Overview: Modern Healthcare’s recent outsourcing survey revealed a 14% growth in healthcare outsourcing of the 42 firms that responded to the survey. The survey also revealed a shift in the types of outsourced services, as well as the rationale for doing so. This webinar will address benefits and challenges to optimizing outsourcing and consulting engagements.

A decision algorithm will be presented to assist in determining the need for an external engagement and to determine what type of engagement is optimal to achieve the desired goals of both parties. Additionally, information will be provided to ensure appropriate communication pre-engagement, ongoing mutual communication and expectations during the engagement, and information regarding follow up post engagement.

Drawing on the expertise of having served in roles of both consultant/contractor and hospital/health care executive, the speaker will present case studies and real examples of arrangements typical in hospitals around the country. Although the primary focus will be on agreements with Community Hospitals, the learning and information is generally applicable to any size health care setting.

Learning Objectives:
- Understanding the decision making process to enter into an agreement for external expertise
- Gain knowledge of a decision algorithm to determine if external expertise is needed, under what structure and with what expectations
- Develop solid communication tools and structure to ensure the development of a true partnership
- Gain understanding of when an engagement is no longer working or when revision is needed

Target Audience: Hospital/Health Care System Senior Management, Nurse Executives, Physicians or Medical Group Practices, Middle Managers involved in Outsourcing and Contracting

Faculty: Linda Summers, FACHE, MBA, OT, currently serves as the Chief Operating Officer at TLC Health Network in Irving, New York. In this capacity, she serves as a member of the Lake Erie Health System executive leadership team and oversees the day-to-day operations of Lake Shore Health Center in Irving, New York as well as each of the TLC Health Network Clinic facilities. Prior to this role, she served as the Vice President of Performance Support for RehabCare Group, a division of Kindred Healthcare and as the Chief Operating Officer at Charles Cole Memorial Hospital in Coudersport, Pennsylvania. Ms. Summers is an accomplished, masters prepared, board certified health care executive with a clinical background as an Occupational Therapist. Her experience in both hospital operations, and contract management and outsourcing, provides a balanced perspective to this important subject.
Registration:

There is a site fee of $175.00 for NDHA Member Hospitals and $300.00 for Non-members for this course. **Member Hospital is referred to as an individual freestanding facility, not a hospital system.** The registration fee provides you with one phone number, Web connection and a downloadable handout. Numerous people at one physical site are encouraged to participate in the Web Conference through one registration (utilizing the same telephone/Web connection). If any additional locations or facilities are added into your connection, additional registration fees will be charged. If participants at your site require more than one telephone/Web connection, additional registration fees will be charged.

Prior to the program you will receive an e-mail containing instructions on how to connect to the conference. This e-mail will also contain codes to access the conference call. Advance registration by **June 3, 2013** is required to ensure delivery of instructional materials. **A late fee of $25.00 will be charged for any registrations after this date.** This fee is necessary, as we are being charged a late fee for any last minute registrations that require an overflow line on the bridge. If you do not receive an e-mail from Linda Simmons prior to the program with your handouts and dial-in information, please contact her at 701 224-9732.

Please contact Linda Simmons at 701 224-9732 or lsimmons@ndha.org for further information. You may register by fax (701) 224-9529, online at [http://www.ndha.org](http://www.ndha.org) under Education or by mail PO Box 7340, Bismarck ND 58507.

Registration fees are non-refundable unless notice of an individual’s cancellation is received at NDHA **five working days prior to the event**, in which case a cancellation fee of $50.00 will be deducted from your registration fee. If notice of cancellation is received after this date, there is no refund. You will be billed whether or not you attend the program.

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**Optimizing Outsourcing and Consulting Agreements 6/12/2013**

Facility ________________________________________________________________

Contact Name/Title ______________________________________________________

E-Mail ________________________________________________________________

Phone Number _________________________________________________________