

2024

 South Dakota
Association of Healthcare Organizations



**MOVING
MOUNTAINS
TOGETHER**

ANNUAL CONVENTION

SEPTEMBER 25-27, 2024 | RAPID CITY

2024 ANNUAL CONVENTION

OVERVIEW

Join SDAHO and your healthcare peers from September 25-27 in Rapid City for our 98th Annual Convention. Together, let's exchange insights, deepen our knowledge, and celebrate our collective accomplishments. This year's theme, "Moving Mountains Together," highlights our dedication to tackling significant healthcare challenges and advancing services across our state. Don't miss this opportunity to collaborate, innovate, and drive positive change in South Dakota's healthcare landscape.

SCHEDULE

Wednesday, September 25
Golf Event
12:00pm - 5:00pm
Hart Ranch Golf Club

Thursday, September 26
Breakfast and Lunch Provided
Educational Sessions
8:00am - 4:00pm
Exhibitor Social
4:00pm - 6:00pm

Friday, September 27
Breakfast Provided
Educational Sessions
8:30am - 12:00pm

VENUE

- Conference Location: The Monument | 444 Mt. Rushmore Rd N., Rapid City, SD 57701
- Accommodations close to the event venue:
 - [Holiday Inn Rapid City Downtown](#)
 - [The Rushmore Hotel & Suites](#)
 - [Elevation Inn & Suites, Trademark Collection by Wyndham](#)

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 26, 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
- Nonmember – \$350
- Student Registration – \$75
- Golf Event on September 25 – \$60

REGISTER NOW

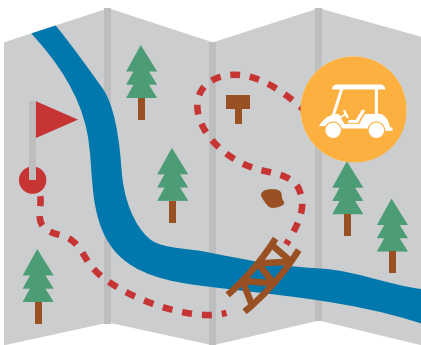


Cancellation/Refund Policy: Policies regarding refunding of registration fees for the SDAHO Convention are:

1. Full Refund: (less \$25.00 processing fee) if cancellation is received 2 weeks (September 10 or earlier) prior to Convention.
2. 50% Refund if cancellation is received between 1 and 2 weeks (September 11-17) prior to the Convention.
3. NO REFUND if cancellation is received less than 1 week prior (September 18-24) 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 9.6 hours available.
- 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. There are up to 9.6 hours available.
- This program has been developed and is presented locally by the South Dakota Healthcare Executive Group (SDHEG). The American College of Healthcare Executives has awarded 1.5 ACHE In Person Education Credits to this program.



Adventure

GOLF EVENT

Don't forget to add the golf event to your registration. Kick off the convention with this popular annual event on Wednesday, September 25. Golf the foothills of Rapid City with fellow health care professionals at Hart Ranch Golf Club. Golf add on is \$60 and includes team placement and cart. All skill levels are invited.

Sponsored by



SCHEDULE AT-A-GLANCE

WEDNESDAY, SEPTEMBER 25

Noon - 5pm

Golf Event - Hart Ranch Golf Club

7-8pm

SDAHO Board Meeting

THURSDAY, SEPTEMBER 26

7:00am - 8:00am

Registration and Breakfast

8:00am-9:15am

Welcome and Opening Keynote

- The Life-Changing Power of Your Rope Team with Gretchen Evans

9:30am-10:30am

Breakout Sessions

- Revitalize, Innovate, and Flourish: Embracing a Growth Mindset in Healthcare
- Addiction: Through the Lens of Chronic Disease
- Psychotropic Reduction: An Interdisciplinary Approach
- Navigating the Future of Cybersecurity in Healthcare - What we Have Learned since the Change Healthcare Cyberattack
- EHR on FHIR: Results From First FHIR-Powered Prior Authorization

10:45am-11:45am

Breakout Sessions

- Confrontation: Do you hate it too? Let's practice!
- Implementing a Post Acute Referral Center (PARC) to Streamline the Discharge Process
- Medicare Advantage Strategies: Lessons from Healthcare Leaders
- Emerging Tribal Data Infrastructure, So That People May Live

12:00pm-1:15pm

Lunch and Awards Ceremony

1:30pm-2:30pm

Breakout Sessions

- Regulatory Round-Up
- Media Training
- Transitions of Care for Older Adults
- Meeting the Needs of Today's Healthcare Consumer (90-minute session)
- Navigating the Multigenerational Workforce

2:45pm-3:45pm

Breakout Sessions

- Primary Palliative Care Recipe: Equal Parts Understanding, Skills, and Champion. Stir Gently.
- Innovative Strategies in Healthcare Marketing and Media
- Driving Organizational Change in Healthcare
- Elevate Your Infection Prevention Quality Program

4:00pm-6:00pm

Exhibitor Social

FRIDAY, SEPTEMBER 27

7:15am - 8:15

- Membership Meetings
- Networking Breakfast

8:30am-9:30am

- Building Effective Healthcare Apprenticeships
- Coaching Up or Out
- CMS Hospital Inpatient Quality Reporting Programs Overview and Recent Updates
- Evolving Cybersecurity within the NCCoE Toolbox

9:45am-10:45am

- Legal Insights on Today's Healthcare Hot Topics
- Navigating the Grant Seas Alone: Mastering the Art of Sole Grant Management
- Empowering Rural Care: Dynamic Staffing Solutions & Retention Models
- Telehealth Policy Updates

11:00am-12:00pm

Closing Keynote

- The FUNdamentals of Meaningful Leadership with Paul Long

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



KEYNOTE SPEAKERS



COMMAND SERGEANT MAJOR GRETCHEN EVANS

Opening Keynote speaker

As one of the most highly decorated women to serve in the U.S. Army, Gretchen Evans had thought she had achieved her dream when she was overseeing 30,000 troops as a Command Sergeant Major. But all of that changed in an instant during a rocket attack in Afghanistan when she suffered catastrophic injuries and became deaf. Gretchen's presentation will take you on a journey from her finding her purpose in the military, to her devastating injury, to her decision to reclaim her life with the support of her Rope Team that included a service dog and a select group of friends and supporters. Between her stories, Gretchen will offer her wisdom on topics of grit, resilience, hope, and overcoming any barrier. With a heartfelt message and some lighthearted humor, Gretchen provides a keynote that inspires all of us to find our own "rope team" and to live our best lives.



PAUL LONG

Closing Keynote speaker

What if everyone in your organization could manifest true fulfillment while creating more opportunities of success personally and professionally? Organizations around the globe are challenged right now in their quest to attract and retain great talent. As our work environment, workforce and traditional market strategies are evolving, one thing remains consistent, an overwhelming human desire to feel fulfilled. In *The FUNDamentals of Meaningful Leadership*, Transformative Speaker on Employee Engagement & Fulfillment, Paul Long leverages his concept of FUNDAMISM to deliver a more deliberate approach in the creation of professional and personal fulfillment. With these strategies, leaders and their teams will consistently find a way to manifest the experience and goals they desire.

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SESSION SCHEDULE

THURSDAY | 9/26

7:00am

Registration and Breakfast

8:00am

Welcome and Opening Keynote

The Life-Changing Power of Your Rope Team | Command Sergeant Major Gretchen Evans | *CE: LNHA, SW*

As one of the most highly decorated women to serve in the U.S. Army, Gretchen Evans had thought she had achieved her dream when she was overseeing 30,000 troops as a Command Sergeant Major. But all of that changed in an instant during a rocket attack in Afghanistan when she suffered catastrophic injuries and became deaf. Gretchen's presentation will take you on a journey from her finding her purpose in the military, to her devastating injury, to her decision to reclaim her life with the support of her Rope Team that included a service dog and a select group of friends and supporters. Between her stories, Gretchen will offer her wisdom on topics of grit, resilience, hope, and overcoming any barrier. With a heartfelt message and some lighthearted humor, Gretchen provides a keynote that inspires all of us to find our own "rope team" and to live our best lives.

9:30am

Breakout Sessions

Revitalize, Innovate, and Flourish: Embracing a Growth Mindset in Healthcare | Craig Deao | *CE: LNHA, SW*

In the wake of the pandemic, the healthcare landscape has been drastically altered, prompting a critical need for healthcare organizations to reassess their strategies for sustainability and growth. From unlocking revenue-generating opportunities beyond conventional practices to fostering a growth mindset essential for resilience and expansion, attendees will discover how innovation can be infused into healthcare management, from the boardroom to frontline staff. This session will also explore the cultural nuances inherent in healthcare, advocating for a transformative shift towards a culture of continuous learning and adaptation.

Addiction: Through the Lens of Chronic Disease | Kendra L. A. Joswiak, DNP, APRN, FNP-C, CARN-AP & Randi Schneider | *CE: SW*

This session explores the evolving landscape of addiction medicine. Recognizing addiction as a chronic disease fundamentally shifts how we approach treatment, emphasizing the importance of long-term management and comprehensive care. Innovative solutions for South Dakota's healthcare landscape include embracing harm reduction, encouraging low-threshold addiction treatment, utilizing telemedicine platforms, and prioritizing an integrated community response.

Psychotropic Reduction: An Interdisciplinary Approach | Amy Siple, APRN, FNP, GS-C | *CE: LNHA, SW*

The off-label use of psychotropics to manage the neuropsychiatric symptoms associated with dementia is historically widespread. This is despite evidence showing limited benefits and high mortality risk. This interactive presentation is designed to explore a root cause analysis of these neuropsychiatric symptoms using an interdisciplinary approach. A review of recently approved antipsychotics for dementia-related agitation will be discussed.

Navigating the Future of Cybersecurity in Healthcare - What we Have Learned since the Change Healthcare Cyberattack | Eric Pulse & Michelle Gates | Presented by HFMA | *CE: LNHA*

In today's digital landscape, safeguarding your organization against cybersecurity threats is more critical than ever. This session will delve into practical strategies and best practices for enhancing your organization's security posture, ensuring that both internal measures and external vendor engagements align with cybersecurity requirements, and understanding the impact of these measures on your revenue cycle.

SESSION SCHEDULE

THURSDAY | 9/26

9:30am (cont.)

Breakout Sessions

EHR on FHIR: Results From First FHIR-Powered Prior Authorization | Heidi Kriz | Presented by SDHIMSS | *Certificate of Attendance*

As healthcare spending grows uncontrollably, prior authorization is crucial for cost containment and ensuring the medical necessity of procedures and treatments. A 2019 JAMA study found that about 25% of healthcare spending may be wasteful, and 88% of physicians report a high administrative burden for authorization requests. This session will highlight how a payer and provider partnered to launch a new data exchange framework to streamline prior authorization. Implemented in October 2022, this FHIR (Fast Healthcare Interoperability Resources)-powered system allows providers to complete requests within their native HER (Electronic Health Record), automating the process and reducing turnaround time from days to seconds. The payer and provider will share their first-year results, lessons learned, and how this workflow can be applied to other providers and payers.

10:45am

Breakout Sessions

Confrontation: Do you hate it too? Let's practice! | Sheila Sutton | Presented by SDHHR | *CE: LNHA, SW*

Using a straightforward template provided by Dr. Suzi Kalsow at the 2024 SD SHRM Conference, we will explore the key components of a confrontational conversation. Attendees will have the opportunity to consider a personal or work situation, apply the template, and practice the conversation with fellow attendees. Group discussions, role-playing, and sharing best practices will be encouraged, but participation in these activities is optional.

Implementing a Post Acute Referral Center (PARC) to Streamline the Discharge Process | Anita Dunham and Emily Mills | *CE: LNHA, SW*

Transitions can be challenging for patients and healthcare organizations, often involving numerous tasks that pull Case Managers and Social Workers away from direct patient care, reducing availability and causing delays. To address issues related to length of stay and avoidable hospital days, a new approach was necessary to enhance visibility and improve the timely coordination of services. A Post-Acute Referral Center (PARC) was established as a centralized hub to coordinate various post-acute care services, facilitating safe discharge plans. In this session, you will learn key strategies for implementing a Post-Acute Referral Center in multiple healthcare settings, leveraging team expertise, improving care coordination timeliness, and enabling staff to work at the top of their scope.

Medicare Advantage Strategies: Lessons from Healthcare Leaders | Jason Merkley; Teri Bergeleen; Nate Ovenden | Presented by HFMA | *CE: LNHA*

Join us for an enlightening panel discussion where healthcare leaders share their insights on navigating the complexities of Medicare Advantage plans. This session will feature expert perspectives on contracting, operations, and health plan strategies. Gain practical knowledge, learn best practices, and discover how industry leaders have had to make difficult decisions on accepting various Medicare Advantage plans. Don't miss this opportunity to enhance your understanding and optimize your strategies for success in the Medicare Advantage landscape.

Emerging Tribal Data Infrastructure, So That People May Live | Nicholas Hill | Presented by SDHIMSS | *Certificate of Attendance*

Attendees will learn how the Great Plains Tribal Epidemiology Center (GPTEC) is exercising Public Health Authority for the Great Plains Area tribes with support from the CDC Data Modernization Initiative. This session will outline the components of the emerging Great Plains Area tribal data infrastructure through storytelling as shared by the Great Plains Area tribes. Attendees will gain insights into current data projects with partners in the public health and medical fields and explore opportunities for future collaborations. They will also understand how these partnerships enhance the GPA tribes' capacity to advance self-determination and achieve community health objectives using tribal knowledge and practices. So That the People May Live.

SESSION SCHEDULE

THURSDAY | 9/26

12:00pm

Lunch and Awards Ceremony

Join us as we celebrate SDAHO's Distinguished Service Awards and the honorees of SDAHO's affiliated societies.
Sponsored by Scull Construction Services and Monument Health

1:30pm

Breakout Sessions

Regulatory Round-Up | Marti Ross, JD | CE: LNHA

In addition to the annual Medicare payment rules, federal agencies have finalized several regulations impacting healthcare providers. This session will provide essential information about these regulations and outline the actions healthcare providers should take now to comply with the new requirements.

Media Training | Stephanie Rissler, Jerry Oster, Cory Myers, Heidi Marsh | CE: LNHA

This session will provide a high-level overview of the do's and don'ts of working with the media. The panel discussion will feature Stephanie Rissler, with over 25 years in the television industry; Jerry Oster, with over 30 years in the radio industry; and experts from Fresh Produce, a state and regionally known marketing firm. Attendees will learn how to engage during planned and impromptu interviews, community events, and press conferences. The panelists will offer tips on delivering usable interviews and soundbites while avoiding "gotcha" questions. At the end of the session, volunteers can participate in practical training in front of a camera and microphone.

Transitions of Care for Older Adults | Victoria Walker, MD, CMD, FAAFP | CE: LNHA, SW

Improving care transitions is crucial for better patient outcomes and financial success. This session will provide an in-depth understanding of the ROI associated with enhanced care transitions, highlighting both clinical and financial benefits. Attendees will learn how streamlined transitions lead to better patient experiences, reduced readmissions, and cost savings. Participants will explore practical tools and strategies to improve transitions within their institutions. By identifying and applying at least two effective tools, they will be prepared to implement these solutions and drive organizational improvements. Join us to discover the tangible benefits of optimizing care transitions and leave with actionable insights to enhance care delivery and financial performance.

Meeting the Needs of Today's Healthcare Consumer (90-minute session) | Presented by SDHEG | CE: LNHA, SW, AHCE

Consumer-driven services and the need for efficiency are rapidly transforming how organizations operate and compete. Today's consumers are taking greater control of their purchasing power and healthcare decisions, demanding excellence in service. The challenge lies in providing superior service in a meaningful and cost-effective manner. Organizational survival depends on healthcare leaders with the vision, determination, and courage to test various methods of enhancing the patient experience. Patient expectations are increasingly influenced by other industries and healthcare disruptors like retail clinics. How can hospitals and health systems deliver comparable levels of customer service to stay competitive?

Navigating the Multigenerational Workforce | Jason Pettigrew | Presented by SDHRA | CE: LNHA, SW

This engaging session will explore the diverse generations in today's workforce, helping you identify and understand which generation you align with. We'll delve into forward-thinking strategies and discuss how to effectively collaborate as a multi-generational team. Join us for an interactive and informative session, with a touch of fun to wrap up our discussion!

SESSION SCHEDULE

THURSDAY | 9/26

2:45pm

Breakout Sessions

Primary Palliative Care Recipe: Equal Parts Understanding, Skills, and Champion. Stir Gently. | Dr. Andrea Baier; Dr. Emily Duff; Sarah Mollman; Brandi Pravecek | *CE: LNHA, SW*

South Dakota faces a significant challenge in providing care for individuals living with serious illnesses, particularly in rural areas where specialty-trained palliative care teams are scarce. Establishing primary palliative care is essential to ensure that individuals receive effective symptom management and have meaningful goals-of-care conversations, aligning the care they receive with their preferences. To implement primary palliative care in your community, three key elements are necessary: an understanding of what primary palliative care entails and its benefits, training on the essential skills required, and a local champion to operationalize the care. This session will equip you with a comprehensive understanding of primary palliative care, provide resources for skill development, and offer a real-life example of how a local champion can successfully introduce primary palliative care.

Innovative Strategies in Healthcare Marketing and Media | Rob Long, Heidi Marsh, Kyle Jameson, Cathy Koch | *CE: LNHA*

This session will explore how media and healthcare marketing impact consumer behavior. As patients face more choices than ever, it's crucial for healthcare providers to differentiate themselves and retain their consumer base. Experts in marketing and media will discuss the latest trends and strategies for healthcare marketing, including campaigns for healthcare systems of all sizes and effective media engagement. Additionally, the session will highlight the importance of community presence and share innovative signage and graphics trends to attract and guide patients.

Driving Organizational Change in Healthcare | Mary Sand, PhD | *CE: LNHA, SW*

Consider a recent change you wanted to make for yourself... How did it go? Reflecting on the challenges of changing oneself can provide valuable insights into leading change that requires others to change. Organizational change largely hinges on individual behavior change. While people may express support for a change, this doesn't always translate to a commitment to change their behavior. Success in driving organizational change lies in assessing readiness for change, devising a clear communication plan, and establishing a change cadence.

Elevate Your Infection Prevention Quality Program | Cheri Fast | Presented by SDAHQ | *CE: LNHA*

In a recent point-prevalence survey, it was discovered that 1 in 31 hospital patients have at least one healthcare-associated infection. Establishing and sustaining a high-performing program necessitates essential components and collaboration. By prioritizing these vital elements, your facility can mitigate healthcare-associated infections, thus enhancing both patient outcomes and financial performance. We will delve into the methods and timing for reporting, and review the calculation of infection rates. These steps are pivotal in combating infections within our healthcare facilities and financial outcomes. We will learn how and when to report, and refresh on how to calculate infection rates. These are critical steps in reducing infections in our healthcare facilities.

4:00pm

Vendor Social

Join us at the exhibitor social, where you can network, explore a wide array of healthcare services and products, and win amazing prizes.

Sponsored by McGough Construction and SDAHO Enterprises



SESSION SCHEDULE

FRIDAY | 9/27

7:15am

Affiliate Membership Meetings
Networking Breakfast

8:30am

Breakout Sessions

Building Effective Healthcare Apprenticeships | Brooke Sydow | *CE: LNHA, SW*

This session will explore the development and implementation of healthcare apprenticeship programs designed to enhance both traditional and nontraditional workforce pipelines. Drawing on Huron Regional Medical Center (HRMC's) successful experiences, we will provide a comprehensive overview of strategies for creating apprenticeship opportunities within the healthcare sector. Attendees will learn how to design apprenticeship programs that address workforce needs, integrate apprenticeships into existing training frameworks, and navigate the challenges associated with recruiting and supporting apprentices. The session will also feature recommendations from the South Dakota Department of Labor and Regulations, offering insights into specific incentives and regulatory considerations.

Coaching Up or Out | Martha Lofquist | *CE: LNHA, SW*

This course offers a systematic approach to performance improvement, beginning with the leader's introspection and ensuring the foundational groundwork for employee success is in place. While there are various methods to achieve this, the systematic approach we share facilitates a swift process and establishes a common language within the organization. This approach is effective for addressing and enhancing subpar performance, as well as for elevating high performers to the next level.

CMS Hospital Inpatient Quality Reporting Programs Overview and Recent Updates | Lesley Wilkinson | Presented by SDAHQ | *CE: LNHA*

This session will provide an overview of the CMS Hospital Inpatient Quality Reporting Programs, highlighting the changes finalized in the FY 2025 Inpatient Prospective Payment System Final Rule. Attendees will gain insights into the measures, methodology, and potential financial implications of these programs.

Evolving Cybersecurity within the NCCoE Toolbox (Virtual presenter) | Sallie Edwards | Presented by SDHIMSS | *CE: LNHA*

The National Cybersecurity Center of Excellence (NCCoE), in collaboration with MITRE and the National Institute of Standards and Technology (NIST), is dedicated to developing cybersecurity solutions tailored to enhance the security posture of healthcare organizations. This session will guide the audience through various technology-specific projects conducted by NCCoE, such as Digital Identity and Internet of Things Onboarding. Attendees will gain insights into how these projects can be effectively applied within the healthcare sector, bolstering cybersecurity defenses and protecting sensitive healthcare data.

9:45am

Breakout Sessions

Legal Insights on Today's Healthcare Hot Topics | Blayne Hagen, Jason Green, Dan Rafferty and Matt Groves | *CE: LNHA, SW*

In the ever-evolving landscape of healthcare, legal challenges can arise unexpectedly, potentially jeopardizing patient care and financial stability. This session provides a comprehensive overview of the top legal risks facing healthcare organizations today, offering practical solutions and strategies to navigate these complex issues.

Navigating the Grant Seas Alone: Mastering the Art of Sole Grant Management | Michelle Hoffman & Becky Heisinger | *CE: LNHA*

Understanding the grant rules and regulations can be a daunting task but when you are an office of one, where do you begin? This session will identify key strategies that you can implement immediately to reduce your stress level.

SESSION SCHEDULE

FRIDAY | 9/27

9:45am (cont.)

Breakout Sessions

Empowering Rural Care: Dynamic Staffing Solutions & Retention Models | Patti Artley, DNP, RN, CPN, NEA-BC |

Presented by SDHHRA | CE: LNHA

In a world grappling with a staffing shortage, rural healthcare facilities face a distinctive array of challenges. Join Patti Artley, Chief Nursing Officer at Medical Solutions, as she delves into the complexities of rural healthcare staffing. Acknowledging that staffing solutions aren't one-size-fits-all, Artley will explore the intricacies of recruiting and retaining talent in rural settings. Discover how to clear your own unique hurdles in an era where the demand for healthcare professionals is at an all-time high. From attracting talent to converting temporary staff to permanent roles, gain insights into innovative strategies designed to address the specific needs of rural healthcare settings.

Telehealth Policy Updates | Mary DeVany | Presented by SDHIMSS | CE: LNHA

As we approach the potential end of many regulatory and policy extensions from the pandemic, slated to conclude in December 2024, it's crucial to understand the implications. Join us in this session as we explore the anticipated telehealth policy changes at both federal and state levels and strategize on how to best prepare in the months leading up to these pending revisions. Gain valuable insights and actionable steps to navigate this transition period effectively.

11:00am

Closing Keynote

The FUNdamentals of Meaningful Leadership | Paul Long | CE: LNHA, SW

What if everyone in your organization could experience true fulfillment while also fostering personal and professional success? In today's challenging environment, organizations worldwide are striving to attract and retain top talent. As our work environments, workforces, and traditional market strategies evolve, one fundamental desire remains unchanged: the human need for fulfillment.

In "The FUNdamentals of Meaningful Leadership," transformative speaker on employee engagement and fulfillment, Paul Long, introduces the concept of FUNDAMISM. This approach offers a deliberate method for creating both professional and personal fulfillment. By implementing these strategies, leaders and their teams can consistently manifest the experiences and goals they aspire to achieve.