



SDAHO



SDAHO

ANNUAL

CONVENTION

SEPT 20-22, 2023

Sioux Falls

Convention Center

Advancing healthy communities

97th Annual Convention

Overview

Join us for our 97th Annual Convention, where our mission to advance healthy communities through a unified voice across the health care continuum will come alive. Join your health care colleagues to learn, share, and celebrate at the 2023 Annual Convention in Sioux Falls, Sept. 21-22.

The convention will open with leadership and retention expert, Joe Mull, where he will share a powerful framework on how to ignite commitment and keep top talent in the new age of work. SDAHO in collaboration with South Dakota health care affiliated societies will provide learning opportunities specific to leadership, post-acute, finance, quality, human resources, technology, nursing, and social work.

Schedule

Wednesday, September 20, 2023
Golf Event
12:00pm – 5:00pm
Willow Run Golf Course

Thursday, September 21, 2023
Educational Sessions
8:00am – 6:00pm
Breakfast and Lunch Provided

Friday, September 22, 2023
Educational Sessions
8:30am – 12:00pm
Breakfast Provided

Venue

Sioux Falls Convention Center
1201 N West Avenue
Sioux Falls, SD 57104

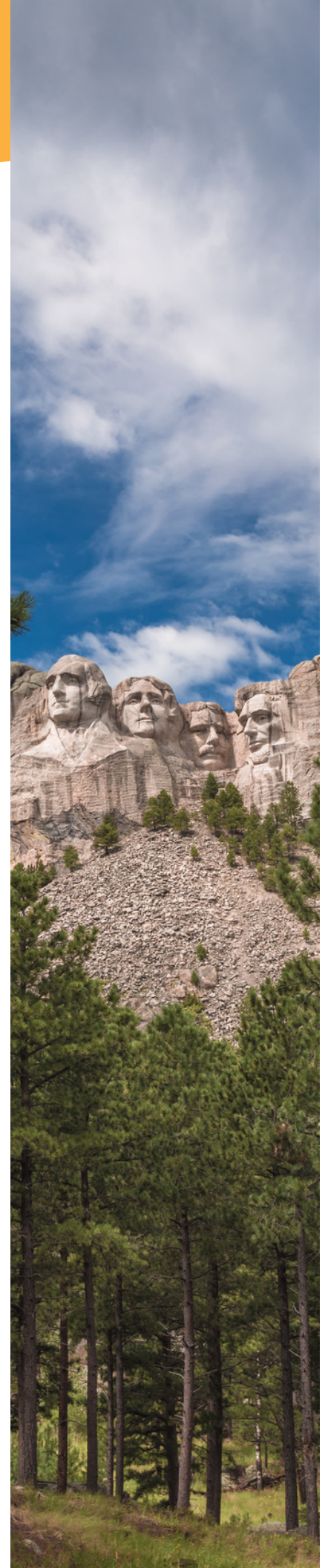
Room block available at the
Sheraton Sioux Falls
1211 N. West Ave, Sioux Falls
[Click here](#) to reserve your room
Deadline is September 8.

Event Highlights

- Learning opportunities specific to leadership, post-acute, finance, quality, human resources, technology, nursing, and social work
- Awards Luncheon celebrating health care professionals
- Exclusive exhibitor social
- 9+ hours of continuing education credits available

Sponsorship & Exhibiting

Sponsorship and exhibitor opportunities are available. Annual exhibitor social is September 21, 4-6pm. [Click here](#) for more information or visit sdaho.org/sponsors



Details

Registration

Registration is per person and includes admission to the conference, meals and snacks, exhibitor social, attendance to the awards luncheon and continuing education hours.

Click here to register or visit our website at sdaho.org/convention. If you need assistance with registration, please contact the SDAHO office at 605-361-2281 or email info@sdaho.org.

Member	\$250
Non-Member	\$375
Student	\$75

Cancellation/Refund Policy: Policies regarding refunding of registration fees for the SDAHO Convention are:

1. Full Refund if cancellation is received 2 weeks (September 6 or earlier) prior to Convention;
2. NO REFUND if cancellation is received less than 2 weeks prior (September 7 or later) to the Convention;
3. NO REFUND for "No-Shows." Exceptions to this policy may be made in unusual circumstances at the discretion of the SDAHO President.

Continuing Education

Nursing Home Administrators:

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 9.6 contact hours available to nursing home administrators at this conference.

Social Workers:

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 9.6 continuing education contact hours at this education.

Healthcare Quality:

This program has been approved by the National Association for Healthcare Quality for 5.0 CPHQ continuing education hours.



Sponsored by



Join the fun

Don't forget to add the golf event to your registration. Kick off the convention with this popular annual event on Wednesday, September 20. Golf the rolling hills of East Sioux Falls with fellow health care professionals. Golf add on is \$60 and includes team placement and cart. All skill levels are invited.

Please note: This schedule is tentative and subject to change.

Schedule at-a-glance

Wednesday, Sept. 20

Noon – 5pm

Golf Event – Willow Run Golf Course

Thursday, Sept. 21

7:00am – 8:00am Registration & Breakfast

8:00am – 9:15am Welcome & Opening

Keynote

- Joe Mull "How to Ignite Commitment and Keep Top Talent in the New Age of Work"

9:30am – 10:30am Breakout Sessions

- *Qualities of an Effective Team*
- *Finding Success in A Changing Healthcare Landscape – Thoughts on Remaining Viable in The Value Era*
- *Managing Neuropsychiatric Symptoms Associated with Dementia*
- *Digital Health Transformation – Impacts on Healthcare Landscape*
- *Spreading Quality Outside Your Office Walls – Part 1*

10:45am – 11:45am Breakout Sessions

- *The Demographic Drought: Bridging the Gap in our Labor Force*
- *Virtual Care On the Road: How Telemedicine is Expanding Access to Critical Healthcare Services in South Dakota*
- *Dying Well*
- *Expanding the Nursing Workforce in Rural and Underserved Areas of South Dakota*
- *Spreading Quality Outside Your Office Walls – Part 2*

12:00pm – 1:15pm Awards Luncheon

1:30pm – 2:30pm Breakout Sessions

- *The Truth about Crisis Prevention and De-escalation*
- *Moving Forward in an Uncertain Post-COVID Landscape*
- *Importance of Financial Stability in Healthcare Organizations*
- *Close to Home: How Substance Use Disorder Turned Into Hope*
- *State of Emergency Preparedness*

Thursday, Sept. 21 cont.

2:45pm – 3:45pm Breakout Sessions

- *Next Generation of Healthcare Professionals*
- *2023 South Dakota Healthcare Compensation & Benefits Survey*
- *Interoperability for Improving Prior Authorization*
- *Do's, Don'ts and Whoops of Construction Projects and Energy Efficiency Credits*
- *Providing Culturally Competent Support for Patients & Clients*
- *SDHIMA Board Meeting*

4:00pm – 5:00pm Membership Meetings

- SDAHQ
- SDHFMA
- SSLTC
- SDHIMA
- HIMSS of the Dakotas
- SDONL
- SDHWSA
- SDHHRA

4:00pm – 6:00pm Exhibitor Social

Friday, Sept. 22

7:30am – 8:30am Networking Breakfast

8:30am – 9:30am Breakout Sessions

- *The Think 3D Way*
- *Behavioral Healthcare: Approaches to Increase Value for the Organization and Meet Community Needs*
- *National & Rural Healthcare Policy & Regulatory Update*
- *The Moving Forward Coalition -- Action Steps and Collaboration for Nursing Home Quality Improvement*
- *Presenting Value to the Board and Senior Leadership – Part 1*

9:45am – 10:45am Breakout Sessions

- *Artificial Intelligence in Healthcare: What Healthcare Leaders Need to Know...Now!*
- *Unravel the Mystery of "The Infection"*
- *The Patient Payment Conundrum: The Impact on Providers and their Patients*
- *Presenting Value to the Board and Senior Leadership – Part 2*

11:00am – 12:00pm Closing Keynote

- VJ Smith 'Richest Man in Town'

Keynote SPEAKERS



JOE MULL | OPENING KEYNOTE

Joe has spent thousands of hours shaping managers into strong leaders with his decades of experience, compelling content, and dynamic delivery. In demand as a speaker and trainer, Joe has attracted audiences of all sizes from all sectors from all over North America. Joe is Certified MBTI practitioner, has taught leadership courses at Ohio University and the University of Pittsburgh, and holds a master's degree in education from Ohio University.



VJ SMITH | CLOSING KEYNOTE

V.J. has been a professional speaker for more than 20 years and given more than 2,500 presentations. He is the author of the bestselling book "The Richest Man in Town." Geared toward relationship building, customer service, and the importance of setting goals, V.J. speaks about what inspired him to write his book, the influences behind V.J.'s relationship outlook, and how a handwritten note can make a huge difference in someone's life.

Thank you

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Thank you

Education Partners

- **SDAHQ** – South Dakota Association of Healthcare Quality
- **SDHEG** – South Dakota Health Executive Group
- **SDHFMA** – South Dakota Healthcare Financial Management Association
- **SDHHRA** – South Dakota Healthcare Human Resource Association
- **HIMSS of the Dakotas** – Health Information Management & Systems Society of the Dakotas
- **SDHSWA** – South Dakota Healthcare Social Work Association

Schedule

9/21 Thursday

7:00am

Registration and Breakfast

8:00am

Welcome and Opening Keynote

How to Ignite Commitment and Keep Top Talent in the New Age of Work | Joe Mull | *CE: NHA & SW*

The employee revolution is here. As workers everywhere quit, retire, or change jobs, do you really understand what leads ordinary people to become dedicated employees? In this compelling program, leadership and retention expert Joe Mull dispels the pervasive myths that are hindering hiring (Hint: it's not all about money and it's absolutely false that 'no one wants to work.')

and shares the three factors that determine whether someone will join your organization, stay long term, and commit to doing great work. Participants will leave with a simple yet powerful framework for turning organizations into destination workplaces that meet the needs and values of a changed workforce.

9:30am

Breakout Sessions

Qualities of an Effective Team | Rick Melmer | *CE: NHA & SW*

One of the critical leadership competencies for any organization is the ability to build and lead high-performing teams. Effective teams are the driving force behind successful organizations and are comprised of numerous factors and building one takes time and conscious effort. As you look to build or enhance your team, how can you personally contribute to the success of the team? During this presentation, Rick Melmer, founder of Leadership SD, will outline the Five Qualities of an Effective Team and provide ways that each attendee can be positive contributors to their teams.

Finding Success in A Changing Healthcare Landscape – Thoughts on Remaining Viable in The Value Era |

Arnie Cisneros | *CE: NHA*

Healthcare reforms have affected providers of all types as the Impact Act reforms rewire the care continuum in value terms. Patient programming has transitioned from Volume to Value, affecting care delivery from acute care admission to post-acute discharge and beyond. These changes affect how patients are assessed, treated, and managed, and affects how care is managed and delivered with significant focus on Post-Acute solutions. This progressive presentation describes the philosophies behind these changes and proposed strategies for success within Hospital and Health Systems, Home Health, Hospice, Private Duty and DME Providers. Don't miss this progressive presentation and start the trip to success in tomorrow's Value-Based healthcare landscape.

Managing Neuropsychiatric Symptoms Associated with Dementia | Amy Siple | *CE: NHA & SW*

Dementia is a serious public health problem with an increasing prevalence because of the aging population. Neuropsychiatric symptoms are a common accompaniment of dementia and include agitation, depression, apathy, delusions, hallucinations, and sleep impairment. This presentation will review common neuropsychiatric symptoms reported in clients with dementia. A review of common pharmacologic agents used to treat these symptoms will be discussed. Tips for de-escalating someone with agitation will be reviewed and strategies to engage clients with dementia will be explored. With over 23 years as a nurse practitioner, presenter Amy Siple educates audiences by sharing evidence-based research, personal experiences, and practical interventions.

Digital Health Transformation – Impacts on Healthcare Landscape (virtual speaker) | Christopher Muir |

Presented by HIMSS of the Dakotas

Learn how the federal government's programs, policies, and technology standards will encourage widespread interoperability, data access, and innovation in health and health care. This will move the country towards improved health and well-being of individuals and communities while eliminating health disparities and enabling innovation. During this presentation, participants will learn how the Trusted Exchange Framework and Common Agreement (TEFCA) will help encourage nationwide health data sharing and patient access.

Schedule

9/21 Thursday

9:30am (cont.)

Spreading Quality Outside Your Office Walls – Part 1 | Sarah Pavelka | *Presented by SDAHQ* | **CE: CPHQ**

As quality professionals, how do you incorporate quality into daily activities for your organization? Healthcare must continuously improve processes of aligning the daily work, communicating, and demonstrating value of quality throughout the organization. This session will focus on the on-going communication requirements to the organization for improvements in the day-in-the-life of healthcare and incorporating quality as part of daily work instead of always promoting quality as another thing to do.

10:45am

Breakout Sessions

The Demographic Drought: Bridging the Gap in our Labor Force | Ron Hetrick | **CE: NHA**

The US is in the midst of an unprecedented labor shortage. This shortage has been developing for years thanks to demographics: a lack of people to do all the work that needs to be done. Between 2011 and 2021, nearly every county in the US saw declines in its working-age population and the pandemic of 2020 only intensified these trends. Sixteen states saw net population declines over the past few years—the worst numbers since the Great Depression. So how did we get here? What are the economic ramifications? And is there anything we can do about it?

Virtual Care On the Road: How Telemedicine is Expanding Access to Critical Healthcare Services in South Dakota | Avel eCARE Panel | *Presented by HIMSS of the Dakotas* | **CE: NHA**

South Dakota is at the center of a new healthcare revolution: remote, mobile telemedicine services. Due to the state's size (77,116 sq miles) and rural footprint (43% of people live in rural areas), healthcare providers have had to embrace innovation and technology to ensure everyone has access to high-quality care. One of these providers, Avel eCare, has harnessed its telemedicine solution to deliver care in support of first responders – law enforcement and EMS professionals specifically. By using a telehealth-enabled tablet, law enforcement can have behavioral health experts de-escalate mental health crises and EMTs or Paramedics can quickly consult with board-certified ER doctors and nurses.

Dying Well | Amy Siple | **CE: NHA & SW**

When someone is given a terminal diagnosis, family and friends often rally around that individual and pledge together to fight against the disease. When death finally takes the person, those at the funeral find comfort when people say they “fought until the end”. What is the true cost of this approach, and does it rob individuals from really living and then dying well? When we are engaged in a battle it is exhausting and leaves little time for anything else. Making meaningful memories and connecting with loved ones can get pushed to the back burner as we spend all our time, energy, and resources in hospitals and searching for a miracle cure. This presentation will engage the listener as they consider stories of clients who have “fought until the end”. It will encourage them to consider their own advanced directive decisions and guide them in conversation ideas that can help client's make informed decisions at the end of their lives.

Expanding the Nursing Workforce in Rural and Underserved Areas of South Dakota | Anne Kleinhesselink, Helene Hegge, and Dawn Warren | **CE: NHA & SW**

Expand the nursing workforce by creating experiential learning opportunities in rural and underserved communities across the state of South Dakota through the HRSA Registered Nursing Training Program. This session will inform participants of a grant-funded nurse clinical immersion experience in rural and underserved communities and present the pre- and post-student nurse outcomes for the clinical immersion experience.

Spreading Quality Outside Your Office Walls – Part 2 | Sarah Pavelka | *Presented by SDAHQ* | **CE: CPHQ**

As quality professionals, how do you incorporate quality into daily activities for your organization? Healthcare must continuously improve processes of aligning the daily work, communicating, and demonstrating value of quality throughout the organization. This session will focus on the on-going communication requirements to the organization for improvements in the day-in-the-life of healthcare and incorporating quality as part of daily work instead of always promoting quality as another thing to do.

Schedule

9/21 Thursday

11:45am

Awards Luncheon

1:30pm

Breakout Sessions

The Truth about Crisis Prevention and De-escalation | Anna Woodford | *CE: NHA & SW*

In 2012, I found myself walking the same halls of that hospital unit that I did every day. The events that transpired that day left me seeing the truth about crisis prevention, crisis management and de-escalation. As we look at our day to day lives and, in our workplaces, it is important for us to have these hard conversations to develop the skills that we need to keep our clients, patients, coworkers, employees and ourselves safe. In this presentation, we will also gain understanding of the state and federal laws that protect us. We will develop insightful armor to bring back with us to create a safe workplace environment.

Moving Forward in an Uncertain Post-COVID Landscape in Long-Term Care | Andy Edeburn | *CE: NHA & SW*

As Covid remains an omnipresent force in our daily life, aging and elder care organizations are starting to grapple more thoughtfully with what this has meant, where we are going, and what we need to be doing to remain viable and relevant into the future. Strategy is once again on our minds, but how to adapt and respond may be different – and more crucial – this time around. This session will explore the “perfect storm” that has expanded as a result of Covid, the essentials for moving into uncertainty in the near and long-term, and guidance for how to think strategically about your organization’s future and the options available to you.

Importance of Financial Stability in Healthcare Organizations | John Henningsgard | *Presented by SDHFMA*
| *CE: NHA*

This presentation will provide participants with background and further information regarding the importance of financial stability in hospitals and health systems from various perspectives within the capital markets, including underwriters, lenders, rating agencies and investors. This will also include discussion of key performance indicators or metrics that investors, lenders, or rating agencies may be looking at in evaluating capital scenarios.

Close to Home: How Substance Use Disorder Turned Into Hope | Dr. Jennifer Tinguely and Megan Eichacker | *CE: NHA, SW, CPHQ*

Dr. Jennifer Tinguely and Megan Eichacker will provide education and resources on substance use disorder in South Dakota. Dr. Tinguely is the Chief Medical Officer for Falls Community Health and prescribes medication daily to assist patients in recovery from opioid use disorders. She has extensive experience in the effectiveness of medications used and how to properly prescribe them for patients with opioid use disorder. Megan will tell her compelling story of how she progressed through homelessness and difficulty due to her substance use disorder but found hope and healing with medication and treatment. Today, Megan is taking a daily medication to help her live a healthy life. This session will inspire you and give you resources to take back to your facility on how to properly treat substance use disorders in your hospital and clinic settings.

State of Emergency Preparedness | Dr. Greg Santa Maria | *CE: NHA & SW*

Emergency preparedness in healthcare has been a difficult task in many facilities. With many facilities assigning the position as a secondary role, project scope and objectives are primarily focused on passing survey, leaving little to no focus on developing definitive crisis management capabilities. This lack of focus leads to gaps in operational capabilities when an actual event occurs. In this session, Dr. Santa Maria will discuss how healthcare preparedness is evolving to require more robust planning efforts, and how facility leadership roles are changing. With new NFPA 1660 regulations and the coming changes in the hospital preparedness program, healthcare leadership teams need to take a close look at their program structure and redefine their level of readiness.

Schedule

9/21 Thursday

2:45pm

Breakout Sessions

Next Generation of Healthcare Professionals | PANEL | CE: NHA & SW

This panel conversation will focus on the next generation of healthcare professionals. The South Dakota Department of Labor will share in detail their apprenticeship program that helps community businesses, schools, and healthcare systems recruit and train students for healthcare related jobs. In addition, Lake Area Tech will share their role in the apprenticeship program plus the latest healthcare related career training opportunities in the trade schools. Lastly, the SD Dept. of Health for years has sponsored many k-12 healthcare camps to help promote healthcare careers. We'll get an update on the camps of yesterday and new programs available today.

2023 South Dakota Healthcare Compensation & Benefits Survey | Thomas Cummins | CE: NHA

Annually, Gallagher conducts a Compensation and Benefits Survey of member health care organizations on behalf of SDAHO. During this session, the firm will present on the survey features and data trends and will discuss the current labor market and emerging trends. Participants will gain a better understanding of the health care survey, the broader labor market and the best ways to apply these findings to an organization's compensation model.

Interoperability for Improving Prior Authorization | Holly Arends | Presented by HIMSS of the Dakotas

This session will cover the proposed CMS rule for advancing interoperability and improving prior authorization processes (CMS-0057-P). The rule aims to enhance health information exchange to ensure patients, healthcare providers, and payers have appropriate access to complete health records. Attendees will learn about impacted parties and key highlights, the impact on prior authorizations, and the current national and local status of interoperability.

Do's, Don'ts and Whoops of Construction Projects and Energy Efficiency Credits | Traci Rabine | Presented by SDHFMA | CE: NHA

This presentation will cover the process management related to construction and redesign projects of all sizes. During this session, presenter, Traci Rabine will include detailed examples of things to consider and implement, items to avoid, and how to minimize the risks of redoing a project. Many of the concepts will also apply to the optimization of operational practices.

Providing Culturally Competent Support for Patients & Clients | Angela Schoffelman, Aluda Sisto, Nyareik Choul, Tabitha Mathiang, Moses Idris, Adane Redda | CE: NHA & SW

This presentation will review the important work being done by the community health workers at the Avera Community Health Resource Center for the immigrant and refugee community of Sioux Falls. During this session, attendees will learn how community health workers are improving health equity for the community they serve.

SDHIMA Board Meeting

4:00pm

Membership Meetings:

SDAHQ	HIMSS of the Dakotas
SDHFMA	SDHIMA
SSLTC	SDONL
SDHSWA	SDHHRA

4:00pm - 6:00pm

Exhibitor Social

Join us at the largest health care exhibit show in South Dakota. Network and learn about the latest products and services available to today's healthcare professionals. Enjoy appetizers and beverages and maybe win some prizes.

Schedule

9/22 **Friday**

7:30am

Networking Breakfast

8:30am

Breakout Sessions

The Think 3D Way | Daniel Card | *CE: NHA & SW*

At Think 3D, we believe that every healthy culture has three dimensions, personal, professional, and potential. We base our approach to building intentional cultures around this belief, and it shapes the way we hold ourselves, our teams, and our clients accountable. Many organizations find themselves struggling to hire, retain, maintain an attractive, sustainable and healthy culture, and do all of that while trying to manage performance and coach. Which is why we created and are sharing our model, the Think 3D Way. The Think 3D Way is not only a list of our key values, and competencies, but informs the way we make decisions, treat each other, and the way we manage performance.

Behavioral Healthcare: Approaches to Increase Value for the Organization and Meet Community Needs |

PANEL | *Presented by SDHEG* | *CE: NHA, SW, ACHE*

Historically, hospitals and health systems have not always embraced a role in meeting behavioral health needs in communities because managing behavioral healthcare and mental health is very complex. As hospitals and healthcare systems begin to make the movement away from volume toward value-based care healthcare executives need to implement best practices that align and coordinate high quality care, reduce utilization in the emergency room, address workforce composition, control costs and meet the ethnic and racial disparities of the community. This panel discussion will address community partnerships, strategies to incorporate innovation and non-traditional care and staffing models within South Dakota healthcare organizations and their communities.

National & Rural Healthcare Policy & Regulatory Update | Zil Joyce Dixon Romero | *CE: NHA*

Join Zil Joyce Dixon Romero from the National Rural Health Association (NRHA) as he provides updates on national regulatory updates concerning rural healthcare. During this session, Zil will delve into the latest developments in Washington, highlight pivotal concerns within rural health, and provide insights into the healthcare policy landscape for the upcoming year.

The Moving Forward Coalition - Action Steps and Collaboration for Nursing Home Quality Improvement |

Isaac Longobardi | *CE: NHA & SW*

The Moving Forward: Nursing Home Quality Coalition is a diverse group of individuals and organizations that came together in July 2022 to prioritize recommendations from the 2022 National Academies of Sciences, Engineering, and Medicine report on nursing home quality and transform them into action. Over the past year, the Coalition developed nine action plans – each of which describes a particular challenge facing nursing homes today, explains why it is important to residents' quality of life, defines focused goals to address those challenges, and provides a step-by-step path the Coalition will take to achieve them over the coming year. In particular, the session will focus on opportunities for nursing home leaders in South Dakota to participate at the level of state policy and nursing home best practices.

Presenting Value to the Board and Senior Leadership - Part 1 | Sarah Pavelka | *Presented by SDAHQ* |

CE: CPHQ

Many healthcare quality professionals struggle with what, when, and how to present meaningful and value-added information to the Board and Senior Leadership. During this session, the participants will discuss what to communicate and how to engage their Board of Directors and keep Senior Leadership accountable with the goals of quality. Learn what you would expect from your Board of Directors and what they need from you to make data-driven decisions. Finally discuss the importance of strategic alignment, accountability, and return on investment.

Schedule

9/22 **Friday**

9:45am

Breakout Sessions

Artificial Intelligence in Healthcare: What Healthcare Leaders Need to Know...Now! | Dr. Steve Berkowitz |

CE: NHA, SW

Hardly a day goes by when there is not a story in the news about artificial intelligence and its impact on society. New advances in technology and applications-- both exciting and scary-- seem to be occurring exponentially. There is now evidence that AI can learn on its own and that it can "make things up" or even hallucinate. GPT is enabling technology that is increasingly like a human. Computer-brain interfaces can physically connect the mind to the computer. How does the healthcare executive stay on top of the science and make knowledgeable decisions? Or do we just let AI take over the world? Might your new doctor be an AI hologram? Dr. Berkowitz will review the basic models and concepts of AI such as processing speed, machine learning, and networks, with particular emphasis on their applications in healthcare. He will discuss special interest topics such as GPT, brain-computer interfaces, emergent properties, and the concept of singularity. He will also discuss the present and future impact of AI on healthcare systems, patients, and providers.

Unravel the Mystery of "The Infection" | Cheri Fast & Jess Danko | *CE: NHA & SW*

Healthcare-associated infections add a significant burden to healthcare systems already under great pressure, increasing costs to the facilities, not to mention longer hospital stays and larger bills for patients as well. Lapses in medical judgement, communication, teamwork, and attention to infection control practices can impact patient outcomes. The intent of this session is to provide you with a training activity that you can implement in your facility to teach the importance of infection prevention and to educate you on the important role we all play in reducing healthcare acquired infections. This interactive activity will increase awareness of the everyday activities that pose a risk of the development of a health care-associated infection and the opportunities for preventing such infections. Be prepared to "experience" infection control from a whole new perspective as you unravel the mystery of infection control and prevention!

Presenting Value to the Board and Senior Leadership - Part 2 | Sarah Pavelka | *Presented by SDAHQ* |

CE: CPHQ

Many healthcare quality professionals struggle with what, when, and how to present meaningful and value-added information to the Board and Senior Leadership. During this session, the participants will discuss what to communicate and how to engage their Board of Directors and keep Senior Leadership accountable with the goals of quality. Learn what you would expect from your Board of Directors and what they need from you to make data-driven decisions. Finally discuss the importance of strategic alignment, accountability, and return on investment.

The Patient Payment Conundrum: The Impact on Providers and their Patients | Shelly Soupir

This presentation will help attendees understand that affordability is the root cause of poor patient collections along with how the lack of health insurance literacy compounds the problem. During this session, the presenters will share a case study to educate attendees on how one solution positively changed patient payment behavior to provide a significant lift to a hospital or health system.

11:00am

Closing Keynote

Richest Man in Town | VJ Smtih | *CE: NHA & SW 1.2*

Audience members will go on an emotional roller coaster ride as South Dakota native, V.J. Smith describes how Marty, an unforgettable cashier at a local big box store, had a profound impact on the people who went through his check-out line. Marty became a legend in an unexpected place because he treated everybody with dignity, kindness, and respect. As V.J. says, "Marty was living proof that you don't need money, power or title to make a difference in life. You just need to care."



South Dakota

Association of Healthcare Organizations

27

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