

**CELEBRATING
95 YEARS
OF HEALTHCARE
ADVOCACY**

**SDAHO
Annual
Convention**
September
22-24, 2021

WELCOME TO THE SDAHO ANNUAL CONVENTION

We are so excited to be meeting in person again for our Annual Convention after a tumultuous 16 months. This year's convention will highlight many hot topics including marijuana legalization, workforce, behavioral health, and of course Covid-19. Along with our usual speaker led sessions, we also have several panel sessions featuring healthcare leaders from across the state. To celebrate all healthcare professionals, SDAHO is hosting an appreciation concert performed by the Hegg Brothers. Thank you for your dedication to the healthcare profession before, during and after COVID-19. SDAHO appreciates you and we look forward to celebrating you in September.

Schedule at-a-Glance

Wednesday, September 22

1:00 - 6:00 pm Golf Outing at Willow Run

4:00 - 5:30 pm SDONL Board Meeting

5:30 - 7:00 pm Welcome Social

Thursday, September 23

7:15 - 8:30am Breakfast

7:30 - 8:00am SDHEG Annual Meeting

8:00 - 9:30am SDHEG Panel Discussion: Diversity, Equity and Inclusion

8:30 - 9:30am Opening Keynote: The 4 Disciplines of Execution

9:45-10:45am Cannabis: The Basics and Beyond
Pandemic: Crisis Standards of Care Plan
How to Retain & Reward Top Talent in Today's Healthcare Industry
Improving Knowledge and Awareness of Palliative Care through a Statewide Network
SDHHRA: Leading through Change and Transition
SDHIMSS: Establishing Social Determinants of Health Networks as Community Anchors
SDONL: ALICE Information session - Active Killer Strategies (Part 1)
SDHIMA: Research Billing Compliance
SDAHQ: Behavioral Health Access in SD

11:00am-12:00pm Be the Leader Nobody Wants to Leave
Covid-19 The Physician's Perspective
Rural Emergency Hospitals
Connecting through Music in Dementia Care
SDHHRA: Effects of Marijuana Legalization in the Workplace
SDONL: ALICE - Active Killer Strategies, Part 2
SDHIMSS: Using Remote Patient Monitoring to Improve Patient Outcomes
SDHIMA: Dissertation on Passing Credentialing Exams
SDAHMPR: Proactive and Creative Marketing Solutions, Bright Idea Award Case Study
SDAHQ: South Dakota Project Firstline

12:00-1:00pm Lunch - AHA/LeadingAge Updates

1:15-2:15pm The #1 Unmentionable: Succession Planning
This is NOT a Test – Emergency Response During a Plane Crash
How Can Evidence-Based Programs Improve Outcomes Among Older Adults
The Future of Home Health... Value-Based Purchasing & PDGM
SDHHRA: What's your style? An Overview of the DiSC® Model
SDHIMSS: Bridging the Gap: Educating the Next Healthcare Virtualist
SDHIMA: HIPAA & Privacy in Today's World
SDAHMPR: Running Digital Ads in a HIPAA World
SDHSWA: The Link: Empowering Individuals to Seek Care and Provide a Link to Services
SDAHQ: Quality Improvement Basics: Process Mapping



Schedule at-a-Glance (cont.)

2:25-3:25pm	Culture Eats Strategy for Breakfast 340B Update Nursing Home Regulatory Update Hospice Regulatory Roundup SDHHRA: What is SD DLR "Bring Your 'A' Game to Work" training? SDHIMSS: The Increasing Importance of Network Connections for Healthcare SDHIMA: Navigating the Coding, Billing and Compliance Challenges during the PHE SDAHMPR: Crisis Communication & Media Techniques SDHSA: Mobile Crisis Team SDAHQ: Embedding a Culture of Quality Improvement
3:30-4:30pm	SDAHO General Membership Meeting SDAHMPR: Crisis Communication & Media Techniques/Meeting (Cont.) SDHSA Affiliate Board Meeting SDHIMSS General Business Meeting SDHHRA General Business Meeting SDAHQ General Business Meeting SDHIMA General Business Meeting
4:30-6:30pm	Vendor Show & Social
8:00-10:00pm	Appreciation Concert Featuring The Hegg Brothers

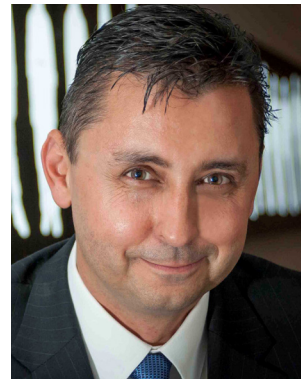
Friday, September 24

7:30-8:30am	Breakfast
8:30-10:00am	Panel: Innovations in Behavioral Health - Solutions that are Happening Now in South Dakota
10:15-11:45am	Panel: Covid: Lessons Learned & Creative Strategies to Prepare for the Future
11:45am-1:00pm	Awards Luncheon
1:00-2:00pm	Closing Keynote: Dream Makers

Keynote Speakers

Chris McChesney

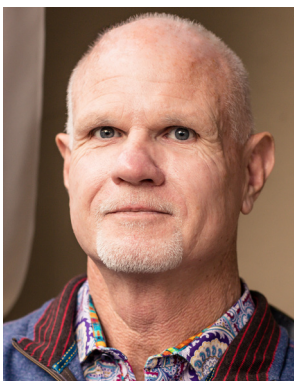
Chris McChesney is the co-author of the best-selling book in the world on strategy execution. He is the Global Practice Leader of Execution for FranklinCovey Co. and one of the primary developers of The 4 Disciplines of Execution. For more than a decade, he has led FranklinCovey's ongoing design and development of these principles, as well as the consulting organization that has achieved extraordinary growth in many countries around the globe and impacted hundreds of organizations. Chris has personally led many of the most noted implementations of the 4 Disciplines, including the State of Georgia, Marriott® International, Shaw Industries, The Ritz-Carlton Hotel Company®, The Kroger® Co., The Coca-Cola Co.®, Comcast, Lockheed Martin Corporation, and Gaylord Entertainment. This practical experience has enabled him to test and refine the principles contained in The 4 Disciplines of Execution from the boardroom to the front line of these and many other organizations.



Jim Morris

Jim's cinderella story serves as testimony to the power of dreams and their ability to inspire and transform human life. His meteoric rise from a 35-year old high school teacher to flame-throwing major league pitcher in three months made cinematic history with the release of The Rookie, starring Dennis Quaid. Jim's rise from obscurity became the feel-good story of 1999. After pitching for the Tampa Bay Devil Rays in 1999 and 2000, Jim Morris signed with the Los Angeles Dodgers and retired from baseball in 2001.

Jim lives with his family near San Antonio and travels the world as America's foremost inspirational and motivational speaker. His story has become an inspiration to anyone interested in overcoming life's obstacles and living their dreams. Jim has participated in such prestigious events as The Million Dollar Round Table, numerous speaker showcases, and is the author of "The Rookie."



Schedule

SDAHO GENERAL SESSIONS

Wednesday, Sept. 22

1:00 - 6:00 pm

18-Hole Golf Outing and Social at Willow Run | Sponsored by Eide Bailly

Kick off the convention by participating in this fun, popular event. All skill levels are invited. Please see www.sdaho.org for more information or contact Kallee at (605) 361-2281 or kallee.rydland@sdaho.org with questions.

5:30 - 7:00 pm

Welcome Social | Sponsored by SDAHO Enterprises

Waters Edge Lounge located in the Sheraton Sioux Falls

Thursday, Sept. 23

7:15 am

Welcome Breakfast

8:30 am

Opening Keynote

The 4 Disciplines of Execution | *Chris McChesney, Author | CE: 1.0 NHA; 1.0 SW; 1.0 AHIMA* | Do you remember the last major initiative you watched die in your organization? Did it go down with a loud crash? Or was it slowly and quietly suffocated by other competing priorities? By the time it finally disappeared, it's likely no one even noticed. What happened?

The "whirlwind" of urgent activity required to keep things running day-to-day devoured all the time and energy you needed to invest in executing your strategy for tomorrow! The 4 Disciplines of Execution (4DX) can change all that forever.

4DX is not theory, but a proven set of principles and practices that have been tested and refined by hundreds of organizations and 126,000+ teams over many years. When a company or an individual adheres to these disciplines, they achieve superb results – regardless of the goal. 4DX represents a new way of thinking and working that are essential to thriving in today's competitive climate. Gain a deeper understanding of the skills, processes, and disciplines that are essential to strategy execution.



9:45 am

General

Cannabis: The Basics & Beyond | *Dr. Karen Randall, Southern Colorado Emergency Medicine Associates | CE: 1.0 NHA; 1.0 SW* | Dr. Randall's session will start with the basics of cannabis, so attendees will understand why high-potency THC and cannabis products are dangerous. She will then discuss the issues being seen in the emergency department, such as cannabis-induced hyperemesis, acute psychosis, polysubstance abuse, EVALI (vaping lung injuries), and cardiovascular/stroke presentations as they affect patients. Dr. Randall will discuss precautions medical providers need to understand when their patients are on chronic cannabis. Dr. Randall will share her experience as an emergency medicine physician in the third largest emergency room in Colorado and the impact cannabis is having on their community and state.

Leadership

How to Retain & Reward Top Talent in Today's Healthcare Industry | *Ryan Milliman, Modern Capital & Alexander Yaffe, Pearl Meyer* | Ryan Milliman and Alexander Yaffe will provide a brief overview of the new House Bill 1154, Prohibition on Healthcare Non-Compete Employment Contracts in South Dakota. They will discuss best practices and competitive advantages when structuring overall compensation and benefits for leadership teams and key physicians/providers (e.g., independent compensation consulting and total remuneration studies). This session will introduce attendees to non-qualified deferred compensation solutions to enhance long term retention of top-level talent, as well as offset negative fallout from House Bill 1154.

General

Pandemic Crisis Standards of Care Plan | *Panel Discussion* | *CE: 1.0 NHA; 1.0 SW* | The South Dakota Department of Health, LifeCircle South Dakota and SDAHO members have worked collaboratively to create one Pandemic Crisis Standards of Care Plan for South Dakota hospitals and medical providers. This session will highlight the legal, medical and administrative aspects of the plan to help guide the allocation and patient care resources during a pandemic or other public health emergency when demand for services dramatically exceeds supply. The panel will report on the progress of adopting one plan for South Dakota and will highlight the key ethical principles guiding the process.



Acute

Improving Knowledge and Awareness of Palliative Care through a Statewide Network | *Charlene Berke, Avera Health; Sarah Mollman, SDSU, Mari Perrendoud, MPEN* | | CE: 1.0 NHA; 1.0 SW

Palliative Care is specialized medical care for people living with a serious illness, providing relief from symptoms and improving quality of life for people and their families. Primary palliative care can be delivered locally by healthcare professionals with guidance on when to refer patients to specialty teams who are certified in palliative care.

Leaders across SD converged to examine the availability of palliative care services and innovatively decided to apply for federal funding to form the SD Palliative Care Network (SDPCN). SDPCN engaged 61 individuals from 28 organizations across the state who envision a state where all individuals have access to and receive necessary care to manage their illnesses. Through several needs assessments a strategic plan was developed with an overarching goal of all South Dakotans being able to receive quality and timely palliative care close to home which enhances health equity by ensuring access to care locally. Three key areas to accomplish this goal were determined: 1) Provide Education on Palliative Care, 2) Facilitate Discussion on Reimbursement for Palliative Care Services, and 3) Support Healthcare Facilities in Delivery of High-Quality Palliative Care Services.

To address the first key area, this project aims to increase awareness and knowledge of primary palliative care across the region. To achieve this purpose, three efforts are underway: 1) educate nursing students, 2) offer continuing education for current healthcare professionals, and 3) educate communities including patients and families. The SDPCN has expanded the SDPCN to 156 individuals from 29 organizations which allows for sharing of resources which is essential during the pandemic to ensure feasibility of these efforts.

As a result of this project thus far, we are educating nursing students at three universities and developing eight continuing education opportunities that will be available to all healthcare professionals (free) via the Avera CE Portal.

11:00 am

General

Be the Leader Nobody Wants to Leave | *Kristin Baird, Baird Group* | CE: 1.0 NHA | Turnover is nothing new but add COVID to the mix and you have a prescription for disaster. This session takes an honest look at the numbers including the rate and cost of turnover in healthcare, then focuses on what leaders can do to create and sustain a more engaged, loyal workforce even in the face of a pandemic.

This session will explore the real cost of turnover beyond just the impact on the bottom line and examine how it affects quality, safety, service, and reputation. But beyond the data, we'll focus on what can be done to retain the staff you have while keeping them engaged and invested in the organization.

Lastly, this session will explore eight specific things that leaders can do to strengthen the culture and become the leader nobody wants to leave. Participants will receive a framework for creating a 3-step action plan for improving engagement and retention.

Leadership

COVID-19 The Physician's Perspective | *Kurt Mosley, Merritt Hawkins* | The COVID-19 pandemic has profoundly altered the healthcare industry and virtually every other aspect of the economy and of life in the United States. It has hit physicians, who are on the front lines of patient care, particularly hard, impacting them financially, physically and emotionally.

In this presentation, executives with Merritt Hawkins, the nation's leading physician search and consulting firm, explore how physicians have been affected by and are responding to COVID-19. The program includes original data from a series of three national physician surveys conducted by Merritt Hawkins on behalf of The Physicians Foundation, each specifically addressing how the coronavirus has affected physicians, their practices and their patients.

Acute

Rural Emergency Hospitals | *Dr. Clint MacKinney, University of Iowa* | Dr. Clint MacKinney will discuss the Rural Emergency Hospital (REH) – a new CMS designation for rural hospitals. He will outline which hospitals are eligible to convert to REH, and which hospitals should consider conversion. Dr. MacKinney will describe payment and other policies outlined in the authorizing legislation, and which questions remain for pending regulations. He will discuss how the REH payment system is based on fee-for-service, and thus not value-based. In addition, Dr. MacKinney will help the audience prepare to comment when CMS releases proposed regulations and how, through rulemaking, REH participation could become more value-based.

Post-Acute

Connecting through Music in Dementia Care | *Mary Sue Wilkinson, Singing Heart to Heart* | CE: 1.0 NHA; 1.0 SW | Mary Sue's lively and interactive musical presentation will introduce you to the power of music in dementia care. Through personal stories and research-based evidence you will learn how music awakens memories, brings joy and fosters connection. Participants that attend this session will learn the research on the impact of music in care and will discover five reasons as to why music is such an important tool. Mary Sue will demonstrate the importance of music and how it can evoke memories and deepen connections between individuals.

12:00 pm

Lunch

Updates from American Hospital Association and LeadingAge | *Rick Pollack, AHA & Katie Smith Sloan, LeadingAge* | The American Hospital Association's (AHA) President and CEO, Richard Pollack, and LeadingAge's President and CEO, Katie Smith Sloan, will provide a message during our luncheon session. The nation's leading hospital and long-term care association leaders will address their association's priority initiatives to drive meaningful processes around workforce challenges, federal policy priorities, and the regulatory environment.

1:15 pm

Leadership

The #1 Unmentionable: Succession Planning | *Kim Russel, Russel Advisors* | CE: 1.0 NHA | Why is the subject of CEO succession planning taboo for most boards and executive leaders? Working as partners, the board and CEO share joint responsibility for succession planning. This presentation will explore the reasons behind the reluctance of most boards and CEOs to tackle this topic. Techniques to begin the dialog, including when and how, will be addressed. A step-by-step approach to conducting succession planning as an essential element of the board and CEO annual work plan will be presented. Attendees will depart this session with a proactive plan to engage the board in this vital discussion.

Acute

This is NOT a Test – Emergency Response During a Plane Crash | *Erica Peterson, Leslie Olesen, Sarah Talbott & Kaylyn Doney, Sanford Chamberlain Medical Center; Robin Huether, Sanford Medical Center Sioux Falls* | CE: 1.0 SW | On December 19, 2019, a plane carrying 12 people left the runway in Chamberlain, South Dakota, and crashed in a cornfield three-fourths of a mile away, killing nine and seriously injuring three. This panel presentation will share how a community of multidisciplinary healthcare providers came together to respond and quickly triage the three surviving patients. Participants will hear from emergency management, administration and nursing on lessons learned and their role within the emergency response. This session will discuss interventions and strategies that helped healthcare providers cope with behavioral health challenges brought on by this experience.

Post-Acute

How Can Evidence-Based Programs Improve Outcomes Among Older Adults | *Leacey E. Brown & Megan Jacobson, SDSU Extension, Carly Farner-Cordell, Sanford USD Medical Center/South Dakota Fall Prevention Coalition* | CE: 1.0 NHA; 1.0 SW | A robust body of evidence shows that chronic diseases and falls are a major health concern for older adults, caregivers and professionals who serve them. In addition, research suggests that successful chronic disease management and fall prevention require older adults to engage in a variety of health promotion activities. There are many evidence-based health promotion programs offered in South Dakota, available to older adults, several at little to no cost. This presentation will introduce attendees to chronic disease self-management education workshops as well as fall prevention programs. By the end of the presentation, attendees will have more knowledge about evidence-based, chronic disease self-management and fall prevention programs, as well as opportunities to connect older adults with these programs.

Home Health/Hospice

The Future of Home Health... Value-Based Purchasing & PDGM | *J'non Griffin, SimiTree Healthcare Consulting* | The Centers for Medicare & Medicaid Services (CMS) has announced a potential national expansion of the Home Health Value-Based Purchasing

SPECIAL EVENTS

**Golf Outing & Social
@ Willow Run**
Sponsored by Eide Bailly
Wednesday, Sept. 22
1 - 6 pm

Welcome Social
Sponsored by SDAHO Enterprises
Wednesday, Sept. 22
5:30 pm - 7:00 pm

**Breakfast and
Opening Keynote**
Thursday, Sept. 23
7:15 - 9:30 am

Exhibit Show & Social
Sponsored by RAS
Thursday, Sept. 23
4:30 - 6:30 pm

**Appreciation Concert
Featuring the Hegg Brothers**
Thursday, Sept 23
8:00 - 10:00 pm

**Awards Luncheon &
Closing Keynote**
Friday, Sept 24
Noon - 2:00 pm

(HHVBP) model beginning January 1, 2022. In addition, CMS proposes to recalibrate the Patient-Driven Groupings Model (PDGM) case-mix weights, functional levels and comorbidity adjustment subgroups while maintaining the low utilization payment adjustment (LUPA) thresholds for CY 2022. Join J'non Griffin as she explores the future of home health and provides insight on the proposed changes and what home health agencies must do now to be prepared.

2:25 pm

General

Culture Eats Strategy for Breakfast | *Kristen Baird, Baird Group* | CE: 1.0 NHA; 1.0 SW | Management expert Peter Drucker first declared, "Culture eats strategy for breakfast" over two decades ago. The premise still applies today. Organizations that strive to create high reliability will succeed when culture is a primary focus. High reliability organizations thrive in cultures that promote quality, safety and service without exception. That's why culture can't be an afterthought to strategy. It must be created by design and nurtured through accountability. Designing a culture of excellence begins with a clear vision for the culture of the future followed by specific leadership behaviors. This inspiring, informative and interactive session identifies six leadership essentials needed to foster and sustain a culture of excellence. Participants will leave with practical tips for small changes that reap big results and a personal action plan.

Acute

340B Update | *TBD* | CE: 1.0 NHA | Description coming soon!

Post-Acute

Nursing Home Regulatory Update | *Janine Finck-Boyle, LeadingAge* | CE: 1.0 NHA; 1.0 SW | The COVID-19 pandemic has brought continual change in the landscape of long-term care survey and regulations. From the blanket 1135 waivers issued during the public health emergency to the release of new infection control regulations, changing CMS survey and enforcement guidance, and the implementation of a new focused infection-control survey process, providers have navigated an array of changing survey/regulatory policies and approaches. Join Janine Finck-Boyle, as she shares the most up-to-date guidance on regulatory developments impacting nursing home operations. Janine will cover recent and future changes from the regulatory bodies of the Centers for Medicare and Medicaid and the Centers for Disease Control and Prevention. In addition, she will identify new developments in survey and enforcement guidelines.

Home Health/Hospice

Hospice Regulatory Roundup | *J'non Griffin, SimiTree Healthcare Consulting* | The FY2022 Hospice Payment Rule contains a wide array of new policies that may shape the hospice landscape for years to come. These changes include revisions to the labor shares of the hospice payment rates, updates to the hospice election statement addendum requirements, inclusion of a new Hospice Care Index (HCI) as part of the Hospice Quality Reporting Program (HQRP), creation of a star rating program for the Hospice CAHPS, making some COVID-related blanket waivers permanent, and numerous other provisions. J'non Griffin will provide in-depth details on various aspects of the rule and insights into their potential impact on hospice payment and quality.

3:30 pm

General

SDAHO General Membership Meeting

4:30 - 6:30 pm

Exhibitor Show and Social | Sponsored by RAS

Join us at the largest health care exhibit show in South Dakota! Here is your opportunity to network, socialize and learn about the latest products and services available to today's healthcare professional. Enjoy delicious food and refreshing beverages and maybe win a fabulous prize.

8:00 - 10:00 pm

Healthcare Professionals Appreciation Concert featuring The Hegg Brothers

This event will celebrate you, South Dakota's healthcare professionals. Headlining the event will be the Hegg Brothers, the region's finest and most exciting musicians. This two-hour performance will feature a multi-piece band and music to lift the spirits. Beverages and hors d'oeuvres will be available. (There is no additional fee to attend this event.)

Friday, Sept. 24

7:30

Welcome Breakfast

8:30 am

General

Innovations in Behavioral Health - Solutions that are Happening Now in South Dakota | Panel: *Tiffany Wolfgang, SD DSS; Janet Kittams, Helpline Center; Sheriff Fred Lamphere; Kari Benz, Minnehaha & Lincoln County Human Services/ LINK; Thomas Otten, Avera Behavioral Health; Kris Graham, Southeastern Behavioral Health* | CE: 1.5 NHA; 1.5 SW; 1.5 AHIMA | Learn about cutting-edge work being done in South Dakota to care for people with mental health and/or substance use disorders who are in crisis. Attendees will hear from a diverse panel of behavioral health providers, state/county agencies, non-profit entities, and law enforcement. The panel will share innovative concepts happening now to provide quality care for South Dakotans in the most appropriate, least-restrictive setting. Panelists will also discuss state initiatives, new programs, and future plans for combatting the behavioral health crisis in South Dakota.

10:15 am

General

COVID: Lessons Learned & Creative Strategies to Prepare for Future | Panel: *Lindsey Meyers, Avera Health; Dr. Anthony Hericks, Avera Health; Dr. Mike Wilde, Sanford Health; Thomas Worsley, Monument Health; Dr. Josh Clayton, SD DOH; Nathan Schema, Good Samaritan Society; Philip Samuelson, Good Samaritan Society; John Ayoub, Mobridge Regional Hospital; Nicole Kerckenbush, Monument Health; Kelly Hefti, Sanford Health* | CE: 1.0 NHA; 1.0 SW; 1.5 AHIMA | The past 18 months created challenging times within the healthcare industry, but the South Dakota healthcare community rose to the challenge to provide a new level of care with changing guidance and regulations, implemented innovated practices, and worked collaboratively with the state and other entities. Join us as healthcare professionals from across South Dakota take a deeper dive into the impact the pandemic had on everything from frontline workers, administration, long-term care facilities, rural health to the public relations team. This 90-minute moderated conversation will allow speakers to go beyond the headlines and share the deeper lessons learned from this past year and what the future looks like for healthcare in South Dakota

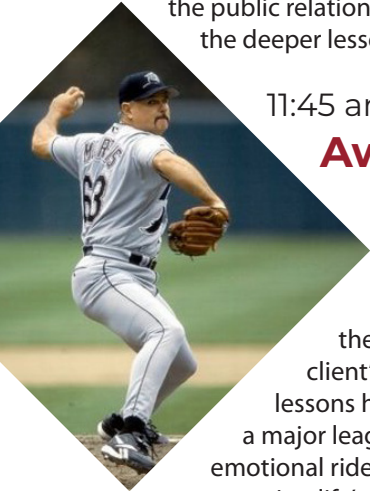
11:45 am

Awards Luncheon

1:00 pm

Closing Keynote

Dream Makers | *Jim Morris* | CE: 1.0 NHA; 1.0 SW ; 1.0 AHIMA | Jim shares his memoirs, documented in the movie, "The Rookie" and about those dream makers who helped to shape his life. He incorporates each client's request and event theme while sharing the life lessons passed down to him by his grandfather and the lessons he learned from a small-town baseball team who helped him pursue his long-time dream of becoming a major league baseball player. Through Jim's self-deprecating humor and his ability to take the audience on an emotional ride, everyone is inspired as he shares his journey of failures and successes while chasing his dreams and overcoming life's obstacles.



Affiliate Sessions

SDHEG Programming:

Thursday

7:30-8:00 am

Membership Meeting

8:00-9:30 am

Panel Discussion: Diversity, Equity and Inclusion | *Natasha Smith, Sanford Health; Julie Ward, Avera Health; JR LaPlante, Avera Health; Sandra Ogunremi, Including and Spiritual Care Services; and Teresa Haatvedt, Huron Regional Medical Center*



Affiliate Sessions

SDONL Programming:

Wednesday

4:00-5:30 pm

Board Meeting

Thursday

9:45-10:45 am

ALICE - Active Killer Strategies, Part 1 | *Brian Blenner, Monument Health* | Active shooter events at a healthcare facility present unique challenges; healthcare professionals may be faced with a decision about what to do with patients; visitors will be present; and patients or staff may not be able to evacuate due to age, injury illness, or a medical procedure in progress. There is no single method to respond to an active shooter event, but prior planning and ALICE training will allow healthcare professionals to choose the best option during an active shooter situation, with the goal of maximizing lives saved.

ALICE can help answer the following questions: What does a healthcare facility do when so many people CAN'T evacuate? There is no way to "Lockdown" every room, how can a hospital "lockdown" or secure in place? Hospitals are limited on staff until help arrives, how would a limited staff counter?

11:00 am-12:00 pm

ALICE - Active Killer Strategies, Part 2 | *Brian Blenner, Monument Health* | Active shooter events at a healthcare facility present unique challenges; healthcare professionals may be faced with a decision about what to do with patients; visitors will be present; and patients or staff may not be able to evacuate due to age, injury illness, or a medical procedure in progress. There is no single method to respond to an active shooter event, but prior planning and ALICE training will allow healthcare professionals to choose the best option during an active shooter situation, with the goal of maximizing lives saved.

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3:30-4:30 pm

General Business Meeting



SDHHRA Programming:

Thursday

9:45-10:45 am

Leading through Change and Transition | *Lynn Bruchhof, Avera Health* | Changes can be difficult and this past year we have lived in a constant state of change. Moving back home, working remotely, dealing with changes in employment and school care have impacted all of us. Change impacts everyone and depending on the change we face, it may take time to deal with and accept the transition. This presentation will introduce leaders to the William Bridges model by exploring ways to manage the transitions created by change.

11:00 am-12:00 pm

Effects of Marijuana Legalization in the Workplace | *Dan Rafferty, Avera Health* | Mr. Dan Rafferty will discuss the current status of the medicinal marijuana law (Initiated Measure 26) and the recreational marijuana law (Amendment A). During this session, Dan will share the impact to employers of medicinal and recreational marijuana use by employees. Lastly, he will offer considerations for drug and alcohol-free workplace policies.

1:15-2:15 pm

What's your style? An Overview of the DiSC® Model | *Debbie Kooiker, Avera Health* | Have you ever wondered why connecting with some people is easier than others? The DiSC® model helps people connect and work more effectively with each other. This session will provide an overview of the model and characteristics of each style. This includes tips for leaders and HR professionals on how to consider the different styles when working with teams.

2:25-3:25 pm

What is SD DLR "Bring Your 'A' Game to Work" training? | *Kathy Jo Haugan, Out Source Projects, Inc.* | What is work ethic? You might think of it as the willingness to be a self-starter and get the job done. Bring Your 'A' Game to Work explores work ethic not as a single trait, but as a set of seven skills – identified through research and validated by the competency models developed by the U.S. Department of Labor (DLR). South Dakota businesses indicate they need employees with more soft skills and a greater work ethic. In response, DLR is offering the curriculum Bring Your 'A' Game to Work as well as other workshops as part of the Family First Initiative. These workshops are developed to instill foundational behaviors and values in today's workforce. After completing the program, participants will understand the long-term benefits of work ethic, setting a foundation for personal and professional success. This session will provide an overview and process of the workshop.

3:30-4:30 pm

General Business Meeting

Affiliate Sessions

SDHIMSS Programming:

Thursday

9:45-10:45 am

Establishing Social Determinants of Health Networks as Community Anchors to Promote and Improve Healthcare Outcomes | *Dr. Nicole Pardo, HealthTech Solutions* | This presentation will define Social Determinants of Health and explore how they impact healthcare outcomes in different communities. Establishing networks of community-based organizations that address a person's social needs (housing, food, and other domains), and healthcare organizations (mental and physical), working together addresses the well-being of the individual (patient) as a "whole". Social and Economic factors drive healthcare outcomes and only 20% of a person's well-being is related to healthcare the other 80% is related to the 4 other domains. We will discuss what has been done, what are the main challenges these networks present and what remains to be done to successfully improve healthcare outcomes utilizing such networks.

11:00 am-12:00 pm

Using Remote Patient Monitoring to Improve Patient Outcomes | *Rhonda Wiering, Avera@Home* | During this session, Avera@Home will share their journey in developing a successful remote patient monitoring program. Participants will learn how remote patient monitoring increases patients' adherence to prescribed medical treatments and keeps patients healthier and out of hospitals. Future possibilities for remote patient monitoring will be discussed as it relates to population health in the pre-acute, post-acute and chronic disease management settings.

1:15-2:15 pm

Bridging the Gap: Educating the Next Healthcare Virtualist | *Kristi Sidel, American Board of Telehealth* |

Upon completion of the presentation, participants will learn innovative, actionable, short- and long-term strategies for developing a core curriculum to support the development of an effective telehealth program to aid the implementation of new practices to improve patient outcomes and professional practice.

2:25-3:25 pm

The Increasing Importance of Network Connections for Healthcare | *Jonathan Pederson, Midco* | The importance of network connections for healthcare applications has been steadily increasing over the last decades but was poignantly emphasized during the recent pandemic. The need for increased connectivity both in terms of scope, reach and future capacity cannot be overemphasized. How did networking fair during this rapid change of events, what lessons were learned and how can network quality and reach be optimized to serve the needs of healthcare? What impact will government programs such as the Connect America Fund II (CAF II), the Rural Digital Opportunity Fund (RDOF), and Emergency Connectivity Fund (ECF) have on the industry?

This session is a network provider's point of view and will focus on the current state and future of networking, including behind-the-scenes performance information. The session will also include strategies and a roadmap for future connectivity that will impact what we do as individuals and organizations in the pursuit of staying connected with each other.

3:30-4:30 pm

General Business Meeting

SDHIMA Programming:

Thursday

9:45-10:45 am

Research Billing Compliance | *Beth Kubista & Caitlin Bunkers, Sanford Health* | CE: 1.0 AHIMA | This presentation will provide information on research billing compliance. It will include the topics of compliance risks for billing research related services, coverage analysis processes, auditing and monitoring, and day-to-day challenges.

11:00 am-12:00 pm

Dissertation on Passing Credential Exams | *Renae Spohn, Dakota State University* | CE: 1.0 AHIMA | This stimulating presentation will entice you to develop new skills for creating and publishing systematic reviews on topics of interest to the health information management (HIM) profession by hearing results of a recent systematic review on success factors for passing certification exams in HIM, healthcare, and education. You will also learn about the journey of one doctoral student in learning to choose, analyze, and interpret one type of statistical test for a dissertation using SPSS26. Important results of a three-article dissertation project will be shared. In addition to a systematic review, a study on RHIA certification exam factors for success followed by an additional study on CHDA certification exam factors for success will be explained. Ideas for further study will also be shared.

1:15-2:15 pm

HIPAA & Privacy in Today's World | *Danny Van Deest, South Dakota Human Services Center* | CE: 1.0 AHIMA | This presentation will provide an interesting examination of HIPAA as it relates to healthcare and social interactions.

2:25-3:25 pm

Navigating the Coding, Billing and Compliance Challenges during the PHE | *Michele Almquist, Kathy Boomgarden & Julie Cook, Avera Health* | CE: 1.0 AHIMA | This presentation will focus on Avera Health's system wide COVID-19 response in remaining compliant with the rapidly changing CMS regulations for coding and billing during

Affiliate Sessions

the Public Health Emergency (PHE). Participants will learn how to create the ideal “response” team in a limited time frame and discover methods Avera used to provide current/real-time coding/billing education to a wide scale audience. This session will discuss overall challenges and lessons learned, and the long-term processes established as a result of the pandemic.

3:30-4:30 pm

General Business Meeting

SDAHQ Programming:

Thursday

9:45-10:45 am

Behavioral Health Access in SD | *Stacie Fredenburg, South Dakota Foundation for Medical Care* | Reported symptoms of anxiety and depression tripled during the COVID-19 pandemic. South Dakota's existing shortage of mental health professionals was magnified by social isolation practices and further reduced access to behavioral and mental health care and support services. This lack of care and support resulted in an increase of negative coping methods, including alcohol and substance use and suicide. This session will provide an overview of behavioral health access and review resources and tools for screening and referring individuals to the appropriate care or service resource to prevent further harm and improve quality of life.

11:00a m-12:00 pm

South Dakota Project Firstline | *Cheri Fast & Charlotte Hofer, South Dakota Foundation for Medical Care* | South Dakota Project Firstline is a Centers for Disease Control and Prevention (CDC) led infection control training collaborative designed to meet the diverse needs of healthcare personnel. Project Firstline seeks to empower South Dakota's workforce with the knowledge and skills to protect themselves, their family, and communities from disease threats. COVID-19 has made us aware of gaps in infection control training, knowledge, and comfort level among healthcare providers. SD Project Firstline aims to give every healthcare worker a foundational understanding of infection control and prevention and the confidence to use it every day. We will discuss results of a statewide learning assessment, discuss challenges facing facilities in educating your staff, and identify ongoing needs and topics

1:15-2:15 pm

Quality Improvement Basics: Process Mapping | *Sarah Brinkman and Janelle Shearer, Stratis Health* | A shared understanding of the 'what,' 'why,' and 'how' of quality improvement can go a long way in driving desired outcomes. The Stratis Health QI Basics Course is designed to equip professionals with the knowledge and tools, such as processing mapping, to start QI projects at their facilities. When done as a team, process mapping is an incredibly useful tool to for identifying gaps or differences in how work is done and creating buy-in to adopt an agreed upon future-state.

2:25-3:25 pm

Embedding a Culture of Quality Improvement | *Sarah Brinkman and Janelle Shearer, Stratis Health* | When done well, quality improvement is not the responsibility of a sole individual or a department – rather, it is the way we all do our work. What are the factors that contribute to a culture of quality? Where does your facility excel and where does it have opportunities with regards to embedding quality into organizational culture? This presentation will discuss characteristics of a culture of quality and will assess current state of organizational culture as it relates to quality. At the conclusion of this presentation, attendees will be able to identify short- and long-term strategies for embedding quality improvement into organizational culture.

3:30-4:30 pm

General Business Meeting

SDAHMPR Programming:

Thursday

11:00 am-12:00 pm

Proactive and Creative Marketing Solutions, Bright Idea Award Case Study | *Jennifer Bender, Prairie Lakes Healthcare System* | Join us for the case study “Acid Reflux Center at Prairie Lakes,” for which Prairie Lakes Healthcare System received the 2019 SDAHMPR Bright Idea Award. Four years ago, Prairie Lakes Healthcare System, a rural PPS, decided to invest in reflux services for their general surgery practice. Ask yourself – would your family self-refer to a general surgeon for reflux? It became clear that a sub-brand was needed, and in early 2018 The Acid Reflux Center at Prairie Lakes launched to the market. Jennifer will talk about how cross-department teamwork and creativity is worthy of your time and energy, and her experience regarding the momentum that can develop among teams. She'll also share the guidelines she's developed as a health care marketer with varied tasks and strategic goals.

1:15-2:15 pm

Running Digital Ads in a HIPAA World | *Jenny Lockhart, 9 Clouds* | When it comes to digital ads, targeting the right audience is key – something made more complicated by HIPAA privacy protections. But HIPAA doesn't mean you can't run digital ads! A little creativity in targeting digital ads can help bring more patients to your practice. In this session, Jenny will share 9 Clouds' best-performing strategies for healthcare practices running Facebook and Google Ads while maintaining HIPAA compliance.

Affiliate Sessions

2:25-3:25 pm

Crisis Communication & Media Etiquette Techniques | Stacy Bauer Jones, Harmony Communications, LLC | A crisis can make or break an organization. Effective communication can make all the difference, and this is especially imperative when managing a crisis. Speed is critical in public relations, especially in today's digital world. In this session, we will walk through real-life scenarios, share tips to be prepared to manage when a crisis strikes and how to recover from one after it has happened. In addition, in this session, attendees will learn how to prepare their organization's spokespeople for an inevitable crisis with useful interview skills and techniques.

3:30-4:30 pm:

Crisis Communication & Media Techniques/Meeting (Cont.) | Stacy Bauer Jones, Harmony Communications, LLC | A crisis can make or break an organization. Effective communication can make all the difference, and this is especially imperative when managing a crisis. Speed is critical in public relations, especially in today's digital world. In this session, we will walk through real-life scenarios, share tips to be prepared to manage when a crisis strikes and how to recover from one after it has happened. In addition, in this session, attendees will learn how to prepare their organization's spokespeople for an inevitable crisis with useful interview skills and techniques.

SDHSA Programming:

Thursday

1:15-2:15 pm

The Link: Empowering Individuals to Seek Care and Provide a Link to Services | Madeline Miller, BSN, RN-PMH-BC, The Link | The Link provides 24/7 access, response and treatment in a safe, therapeutic environment for individuals experiencing non-violent mental health or addiction crisis. It is aimed primarily at serving adults. Along with addressing immediate needs, The Link connects individuals and families to appropriate, longer-term services. Participants that attend my session will learn about mental health and substance use issues in the Sioux Falls community as well as scope of services offered at The Link and how we assist individuals with mental health and substance use issues with the right help at the right time.

2:25-3:25 pm

Mobile Crisis Team | Kim Hansen, Southeastern Behavioral HealthCare | MCT (Mobile Crisis Team) is a program run by Southeastern Behavioral HealthCare. This is a team of mental health professionals who are Law Enforcement activated to offer de-escalation techniques to individuals who are experiencing a mental health crisis. The goal of the team is to meet face to face with the individual in the geographical location where they are located and develop a satisfactory safety plan to keep them at home in lieu of a psychiatric hospitalization.

3:30-4:30 pm:

Board Meeting

Save the date for our next Conference!

Post-Acute Partners in Care - April 13-14, 2022!

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 **South Dakota**
Association of Healthcare Organizations

The Details

Registration

To register for SDAHO's Annual Convention, go to www.sdaho.org/convention. If you need assistance with registration, please contact the SDAHO office at 605-361-2281 or email info@sdaho.org.

Registration is per person and includes education sessions, exhibitor social, healthcare appreciation concert, meals and snacks, continuing education hours for long-term care administrators and social workers, and access to the award luncheon.

Venue

All sessions for the Annual Convention will be held at the Sioux Falls Convention Center
1201 N. West Ave
Sioux Falls, SD 57104

Lodging

A block of rooms are reserved at the Sheraton Sioux Falls and the Best Western Plus Ramkota Hotel under SDAHO. The Deadline for reservations under this block is August 31, 2021.

Sheraton Sioux Falls

1211 N. Western Ave
Sioux Falls, SD 57104
605-331-0100

Best Western Plus Ramkota Hotel

3200 W. Maple St.
Sioux Falls, SD 57104
605-336-0650

Cancellation/Refund policy

Policies regarding refunding of registration fees for the SDAHO Convention are **1) Full Refund:** (less \$25.00 processing fee) if cancellation is received 2 weeks (September 7 or earlier) prior to Convention; **2) 50% Refund** if cancellation is received between 1 and 2 weeks (September 8-14) prior to the Convention; **3) NO REFUND** if cancellation is received less than 1 week prior (September 15-21) to the Convention; **4) NO REFUND** for "No-Shows." *Exceptions to this policy may be made in unusual circumstances at the discretion of the SDAHO President.*

Continuing Education

SDAHO is the South Dakota Affiliate of LeadingAge, an approved provider of continuing education in nursing home administration by the South Dakota Board of Nursing Facility Administrators. There are up to 10 contact hours available to nursing home administrators at this conference.

SDAHO is approved as a provider for continuing education by the South Dakota Board of Social Work Examiners, 135 East Illinois, Suite 214, Spearfish, SD 57783, Provider #1000. Social workers will receive up to 10 continuing education contact hours at this education.

Please Note:

Despite the precautions put in place, attendees at in-person meetings/conferences should acknowledge that there is a risk of contracting COVID-19 infection and that SDAHO cannot prevent and is not responsible for such risk of infection to any person who chooses to attend meetings/conferences. SDAHO requests that anyone who is experiencing COVID-19 symptoms or has been exposed to a COVID-positive individual to stay home to avoid the risk of infection to others.

Member (Full conference)	\$350
Non-Member (Full Conference)	\$525
Member (Single Day - Thursday)	\$200
Non-Member (Single Day - Thursday)	\$375
Student	\$60
Golf Event	\$50
Awards Luncheon Ticket Only*	\$40

*Awards luncheon is included with all conference registrations except student registrations