019 Education & Convention Committee

Chris Albertson, Presentation Medical Center, Rolla
Michelle Bucy, Sanford Health, Fargo
Beth Hetletved, CHI St. Alexius Health Garrison Memorial Hospital, Garrison
Angie Lockwood, UND Center for Rural Health, Grand Forks
DeeAnna Opstedahl, CHI St. Alexius Health Dickinson Medical Center, Dickinson
Jean Roland, Quality Health Associates of North Dakota, Minot
Alfred Sams, St. Andrew’s Health Center, Bottineau
Marcie Schulz, Sakakawea Medical Center, Hazen
Cyndi Siders, Vaaler, Grand Forks
Kathy Skager, Sanford Hillsboro Medical Center, Hillsboro
Marnie Walth, Sanford Health, Bismarck
You’re invited to join us at the Holiday Inn in Fargo, ND for the North Dakota Hospital Association’s (NDHA) 85th Annual Convention and Trade Show!

REGISTRATION INFORMATION
On-Time Deadline: Register by September 20, 2019 | Fees increase $50 after this date.
Please visit our website to register: www.ndha.org → Education → Annual Convention

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<th>Register before September 20 for the registration discount</th>
<th>NDHA Member</th>
<th>Non-Member</th>
<th>Student</th>
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If you would like to have a guest join you for the meals, the cost is $30 per day and will include breakfast and lunch on both days, plus the social on Wednesday.

There is no charge for:
- HFMA members to attend the two ND HFMA sponsored sessions on Tuesday morning.
- ND SHRM members to attend the two ND SHRM sponsored sessions on Tuesday morning.

However, please register for each session you plan to attend so that we have an accurate count for room size. Meals are NOT included with no-charge registrations.

HOTEL INFORMATION
The Holiday Inn in Fargo, ND is the venue for the convention. A block of rooms has been established. Please ask for the NDHA room block. Room block release date is August 31.

Address: 3803 13th Avenue South, Fargo, ND
Phone: 877-282-2700
Room Rate: $109 + tax
Hotel check-in time: 3:00 PM
Hotel check-out time: 11:00 AM

WHAT SHOULD I WEAR?
Business casual attire is appropriate for all sessions. Participants are encouraged to bring a light sweater or jacket as room temperatures are unpredictable.

MEALS & SPECIAL ACCOMMODATIONS
- Meals are included with paid registration fees, or registrations provided complimentary by NDHA.
- If you have a special health, mobility or dietary need, please contact Pam Cook at the NDHA office (701-224-9732) or email pcook@ndha.org. Vegetarian or gluten free meals are available but must be ordered in advance.

CONTINUING EDUCATION
- Application will be made to the ND Board of Nursing for ALL applicable sessions.
- North Dakota Hospital Association is an approved provider of continuing education by the ND Board of Examiners for Nursing Home Administrators. No CEU’s are given for attendance at the NDHA annual business meeting.
- Application may be made to SHRM for human resource professionals. NDHA is looking into the requirements to be a provider.

CANCELLATION POLICY
Please notify NDHA if you need to cancel your registration by calling 701-224-9732 or email Pam Cook at pcook@ndha.org. Refunds will be given to those who cancel their registrations up to three full working days prior to the convention. Cancellations after this deadline will not be eligible for refunds. Exceptions will be made in the case of a medical condition or facility emergency. Registered “no-shows” will be assessed the full registration fee and may obtain the handout materials from the NDHA office.
KEYNOTE SPEAKERS

**Dr. Britt Berrett**

**Tuesday, October 1, 2019 | 12:30 - 1:30 PM**

**OPENING KEYNOTE: PATIENTS COME SECOND**

Based on his co-authored book, Patients Come Second - leading change by changing how you lead which has become a New York Times, USA Today and WSJ Best Seller, Britt’s presentation will discuss how your leadership strategy impacts your outcomes, and if you can take care of your employees first, they will, in turn, take care of your patients. He will cover 10 key points, with examples and humorous stories that will inspire folks to lead differently.

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**Mark J. Lindquist**

**Thursday, October 3, 2019 | 10:30 AM - 12:00 PM**

**CLOSING KEYNOTE: PASSION! 8 STEPS TO REIGNITE**

As working professionals, we could all use a little jolt from time to time. This session may be the only time all year when you take a moment to reflect on the things you need to do to reignite the passion that brought you into the workforce in the first place. World-touring entertainer and actor Mark J. Lindquist offers a keynote that is as entertaining as it is enlightening as he sends you out the door on fire.

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NFL Game Day Package
Stop at the NDHA registration desk to find out how you can win!
Tuesday, October 1, 2019

7:00 a.m.
REGISTRATION OPEN

7:00 - 8:30 a.m.
BREAKFAST

8:30 - 10:00 a.m.
CAH FINANCIALS
Presented by: Darrold Bertsch
**Content:** This session will review the results of the 2018 Financial Analysis of the North Dakota Critical Access Hospitals. The presentation will highlight changes that have taken place over the past 10+ years of the study, and provide a comparison of revenue, contractual and expense trends. Comparisons of CAHs located in the western part of the state versus those located in eastern North Dakota will also be shared.
Recommended audience: HFMA members, CFOs, CEOs, others interested

PROFESSIONAL LIABILITY TRENDS & PRIORITIES
Presented by: Randy Hanson, Ann Fiala and Cyndi Siders
**Content:** This session will address healthcare operations that create professional liability exposure and clinical practices that support professional liability defense. A summary of North Dakota and national malpractice trends related to hospitals and senior care will be discussed. Proactive strategies to manage professional liability exposure will be illustrated through case examples.
Recommended audience: Risk Managers

HR ROUNDTABLE: PEER COACHING AT WORK
Presented by: Jeanne Masseth
**Content:** Peer2Peer coaching is a powerful approach to fast-track leadership development! Crafting an initiative that sparks the collective wisdom of peers is both an art and science. Join us to discover how peer coaching ignites employee engagement and drives better business decisions. During this interactive session, you'll be immersed in a current HR challenge or opportunity you are facing.
Recommended audience: Human Resources

10:10 - 11:10 a.m.
ND HOSPITALS CAN WIN IN THE MSSP THROUGH PATHWAYS TO SUCCESS WITH A COLLABORATIVE ACO
Presented by: Darrold Bertsch and Sue Deitz
**Content:** This presentation will highlight the experiences of North Dakota CAHs that are participating in a collaborative Medicare ACO, and will describe how this work is helping the hospitals and their providers improve care to patients. It will also highlight how participation in the ACO will provide for future increases in Medicare Part B payments, and avoid future Part B payment cuts for those participating in the ACO.
Recommended audience: HFMA members, CFOs, CEOs, others interested

10:10 - 11:10 a.m. (continued...)
Information will also be shared about the experience of the Caravan Collaborative ACO, the largest ACO in the country, in which North Dakota CAHs are participating. What hospitals and clinics, who are not participating in an ACO at the moment, will need to be thinking in the future will be discussed.
Recommended audience: HFMA members, CFOs, CEOs, others interested

RISK MANAGERS LEGAL ROUNDTABLE SESSION
Presented by: Melissa Hauer
**Content:** This legal roundtable will provide an update on recent legal decisions involving risk issues in the health care setting and facilitate an open discussion regarding identification of emerging risk and compliance issues and regulations affecting risk management. This session is intended to be interactive with open discussion. Attendees are encouraged to share their experiences, challenges and best practices.
Recommended audience: Risk Managers

IMPROVING NEW EMPLOYEE ONBOARDING WITH MENTORING
Presented by: Jeanne Masseth
**Content:** Onboarding is a critical time for new employees. It’s when they decide how they feel about an organization and their new role. Unfortunately, companies often view onboarding as an event in which new hires complete paperwork or sit in on training. Lackluster onboarding leads to employee unhappiness and unclear accountability for the new hire. Luckily, these issues can be solved by using mentoring to build strong relationships and help new employees know how they fit into the organization.
Recommended audience: Human Resources

11:10 a.m. - 12:30 p.m.
LUNCH

12:30 - 1:30 p.m.
Opening Keynote
PATIENTS COME SECOND
Presented by: Dr. Britt Barrett
**Content:** Based on his co-authored book, Patients Come Second - leading change by changing how you lead which has become a New York Times, USA Today and WSJ Best Seller, Britt’s presentation will discuss how your leadership strategy impacts your outcomes, and if you can take care of your employees first, they will, in turn, take care of your patients. He will cover 10 key points, with examples and humorous stories that will inspire folks to lead differently.
Recommended audience: All disciplines
Tuesday, October 1, 2019  
1:40 - 5:00 p.m.
NDHA ANNUAL BUSINESS & MEMBER MEETING
Join NDHA leaders for an association update including financial and legislative information, and a Washington update. NDHA hospital members only

1:40 - 2:40 p.m.
MINDFULNESS, MEDITATION, AND THE CHEMISTRY OF KINDNESS

Presented by: Melanie Carvell
Content: Do you need simple, proven tools to help you cope with countless everyday distractions and overwhelming stress? Are you ready to experience more joy and happiness while also improving your focus and concentration? Scientific studies have shown that practicing mindfulness, meditation and kindness can literally re-wire our brains. You will leave this uplifting presentation equipped with tools to help you recharge and restore your wellbeing and joy, while improving your ability to react more thoughtfully to personal and professional challenges.
Recommended audience: Nurses, but all are welcome

THE BASICS OF FMLA

Presented by: Debra Weiss, Meagher & Geer, P.L.L.P
Content: This presentation will provide a general overview of the FMLA law, recent case law of interest and practical tips for employers to consider in complying with the law.
Recommended audience: Human Resources

2:50 - 3:50 p.m.
MULTIGENERATIONAL NURSES IN THE WORKPLACE: NO, NO...IT'S NOT FIGHT CLUB, IT'S NURSE CLUB!

Presented by: Lea Dell, Christa Hugelen, Karen Munkeby, Evelyn Quigley, K.C. Robison
Content: Patient acuity in hospital settings continues to increase, and there is greater emphasis on patient outcomes. Today, the nursing workforce comes from diverse backgrounds, spans four generational age groups, not to mention that there are many men in the mix, too. In fact, many people enter nursing as a second career, and therefore, bring with them experience from other industries. With multiple generations working side-by-side in hospitals, medical offices, and even within individual units, it can be a challenge. Each group has unique characteristics that add complexity to the workforce and this can add challenges to providing optimal patient care. After all, workers from each generation have unique mindsets shaped by their different upbringings and backgrounds. They have their own perspectives on everything from work-life balance to communication styles to what it means to be a loyal employee, and it can sometimes lead to conflict or lower staff morale.
Recommended audience: Nurses

2:50 - 3:50 p.m.  
WORKPLACE BULLYING: WHAT YOU NEED TO KNOW
Presented by: Paula Graner
Content: During this session, attendees will learn to recognize the difference between bullying and conflict. Attendees will learn to identify signs of bullying, when to initiate a conversation, and how to guide the conversation towards a desired outcome. You will learn tips and tools to proactively affect bullying in the workplace. If you would like to see civility in the workplace, this session is for you.
Recommended audience: Human Resources

4:00 - 5:00 p.m.
NDONE MEETING

5:00 - 6:00 p.m.
ND RISK MANAGERS MEETING

Wednesday, October 2, 2019

7:00 a.m.
REGISTRATION OPEN

7:00 - 8:00 a.m.
BREAKFAST

8:00 - 9:00 a.m.
Pennsylvania’s Rural Health Model
Presented by: Kate Slatt
Content: This presentation will describe the impetus for a new payment model for rural hospitals in Pennsylvania; the origins of Pennsylvania’s Rural Health Model; the model’s design; lesson’s learned during the design and recruitment; and the current status of the model.
Recommended audience: All Disciplines

9:10 - 10:10 a.m.
BEING YOUR BEST DURING YOUR ORGANIZATION’S WORST DAYS: CRISIS MANAGEMENT
Presented by: Bob McNaney
Content: This presentation will immediately ask the audience to consider their organization’s readiness for a crisis. It will include real-life examples of how and how not to handle a crisis. Tools will be provided to help attendees understand the best practices for protecting a brand. As part of the presentation, attendees will also learn best practices for developing a crisis communication plan, a crisis communication team, and examples of effective messaging. Social media has become an increasingly large player in both responding to and measuring the crisis and its impact on a company’s brand. We will walk through our approach to real-time monitoring in order to shape strategy.
Recommended audience: All Disciplines
Wednesday, October 2, 2019 (continued...)

10:10 - 12:30 p.m.
TRADE SHOW
Lunch served from 11:30 a.m. to 12:30 p.m.
Join NDHA and spend time with the vendors to find out the latest and greatest products and services for your facility!

12:30 - 1:30 p.m.
LOAN REPAYMENT & OTHER RESOURCES FOR SUCCESSFUL WORKFORCE RECRUITMENT AND RETENTION
Presented by: Stacy Kusler, Bobbie Will, and Brittany Ness
Content: The Center for Rural Health, the North Dakota Primary Care Office, and the Area Health Education Centers come together to present on the topic of loan repayment and other support resources available for the successful recruitment and retention of providers to rural areas within the state. Topics to be covered include loan repayment options, free recruitment and retention resources, clinical rotation support, and workforce pipeline activities that help communities "grow their own" future healthcare workforce.
Join us for this information packed session, and walk away with some tools you can begin using as soon as you get back to the office!
Recommended audience: All Disciplines

1:40 - 2:40 p.m.
MEDICAL MARIJUANA PROGRAM UPDATE & INFORMATION
Presented by: Jason Wahl
Content: This session will discuss the Medical Marijuana Program, including the status of the program, application process, types of products, roles and responsibilities of health care providers, and other program information.
Recommended audience: All Disciplines

2:50 - 3:50 p.m.
YOUTH SUICIDE: A GROWING PROBLEM
Presented by: Kirk E. Mittelman
Content: You respond to an attempted suicide. Upon arrival you find a 12-year-old male has multiple lacerations on his arms and wrists. What drives kids at such a young age to suicide? Have you ever thought maybe you could have done more to help? In this session we will look at youth at risk, youth suicide and the effect it has on family members and providers. We will discuss the warning signs of suicide and how to deal with someone who is threatening suicide. Kirk asks that you come with an open mind to this session and be prepared to face your deepest fears to help us all solve a growing problem.
Recommended audience: All Disciplines

4:00 - 5:00 p.m.
THE MISSION-DRIVEN CHALLENGE: HOW CAN HOSPITALS KEEP THEIRS ALIVE
Presented by: Ryan Johansen and Brad Krum
Content: The words of change, but in the missions of most community and critical access hospitals, the sentiment is constant: to provide care that is patient-focused, community-oriented, and promotes a healthy lifestyle. Like the sentiment, though, organizations across the state are challenged to keep that mission alive in an environment of aging populations, shifting policy and revenue streams, and facilities designed for different care models. In this discussion, revenue streams and care models from outpatient and telemedicine services to the concept of "co operation" will be examined to explore ideas and innovations that keep organizational missions alive by keeping their hospitals solvent and resilient.
Recommended audience: CEO's

CFO ROUNDTABLE
Moderated by: Alfred Sams
Content: CFO's and those involved with the revenue cycle should attend this session to network with each other and discuss financial movements and trends seen in the healthcare industry.
This session is for NDHA member CFO's and finance staff only.

HOW DID THAT REALLY HAPPEN? RECOGNIZING CHILD ABUSE
Presented by: Kirk E. Mittelman
Content: Have you ever thought "How did they really do that?" and then feel the real need to "Say Something"? How we recognize and react to suspected child abuse and neglect is of grave concern to all. Yet we don't spend very much time talking about it, training on it or even thinking "What would I, should I do?" Is child abuse, neglect and maltreatment truly increasing or are we just ignoring the facts? In this session, Kirk will explore case studies of suspected, confirmed and debunked cases of abuse, neglect and maltreatment. What constitutes child abuse, neglect and maltreatment? Join Kirk as he works from case to case to determine how the injury occurred, what signs we all need to look for and when is the right time to report what you see.
Recommended audience: Nurses, but all are welcome.

5:30 p.m.
EVENING SOCIAL

6:00 p.m.
CORNHOLE TOURNAMENT
Join us for an evening of fun! Register your team of two in our Cornhole Team Tournament.
Entry Fee: $40 per team
Registration Deadline: September 20, 2019
Thursday, October 3, 2019

7:00 a.m. - Noon
REGISTRATION OPEN

7:30 - 8:30 a.m.
BREAKFAST

8:30 - 10:30 a.m.
CEO LEGAL ROUNDTABLE
Presented by: Melissa Hauer
Content: The CEO legal roundtable will facilitate an open discussion regarding recent legal decisions, regulations, and public policy affecting the health care profession in North Dakota. This session is for NDHA member hospital CEO’s only.

8:30 - 10:00 a.m.
BETTER WAYS TO PAY RURAL HOSPITALS AND PHYSICIANS: VALUE-BASED PAYMENTS THAT SUSTAIN ESSENTIAL SERVICES IN RURAL COMMUNITIES
Presented by: Harold Miller
Content: Value-based payment initiatives are supposed to improve the quality and affordability of care for patients, but will current approaches work in rural areas? Will proposed changes in payments for rural healthcare services sustain essential services and prevent rural hospitals from closing? Harold Miller will explain why shared savings, global hospital budgets, and other value-based payment proposals are problematic for rural hospitals. He will describe better approaches that can sustain essential services and improve access to primary care and specialty services in rural areas.
Recommended audience: CFO’s and finance staff

8:30 - 9:30 a.m.
CREATING A CULTURE OF SITUATIONAL AWARENESS AND CRITICAL THINKING
Presented by: Cyndi Siders
Content: Is your culture designed to support patient safety, employee safety and ongoing safety conversations as part of daily operations and clinical care? Are your leaders, managers and designated shift supervisors prepared to lead the way when faced with challenging events, patients, staff and family members? The ability to critically think, prioritize, thoughtfully delegate and support situational awareness of a team are core competencies of effective leadership. This presentation will address strategies for building a team of situationally aware managers, supervisors, shift leaders and charge nurses. Topics will include a team model for situational awareness, concurrent risk and safety identification, critical thinking as a daily work practice, communication strategies to optimize team performance and patient, family and staff “messaging” when faced with difficult questions and unplanned situations. Illustrated case scenarios and facilitated discussion will be incorporated throughout the session.
Recommended audience: Nurses, but all are welcome.

9:30 - 10:30 a.m.
NURSE NETWORKING SESSION
Presented by: Bridget Weidner and Marcie Schulz
Content: Attend this session to network with your peers, learn about an amazing collaboration with the healthcare community for the implementation of a patient/family advisory council, and also hear a report from the state on top deficiencies.
Recommended audience: Nurses

10:30 a.m. - Noon
Closing Keynote
PASSION! 8 STEPS TO REIGNITE YOURS!
Presented by: Mark J. Lindquist
Content: As working professionals, we could all use a little jolt from time to time. This session may be the only time all year when you take a moment to reflect on the things you need to do to reignite the passion that brought you into the workforce in the first place. World-touring entertainer and actor Mark J. Lindquist offers a keynote that is as entertaining as it is enlightening as he sends you out the door on fire.
Recommended audience: All Disciplines
BRITT BERRETT, PhD, FACHE, is the former president of Texas Health Presbyterian Hospital Dallas and executive vice president of Texas Health Resources. He is an Executive Coach with MEDI and has more than 25 years of experience as a hospital president and CEO. His background includes leadership in faith based, investor-owned and academic teaching hospitals ranging from small to large. Dr. Berrett holds a doctorate from the School of Economics, Policy and Political Science at the University of Texas at Dallas, a Master of Science degree in health administration from Washington University School of Medicine in St. Louis, and a bachelor's degree in finance from Brigham Young University. He is a Fellow in the American College of Healthcare Executives and has served as Regent for six years. Currently, Dr. Berrett is the program director and clinical faculty of Health Care Management at the University of Texas at Dallas in the Jindal School of Management. He lectures nationally and internationally and is a featured speaker at industry and professional events.

DARROLD BERTSCH is the CEO of Sakakawea Medical Center, a Critical Access Hospital located in Hazen, North Dakota and is also the CEO of Coal Country Community Health Center, an FQHC located in Beulah, North Dakota. Darrolld has served in this unique shared CEO role for the last 4 ½ years, leading collaborative efforts that have improved the delivery of patient care and the financial performance of both organizations. Darrolld has worked in healthcare for 40 years, the last 20 as a CEO.

MELANIE CARVELL is an inspirational speaker with over 30 years of experience in health care and management. As a physical therapist, she recognizes and understands the value that mindfulness, meditation, compassion, and kindness bring to the workplace and to those we serve. Melanie is a six-time All American Triathlete, certified worksite wellness consultant, and author of Running with the Antelope: Lessons of Life, Fitness and Grit on the Northern Plains. Melanie was named Sanford Heath's "Manager of the Year" in 2016 and was just recently named one of the state's Leading Ladies by the North Dakota Women's Center for Technology and Business.

SUE DEITZ, MPH, serves as a Vice President of Business Development. Through her work in Caravan Health's Accountable Care Organizations (ACOs), Comprehensive Primary Care Plus Program (CPC+) and Transforming Clinical Practice Initiative (TCPI), Sue supports providers in understanding and preparing for value-based payment models. Prior to this position, she was the Executive Director of Critical Access Hospital Network in Eastern Washington for almost a decade. At the CAHN, she leveraged rural collaboration to secure over 25 grants that targeted projects to better position community providers for healthcare reforms and test an infrastructure designed to stabilize and strengthen the local and regional delivery systems. Sue earned a Master's Degree in public health from University of Illinois at Chicago with an emphasis in community health sciences. Her areas of expertise include health disparities, health information technologies, and chronic disease management and prevention.

ANN FIALA has more than 30 years of healthcare experience working in a variety of settings throughout her career. With a background in quality and compliance, she has spent the last 15 plus years in leadership positions. She has trained in LEAN process improvement methodology and is a certified TeamSTEPPS Master Trainer. Ann has extensive experience in medical staff credentialing, regulatory readiness, patient-centered care, utilization and case management, and data analytics. With a passion for patient safety, she has worked with organizations to proactively improve outcomes through aligned quality and risk management. Ann holds a Bachelor of Science degree in nursing from Bradley University in Peoria, Illinois, and she is certified in both risk management and compliance.

PAULA GRANER shares her passion to make life "just a little better" for every person she encounters. Paula creates training programs specific for the needs of today's business environment. Ms. Graner utilizes her years of experience in human resources in county government as foundation for training topics trending today. Paula recognizes effective communication, in all aspects of work are the fundamental skills needed for companies and organizations to thrive. Paula is a certified trainer, with John Maxwell, Developmental Dimensions International and she is a certified Professional in Human Resources. A graduate of North Dakota State University, Paula also has Master's Degree in Business Administration from the University of Mary.

RANDALL S. HANSON is an attorney with Camrud, Maddock Olson and Larson, Ltd. He is a native of McVille, North Dakota, who graduated from the University of North Dakota Magna Cum Laude in 1988 and the University of North Dakota School of Law, With Distinction, in 1991. He is licensed to practice in all state and federal courts in North Dakota and Minnesota. Rand’s practice areas include medical malpractice defense, health law and counseling, insurance defense and coverage issues, serious personal injury litigation, product liability and pharmaceutical litigation and appellate practice.

MELISSA HAUER is General Counsel at the North Dakota Hospital Association. Prior to joining NDHA, Melissa served in both the private and public sectors. She started her career practicing law in Washington and, after deciding to return home, she practiced with a Bismarck law firm primarily in the areas of lobbying, family law, wills, trusts, and estates, and litigation. She also served as General Counsel for Sanford West, the North Dakota Insurance Department, and the North Dakota Department of Human Services. Melissa has a bachelor's degree, cum laude, from the University of North Dakota and received her law degree, cum laude, from the Gonzaga University School of Law in Spokane, Washington.

STACY KUSLER is the Workforce Specialist for the Center for Rural Health. She works with the entire workforce pipeline including the AHEC and the Primary Care Office, and helps connect healthcare workforce to rural and underserved communities throughout the state of North Dakota. She has been in her position since 2014.

MARK J. LINDQUIST has appeared in ABC's LOST, CBS' Hawaii Five-0 and the Universal Studios movie "Battlefield,'" as a world-touring entertainer who has performed live for over 3 million people in 22 countries and 44 states throughout his career. As a highly sought-after National Anthem singer, he performs for the largest crowds in America for teams such as the Minnesota Vikings, the Los Angeles Dodgers, Duke University Men's Basketball, the College World Series, the NCAA and in venues such as Madison Square Garden.

JEANNE MASSETH is the founder of Legacy Talent Development Inc. Workplace learning has been her expertise for nearly 20 years. She works alongside clients to co-create development experiences specific to their most critical talent challenges. Her wheelhouse is crafting high-impact mentoring programs and leadership think tanks. She helps companies foster their talent pipeline through strong mentorship. Jeanne also facilitates peer advisory groups for leaders who wish to accelerate their development, elevate their goals, and make better business decisions. Jeanne is certified as a facilitator, consultant and trainer in addition to maintaining SHRM-SCP designations. She earned a master's degree in Human Resources. And holds membership in the Association for Talent Development, Chamber of Commerce and Society for Human Resource Management. When She's not working, you'll find Jeanne cheering on her children's activities, traveling, running, and enjoying time on the water.
BOB MCNANEY is a globally minded crisis management and crisis communications strategy counselor who drives results by supporting organizations of all sizes through crisis and issue response, crisis preparedness management, executive and senior leadership counseling, and media coaching. Bob serves as trusted outside crisis counsel to CEOs, boards and executive leadership teams before, during and after situations which may impact the bottom line and reputation of their enterprises. Bob supports organizations in various sectors, including health care, higher education, financial and retail. Prior to joining Padilla, Bob was a National Emmy Award-winning investigative journalist with more than 24 years of international reporting experience.

HAROLD D. MILLER is the President and CEO of the Center for Healthcare Quality and Payment Reform (CHQPR), a national policy center that facilitates improvements in healthcare payment and delivery systems. Miller also serves as Adjunct Professor of Public Policy and Management at Carnegie Mellon University. He is one of the eleven members of the federal Physician-Focused Payment Model Technical Advisory Committee that was created by Congress to advise the Secretary of Health and Human Services on the creation of alternative payment models. He has written a number of widely-used papers and reports on health care payment and delivery reform, and he has worked in more than 40 states to help physicians, hospitals, employers, health plans, and government agencies design and implement payment and delivery systems.

KIRK E. MITTELMAN is a 36-year veteran of EMS and Public Safety. He retired in 2001 from Provo City Police after 22 years. After his career in Law Enforcement, he went to work full time in the Fire/EMS service where he again retired after serving as a Paramedic Captain and EMS Coordinator for Eagle Mountain Fire Department. He teaches all levels of EMT’s and wilderness medicine and is the EMS Paramedic Program Director for the College of Southern Idaho. Kirk and his wife of almost 40 years founded Mt Nebo Training in 1991 and together developed one of the largest EMS private teaching groups in the United States. With over 20,000 students in the past 25 years, including over 500 new Paramedics trained in Utah, they have left a large footprint on EMS both in Utah and Nationally. In his spare time he travels to 3rd World countries as a volunteer teaching EMS to physicians, nurses and EMS personnel.

BRITTNEY NESS is the director of the Eastern Area Health Education Center (AHEC), and works to support future healthcare workforce through programs including HOSA and clinical rotation support for students training in rural areas. She joined AHEC in December of 2018.

ALFRED SAMS the CEO at St. Andrew’s Health Center in Bottineau, ND. He served as the CFO prior to becoming CEO in December of 2016. Alfred received a Bachelor’s degree in Finance and a Master’s degree in Economics from Texas Tech University. He previously worked as a business consultant and taught Business and Finance classes at Ferris State University in Michigan. Alfred currently lives in Bottineau with his wife and two children.

MARCIE SCHULZ is the Director of Patient Care at Sakakawea Medical Center in Hazen, ND. She has been with SMC since 2009. Marcie’s role as Director of Patient Care is to provide administrative direction and support to nursing, ancillary services, and hospice/palliative departments. Additionally, she is responsible for quality assurance, risk management and emergency preparedness. Marcie has a Master of Science degree in Nursing Administration and Business Administration from the University of Mary, Bismarck, ND. In addition she has a registered nurse bachelor’s degree and a bachelor’s of business management, also from the University of Mary. Marcie is the current Chair of the ND CAH Quality Network.

CYNDI SIDERS, RN, MSN, DFASHRM, CPHRM, CPPS, Cyndi is an Executive HealthCare Consultant with Valsar Insurance. She has more than 30 years of healthcare, administrative and insurance experience, 25 of those focused-on risk management and patient/resident safety. Cyndi provides customized risk management and patient safety professional consultation and strategic support, coaching, mentoring and education for healthcare organizations and health systems; risk management, insurance and claims management companies and insurance agencies. She is a registered nurse with a master’s degree in nursing and holds certifications in healthcare risk management, patient safety and TeamSTEPPS. Cyndi is a national author and speaker on a variety of risk management and patient/resident safety topics.

KATHRYN (KATE) SLATT is the senior director, innovative payment and care delivery, at The Hospital & Healthsystem Association of Pennsylvania (HAP). In this role, she leads the association’s efforts related to value-based payment programs. Ms. Slatt also identifies and analyzes important public policy issues related to Medical Assistance, Medicare, and programs for the uninsured. Prior to joining HAP, Ms. Slatt worked as Strategic Provider Relations and Initiatives Director for Highmark, Inc., where she was responsible for developing and leading strategic relationships with provider partners.

JASON WAHL became the Director of the Division of Medical Marijuana in January of 2018. He has over 23 years of state government experience.

BRIDGET WEIDNER is a Program Manager with the Department of Health and currently manages the Hospital program in addition to several other regulatory programs. She has a Bachelor of Science degree in Medical Technology from the University of Mary and a Master of Public Health degree from the University of Illinois at Chicago. Bridget worked at St. Alexius Medical Center in Bismarck prior to joining the North Dakota Department of Health.

DEBRA WEISS, Partner, Meagher & Geer PLLP, has focused her practice in the area of employment litigation and counseling, where she regularly assists employers with all aspects of employment matters. She helps employers navigate through the complicated and often-technical myriad of state, federal and local statutes and laws impacting employment decisions from the hiring process to performance evaluations, discipline, and separations, as well as litigation arising from all of those stages. Ms. Weiss understands that business decisions are not always made in the courtroom and she works diligently to design practical solutions that balance a company’s legal compliance issues with its business objectives and goals in an evenhanded and creative way.

BOBBIE WILL is the director of the North Dakota Primary Care Office and works with communities, facilities, and healthcare workforce on loan repayment programs, as well as access to primary care. Bobbie has been in her current role since 2016.