



# Cultivating Culture

April 13-15, 2021  
Virtual Event



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### Session Recordings & Handouts

All session recordings & handouts will be available in the conference app for 90 days following the event.

# Continuing Education

## **Nursing**

Conference sessions offered by the Montana Hospital Association (MHA) are approved for Montana Board of Nursing continuing education hours according to the standards at ARM 24.159.2101. All eligible sessions are marked with **CNE**.

## **Nursing Home Administrator**

MHA has been pre-approved for continuing education credits by the Montana Board of Nursing Home Administrators. All sessions appropriate for Nursing Home Administrator credits are marked with **NHA**.

## **Certified Professional in Healthcare Quality**

MHA has been pre-approved for continuing education credits by the National Association for Healthcare Quality. All sessions appropriate for Certified Professional in Healthcare Quality credits are marked with **CPHQ**.

## **Other Continuing Education**

MHA does not apply for any other continuing education credits. However, an Attendance Verification Form is provided. It is your responsibility to keep the form for your records. Keep a copy of your Attendance Verification Form for your files; MHA does not retain these records.

Although MHA does not apply for other continuing education credits, we encourage participants to apply on an individual basis with the appropriate accreditation organization. Although we cannot guarantee other accreditation, those sessions approved by the above organizations usually qualify for other educational credits.

## **Requirements for Credit:**

- Attend/participate in the educational activity and review all course materials.
- Mark your attendance in the space next to each session you attend on the CE/Attendance Verification Form provided to all attendees.
- Retain the CE form for your records; MHA does not track CE credits for licensees.

April  
13

Tuesday

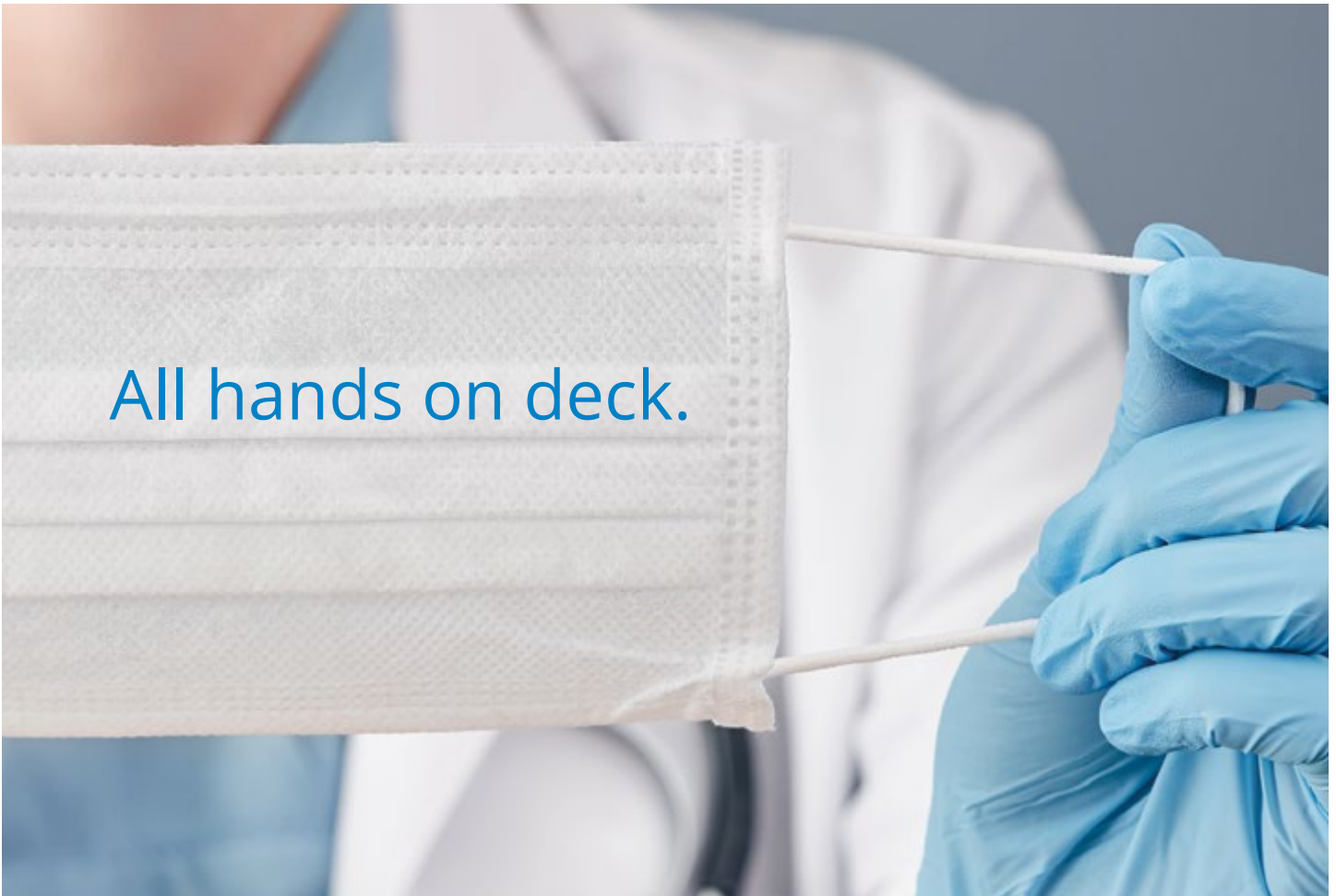
# TUESDAY SCHEDULE

Time	Session
9:00 - 9:30 AM	Virtual Coffee Chat
9:30 - 10:00 AM	Break
10:00 - 11:30 AM	Opening Keynote: Population Health Management - From Strategic Fantasy To Operational Reality
11:30 AM - 1:00 PM	Break
1:00 - 2:00 PM	Concurrent A Sessions
	A1 - Be the Leader Nobody Wants to Leave – Galvanize Retention
	A2 - Preparing Your Annual CAH Review
	A3 - The Future of Telehealth and Virtual Care
2:00 - 2:30 PM	Break
2:30 - 3:30 PM	Concurrent B Sessions
	B1 - Elevating Your Board: Strategies for Success
	B2 - Does Your QAPI Program Stack Up?
	B3 - Credentialing and Privileging for Telehealth Providers

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April  
14

Wednesday

# WEDNESDAY SCHEDULE

Time	Session
9:00 - 9:30 AM	Virtual Coffee Chat
9:30 - 10:00 AM	Break
10:00 - 11:30 AM	Keynote: Leading in Whitewater
11:30 AM - 1:00 PM	Break
1:00 - 2:00 PM	QI Showcases
2:00 - 2:30 PM	Break
2:30 - 3:30 PM	Concurrent C Sessions
	C1 - Using Gratitude to Bounce Back Stronger
	C2 - Lean Organizational Implementation: From the Top to the Trenches
	C3 - Successfully Supervising Remote Employees

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April  
15

Thursday

# THURSDAY SCHEDULE

Time	Session
9:00 - 9:30 AM	Virtual Coffee Chat
9:30 - 10:00 AM	Break
10:00 - 11:30 AM	Closing Keynote: Left Out or Roped In? Rural America's Journey Toward Health Equity
11:30 AM - 1:00 PM	Break
1:00 - 2:00 PM	Concurrent D Sessions
	D1 - Harmonious Workplaces in a Chaotic World: Part I
	D2 - Growth and Sustainability of Care Coordination: Primary Care and Beyond
	D3 - Montana Legislative Update
	D4 - Operational Excellence: Maximizing the Effectiveness, Structure, and Approach to Policymaking
2:00 - 2:30 PM	Break
2:30 - 3:30 PM	Concurrent E Sessions
	E1 - Harmonious Workplaces in a Chaotic World: Part II
	E2 - Leaning into Patient Family Engagement as We Recover
	E3 - Legislative Update: Montana's Employer-Related Marijuana Laws
	E4 - RHC Performance Checklist and Montana Benchmarks

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**TUESDAY  
MORNING**


## Virtual Coffee Chat

**TUESDAY, APRIL 13 | 9:00 - 9:30 AM**

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# OPENING KEYNOTE

## Population Health Management – From Strategic Fantasy To Operational Reality

TUESDAY, APRIL 13 | 10:00 - 11:30 AM



**Dr. Brian Silverstein**  
CONSULTING DIRECTOR, CHARTIS GROUP

The title ‘volume to value’ has become a hallmark of just about every healthcare discussion today. While the strategy is understandable, the challenge is delivering on the promise of moving from volume to value. If it is possible to see both the current and desired state, why is the transition so challenging? This session will explore the specific local market factors that can impact strategy and lead to re-framing towards realistic market opportunities. This session will also outline key operational elements of organizations that are delivering value-based care and how to learn from them to both improve the care for a population and reduce the total cost. The session will also explore the challenges for a volume-based healthcare system to adopt these practices and discuss a realistic path forward.

Dr. Silverstein is a national healthcare thought leader with extensive consulting and operational expertise, including a focus on population management. He previously was managing partner, HC Wisdom LLC, in Glencoe, Illinois, and senior vice president at CareFirst BlueCross BlueShield, where he ran one of the country’s largest primary ACO/PCMH programs with over 1 million patients and 3,500 providers.

CNE NHA CPHQ **Category: Population Health**

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# TUESDAY SESSIONS

## A1 - Be the Leader Nobody Wants to Leave – Galvanize Retention

TUESDAY, APRIL 13 | 1:00 - 2:00 PM



**Kristin Baird**  
BAIRD GROUP, PRESIDENT/CEO

Turnover is nothing new, but add a pandemic 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. Led by Kristin Baird, nurse, author and consultant specializing in culture, engagement and leadership, this session will help attendees re-examine assumptions about turnover and consider low-cost, no-cost steps to improve retention.

CNE NHA

**Category: Leadership**

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## A2 - Preparing Your Annual CAH Review

TUESDAY, APRIL 13 | 1:00 - 2:00 PM



**Angie Charlet**  
CANOPY ASSOCIATES, SENIOR DIRECTOR EDUCATION & DEVELOPMENT

The Annual CAH Review can be cumbersome, time consuming and requires a team effort. This presentation will provide an overview of requirements; how to structure a review; and how to identify the impact of the prior year. Additionally, this presentation will identify key questions to help attendees include the impact of COVID-19 and next steps for future years. Attendees will be able to streamline the process by creating a specific outline for their CAH; identifying future years' opportunities; and tracking progress using a guided template and workplan. Examples of other annual reviews will be shared to help attendees build their internal document.

CNE CPHQ

**Category: Quality Improvement**

# TUESDAY SESSIONS

## A3 - The Future of Telehealth and Virtual Care

TUESDAY, APRIL 13 | 1:00 - 2:00 PM



**Martie Ross**

**PYA - PERSHING YOAKLEY & ASSOCIATES, CONSULTING PRINCIPAL**

The pandemic accelerated the adoption of telehealth and virtual care, but what happens next? Following the end of the public health emergency, temporary changes in regulations and reimbursement will no longer be available. Now is the time for providers to re-evaluate and re-launch their digital health strategies to engage patients and communities and to strengthen relationships with regional providers. This session will highlight the purpose and scope of digital health strategies and tactics to support successful implementation and program maintenance.

**CNE NHA CPHQ Category: Telehealth/Coordination of Care**

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## B1 - Elevating Your Board: Strategies for Success

TUESDAY, APRIL 13 | 2:30 - 3:30 PM



**Jeffery Adler**

**IPROTEAN, CEO**

How can you optimize your board's potential? In this interview-style presentation, co-presenters Laura Orr and Jeffery Adler will cover topics such as governance structure and composition, meeting optimization, succession planning, board development and more. Attendees will come away with actionable strategies to enhance board engagement and an understanding of the resources available for trustee education.

**CNE NHA Category: CEO/Administrator**

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# TUESDAY SESSIONS

## B2 - Does Your QAPI Program Stack Up?

TUESDAY, APRIL 13 | 2:30 - 3:30 PM



**Angie Charlet**

**CANOPY ASSOCIATES, SENIOR DIRECTOR EDUCATION & DEVELOPMENT**

This interactive session will ask attendees to share experiences, best practices and challenges as they strive to meet the QAPI requirements. Attendees will learn how a true gap analysis can become a living document for the quality staff and meet expectations of the organization and the State Operations Manual. The session will also discuss methods of collecting staff input and how to foster engagement in quality programs. This session is based on what is currently known regarding the QAPI program as outlined in the State Operations Manual Appendix W as of the last update in February 2020.

**CNE CPHQ** Category: Quality Improvement

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## B3 - Credentialing and Privileging for Telehealth Providers

TUESDAY, APRIL 13 | 2:30 - 3:30 PM



**Cynthia Christenson**

**HEALTHTECH S3, CONSULTANT**

Telehealth credentialing and privileging is relatively new for most organizations. This presentation will go over the CMS requirements for telehealth credentialing, the definition of originating and distant sites, the responsibilities of affiliated and unaffiliated organizations, ongoing professional practice review requirements for telehealth, focused professional practice review requirements for telehealth, interstate telehealth and licensing requirements and meeting standards of practice. Cynthia will review the requirements of credentialing by proxy and the requirements of the originating site and the distant site.

**CNE** Category: Telehealth



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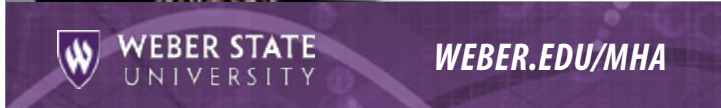
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# WEDNESDAY MORNING

## Virtual Coffee Chat

WEDNESDAY, APRIL 14 | 9:00 - 9:30 AM

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# KEYNOTE SPEAKER

## Leading in Whitewater

WEDNESDAY, APRIL 14 | 10:00 - 11:30 AM



**Todd Forkel**  
AVERA PRESIDENT/CEO

Consultant, educator and author Peter Drucker once said that the greatest danger in times of turbulence is not the turbulence, it is to act with yesterday's logic. The stakes have never been higher in healthcare, and what may have worked in the past may not moving forward. A global pandemic has turned this complexity into a volatile situation. However, with great challenge comes great opportunity. Whitewater occurs when a river's gradient changes so dramatically that air is trapped under the water and generates severe instability. This is exactly where most, if not all, industries are today. The survival of many organizations are at stake. This presentation takes a best practice approach to how leaders can attack the current situation to lead their teams and organizations through intense change.

Todd Forkel is currently President and CEO of Avera St. Luke's Hospital and Avera St. Mary's Hospital in South Dakota. Todd has served in executive leadership roles at the Mayo Clinic in Rochester, Minnesota as well as Innovis Health and Essentia Health in North Dakota. Todd is a registered radiology technologist and holds a Master's of Science in Healthcare Administration as well as an MBA.

CNE NHA CPHQ **Category: Leadership/Change Management**

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# WEDNESDAY SESSIONS

## QI Showcases WEDNESDAY, APRIL 14 | 1:00 - 2:00 PM

The greatest knowledge is sometimes found in the person sitting next to you or your neighbor down the road. Listen to other Montana hospital teams describe their performance improvement projects in the Quality Improvement Showcase presentations. Learn about their process and implementation techniques, as well as what worked and what didn't. You will leave with both practical insight and tools to execute your own performance improvement projects!

### Session #1

#### Implementing a Successful Safety Huddle

*Peggy Kopp, Director of Service Excellence, Sidney Health Center*

A daily safety huddle is a crucial element in a High Reliability Organization. Sidney Health Center implemented a facility-wide safety huddle in the fall of 2020, with ongoing success. Learn the tips, tricks and nuances of a successful daily huddle briefing and gain the tools to implement a daily safety huddle in your organization. **CNE NHA**

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### Session #2

#### An Evidenced-Based Fall Prevention Program

*Amy Vanterpool, Chief Clinical Officer, North Valley Hospital*

A review of an improvement project related to falls as implemented by staff doing the work. **CNE NHA**

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### Session #3

#### Develop the Superpower of Prioritization

*Peter Leyva, Plant Operations Director, Prairie Community Hospital*

The ability to prioritize is a powerful skillset. Learn to reclaim your time and increase staff productivity through prioritization techniques.

**CNE NHA**

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# WEDNESDAY SESSIONS

## C1 - Using Gratitude to Bounce Back Stronger

WEDNESDAY, APRIL 14 | 2:30 - 3:30 PM



**Jackie Conrad**

**CYNOSURE HEALTH, IMPROVEMENT ADVISOR**

How full is your cup? How fulfilled are you in your work and personal life? This session will lead participants to reflect on these questions within the context of the COVID-19 pandemic. The presenters will provide a simple framework to promote positive emotions and build resilience using gratitude as a foundation. Learners will appreciate the impact their thoughts and behaviors have on their own resilience and on those around them at work and at home. Practical behaviors, exercises and strategies will be shared and practiced during this interactive session to help fill your cup.

CNE NHA

**Category: Leadership**

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## C2 - Lean Organizational Implementation: From the Top to the Trenches

WEDNESDAY, APRIL 14 | 2:30 - 3:30 PM



**Tracy Clarno**

**HEALTHTECH S3, LEAN CONSULTANT, CERTIFIED LEAN INSTRUCTOR, LEAN BLACKBELT**

This session will include a plan outline for implementation of Lean that begins with the executive suite and reaches through the entire organization, including empowering front-line staff to call out issues and solve problems. Training, coaching, and the importance of developing a Lean strategic plan that supports organizational strategies will be discussed and reviewed.

CNE NHA CPHQ

**Category: Quality Improvement**

# WEDNESDAY SESSIONS

## C3 - Successfully Supervising Remote Employees

WEDNESDAY, APRIL 14 | 2:30 - 3:30 PM



### Bethany Williamson Powers

ASSOCIATED EMPLOYERS, HUMAN RESOURCE BUSINESS PARTNER

With so many employers pivoting to remote and flexible workplaces, it can be a challenge for supervisors to adjust to supervising and leading remote employees. This session will explore how to ensure employees are well equipped to succeed remotely and how to ensure managers and supervisors are well equipped to lead them to that success.

CNE NHA

Category: Leadership/HR



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# THURSDAY MORNING

## Virtual Coffee Chat

THURSDAY, APRIL 15 | 9:00 - 9:30 AM

Grab your favorite coffee mug and join your peers for networking and casual conversations! Discussion topics will vary depending on the group in during these informal and free form coffee chats.

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# CLOSING KEYNOTE

## Left Out or Roped In? Rural America's Journey Toward Health Equity

THURSDAY, APRIL 15 | 10:00 - 11:30 AM



### Benjamin Anderson

COLORADO HOSPITAL ASSOCIATION, VICE PRESIDENT, RURAL HEALTH  
AND HOSPITALS

As health equity has risen to the center of the national conversation over the past few decades, it has largely – whether intentionally or unintentionally – excluded rural America. Meanwhile, healthcare access in rural communities has significantly declined, leading to some of the worst health outcomes in the United States. Through a series of true and inspiring stories, Benjamin Anderson humanizes the glaring disparities that exist between rural and urban communities and describes the structural issues that perpetuate them. He offers hopeful and practical tools that empower leaders to be their own best advocates through the hard work and ingenuity that define the backbone of America.

Improving the health status of people in America's most under-served communities is the mission and calling of Benjamin Anderson, MBA, MHCDS, who previously served as CEO of Kearny County Hospital, a comprehensive rural health complex located in southwest Kansas.

CNE NHA CPHQ **Category: Health Equity**

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# THURSDAY SESSIONS

## D1 - Harmonious Workplaces in a Chaotic World: Part I

THURSDAY, APRIL 15 | 1:00 - 2:00 PM



**Bethany Williamson Powers**

**ASSOCIATED EMPLOYERS, HUMAN RESOURCE BUSINESS PARTNER**

Different people bring different dynamics to the work environment. Being respectful of others' differences is very important in today's work environment. What may appear to be appropriate to some may not be appropriate to others. Our job is not to be best friends with those we work with. Our job is to coexist professionally in a productive work environment. This seminar will touch upon aspects of respect, etiquette, harassment and diversity. A little common sense and top-of-mind awareness can promote a respectful and professional work environment.

CNE NHA

**Category: Leadership**

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## D2 - Growth and Sustainability of Care Coordination: Primary Care and Beyond

THURSDAY, APRIL 15 | 1:00 - 2:00 PM



**Faith Jones**

**HEALTHTECH S3, DIRECTOR OF CARE COORDINATION AND LEAN CONSULTING**

Care coordination has been a reimbursable service line for over a decade. Yet while it continues to grow, many practices have not embraced this revenue stream. This session will explore a business case for care coordination using a Team-Based Approach to Care model. It will include how to capitalize on the revenue opportunities and ensure sustainability by aligning the practice with reimbursement for the various care management services, Chronic Care Management (CCM), Behavioral Health Integration (BHI), Remote Physiological Monitoring (RPM), Principle Care Management (PCM) as well as preventative services and health promotion. We will explore the successes of various implementation models including the addition of PCM in specialty practices.

CNE NHA CPHQ

**Category: Population Health**

# THURSDAY SESSIONS

## D3 - Montana Legislative Update

THURSDAY, APRIL 15 | 1:00 - 2:00 PM



**Rich Rasmussen**

**MONTANA HOSPITAL ASSOCIATION PRESIDENT AND CEO**

Curious about how healthcare is being affected by the 67th Montana State Legislature? This session will provide up-to-date information on everything Montana healthcare leaders want and need to know.

CNE NHA

**Category: Legislative Update**

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## D4 - Operational Excellence: Maximizing the Effectiveness, Structure, and Approach to Policymaking

THURSDAY, APRIL 15 | 1:00 - 2:00 PM



**Brian Betner**

**HALL RENDER, ATTORNEY**

Interest in quality-related activities and operational effectiveness within healthcare organizations is at an all-time high. This session will discuss the necessary considerations involved when designing policies and procedures with the intent of enhancing organizational effectiveness. This session will also provide step-by-step guidance and recognized best practices for policy preparation, emphasizing how well-drafted policies play a crucial role in any hospital's operations.

CNE NHA CPHQ

**Category: Quality Improvement**

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# THURSDAY SESSIONS

## E1 - Harmonious Workplaces in a Chaotic World: Part II

THURSDAY, APRIL 15 | 2:30 - 3:30 PM



**Bethany Williamson Powers**

**ASSOCIATED EMPLOYERS, HUMAN RESOURCE BUSINESS PARTNER**

Different people bring different dynamics to the work environment. Being respectful of others' differences is very important in today's work environment. What may appear to be appropriate to some may not be appropriate to others. Our job is not to be best friends with those we work with. Our job is to coexist professionally in a productive work environment. This seminar will touch upon aspects of respect, etiquette, harassment and diversity. A little common sense and top-of-mind awareness can promote a respectful and professional work environment.

CNE NHA

**Category: Leadership**

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## E2 - Leaning into Patient Family Engagement as We Recover

THURSDAY, APRIL 15 | 2:30 - 3:30 PM



**Jackie Conrad**

**CYNOSURE HEALTH, IMPROVEMENT ADVISOR**

The pandemic has caused sweeping changes in how clinicians interact with patients and their family caregivers. Healthcare providers deployed innovative strategies to keep patients and family caregivers engaged during the pandemic. Now, how can we harness and amplify them? This session will be a call to action to "amp-up" patient family engagement (PFE) strategy as hospital operations begin to normalize. The business case will be made for PFE, describing links to improved operational, safety and satisfaction outcomes. Recommendations will be shared for structural first steps towards amplified PFE that can be carried forward from the pandemic. Bedside strategies, highlighting the successful adoption of "teach-back" will be shared and practiced in the session.

CNE NHA CPHQ

**Category: Nursing**



# THURSDAY SESSIONS

## E3 - Legislative Update: Montana's Employer-Related Marijuana Laws

THURSDAY, APRIL 15 | 2:30 - 3:30 PM



**Brian Sabey**  
HALL RENDER, ATTORNEY

The session will cover current Montana law as well as ongoing legislative developments that are likely to impact the rights and duties of hospitals related to marijuana use by patients, employees and healthcare workers. The session will cover marijuana-related operational decisions that hospitals and employers are likely to face with private use legal, commercial marijuana operations on their way, and pending legislation that would pave the way for possible wrongful termination and discrimination lawsuits.

CNE NHA **Category: HR**

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## E4 - RHC Performance Checklist and Montana Benchmarks

THURSDAY, APRIL 15 | 2:30 - 3:30 PM



**Gregory Wolf**  
LILYPAD, PRESIDENT

Operational effectiveness and financial stability have become even more important for rural health clinics due to the COVID-19 pandemic. The margin for error in terms of missed reimbursement opportunities, lack of access and contracting inconsistencies has narrowed. Attendees will learn the top 10 key performance factors that all Montana rural health clinics should focus on to ensure they can succeed in turbulent times. Attendees will also learn a comprehensive set of financial, operational and staffing benchmarks to evaluate and compare Montana data against regional and national peer groups.

CNE CPHQ **Category: Critical Access Hospitals**



Together for:

We wanted to find new ways to do more for those who already do so much. So we created Constellation®. Working together with liability insurance companies, we offer innovative products and services that help reduce risk, streamline care, even lessen caregiver burnout and turnover. Because at the end of a long day, good care is good business. See how working together can benefit you at [ConstellationMutual.com](https://www.constellationmutual.com).



# SPONSORS



**BlueCross BlueShield  
of Montana**

**SUMMIT PARTNER** - BlueCross and BlueShield of Montana (BCBSMT) is a statewide, customer-owned health insurer and benefits administrator in Montana, providing more than 250,000 members with comprehensive and affordable plans. BCBSMT believes that you deserve the best of both worlds – access to quality, affordable healthcare and superior service from a company that focuses solely on members, not shareholders. As Montana’s largest insurer, BCBSMT has provided top-notch health insurance plans and administrative services to Montanans for more than 80 years. BCBSMT has distinguished itself in the marketplace through careful plan stewardship, unparalleled customer support and a nuanced understanding of Montana culture. BCBSMT is strictly focused on serving Montana and is committed to ensuring members achieve maximum health.

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**SUMMIT PARTNER** - Hall, Render, Killian, Heath & Lyman, P.C. focuses its practice on health law and is recognized as one of the nation’s preeminent health law firms. With more than 50 years of experience in the health law business, Hall Render is the largest healthcare-focused law firm in the country. Clients include large and small business entities from a wide variety of industries, nonprofit organizations, private individuals and major healthcare providers. Because the scope of a client’s needs often extend simultaneously into many areas of law, their attorneys work as teams to share their diverse knowledge and experience, providing clients with comprehensive, efficient and proactive legal advice and business consultation.

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**SUMMIT PARTNER** - For more than 35 years, PYA, a national healthcare consulting firm, has helped clients navigate and derive value amid complex challenges related to regulatory compliance, mergers and acquisitions, governance, business valuations and fair market value assessments, multi-unit business and clinical integrations, best practices, tax and assurance, business analysis, and operations optimization. PYA’s steadfast commitment to an unwavering client-centric culture has served the firm’s clients well. PYA consistently is ranked among the Top 20 healthcare consulting firms in the U.S. by Modern Healthcare. PYA’s affiliated companies offer clients world-class data analytics; professional real estate development and advisory resources for healthcare providers; and wealth management and retirement plan administration.

# SPONSORS



**SUMMIT PARTNER** - Forefront Healthcare is a culinary and support services company dedicated to serving across the continuum of healthcare including senior living, long-term care, acute care, behavioral health, and rehabilitation. They prepare wholesome, nourishing food and maintain clean, safe, and comfortable environments.

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**SUMMIT PARTNER** - HRS leverages the collective purchasing power of their member network to negotiate great pricing on excellent products and services. As a provider-owned GPO, they believe you should never have to make a choice between profitability and patient care. That is their promise to you and to your communities.

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**SUMMIT PARTNER** - Yellowstone Insurance Exchange, RRG is a Montana member-owned and operated professional liability insurance company. Members benefit from superior risk management services and receive member distributions based on performance. Yellowstone also offers members other insurance products such as D&O, E&O, and EPLI based on their individual needs.

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**SUMMIT PARTNER** - UMIA offers medical professional liability (MPL) insurance and risk resources that help physician practices, hospitals and senior living organizations protect their care teams and their businesses. UMIA is a member of Constellation and its growing portfolio of MPL insurance companies that also includes MMIC and Arkansas Mutual.

# SPONSORS



**VIRTUAL COFFEE CHAT SPONSOR** - CFT is a Critical Power and Cooling consultation firm specializing in designing, building, and servicing critical infrastructure. They consult on ISO power panels for ORs, UPSs for Imaging, IT, and other critical systems in the hospital industry. In addition to their Critical Power and Cooling expertise, they also advise on Micro-grid BESS and NetZero applications.

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**VIRTUAL COFFEE CHAT SPONSOR** - Medefis, a national workforce solutions company, has enjoyed an endorsed business partner relationship with MHA Ventures, Inc. for over 12 years. Their leading, cloud-based workforce platform, provides instant access to the open market for all Montana hospitals, and streamlines the process of procuring supplemental staffing through an on-demand, pre-built network of contracted staffing vendors.

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**VIRTUAL COFFEE CHAT SPONSOR** - For more than 100 years, NorthWestern Energy (NWE) has delivered the energy and exceptional service that customers and communities count on – safely, efficiently and responsibly. Their company got its start in small communities, providing essential service that allowed them to grow and prosper. Today, NWE is proud to serve 734,800 residential and business customers with electricity and natural gas in Montana, South Dakota and Nebraska. NorthWestern Energy has more than 40 years' experience working with customers to promote the wise and efficient use of electricity and natural gas. Energy efficiency programs were first offered to customers in the late 1970s and have continued in some form ever since.

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**CONFERENCE APP SPONSOR** - Allegiance Benefit Plan Management is a third party administrator to self-funded group health plans. Allegiance also owns and operates its own pricing network, the Allegiance Provider Direct (APD) network.

# SPONSORS



Associated Employers

**SUMMIT SPONSOR** - Associated Employers (AE) is a not-for-profit voluntary membership association committed to the success of employers and their businesses. Founded in 1916, AE serves over 950 companies throughout the region. The mission of the association is to promote positive employer/employee relationships. The professional staff of AE provides expert advice, support, information, research, and training in the areas of employment relations, human resource management, compensation, benefits, recruiting, and risk management.

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**SUMMIT SPONSOR** - A&E Design is a design firm with four offices in Montana (Billings, Bozeman, Missoula, and Kalispell), and Seattle, Washington. As a collection of innovators, they are united for a single purpose, to create impactful experiences for their clients. They offer architecture, interior design, historic preservation, graphic design, and construction administration in one, comprehensive package. In healthcare, they recognize the multi-dimensional relationships between physicians, patients, and facility operations. When each stakeholder is optimized, a facility not only operates efficiently, it resonates organically with people and the community.

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BROWNING KALECZYC  
BERRY & HOVEN  
ATTORNEYS

**SUMMIT SPONSOR** - BKBH health law attorneys recognize the importance of sound legal assistance to all types of healthcare providers, including hospitals, clinics, other healthcare facilities, individual physicians, and physician groups. Their healthcare law group focuses on providing the highest level of service to healthcare provider clients so that they can focus on meeting the healthcare needs of our communities. BKBH routinely provides ongoing legal counsel in all aspects of healthcare operations.

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The logo for Evident features the word 'Evident' in a bold, sans-serif font. The 'E' is blue, and the remaining letters are green. The logo is set against a dark grey rectangular background.

Evident

**SUMMIT SPONSOR** - As part of the CPSI family of companies, Evident prepares their customers for the future of community healthcare by offering advanced and modern EHR solutions, data analytics, and a collaborative support model purpose-built for rural hospitals and physician practices.

# SPONSORS



**SUMMIT SPONSOR** - Jackson Physician Search is an established industry leader in physician recruitment and pioneered the recruitment methodologies standard in the industry today. The firm specializes in the permanent recruitment of physicians, physician leaders and advanced practice providers for hospitals, health systems, academic medical centers and medical groups across the United States. Headquartered in Alpharetta, Georgia, the company is recognized for its track record of results built on client trust and transparency of processes and fees.

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**SUMMIT SPONSOR** - LifeNet Health is the only full-service tissue bank in the Pacific Northwest that recovers, prepares, and distributes tissue for transplantation, medical research, and education. With a mission of saving lives, restoring health, and giving hope, their Seattle-area location serves donor families, recipients, and the community, including: extensive donor family grief and bereavement support services; a referral partner network including hospitals, law enforcement, funeral homes and others in the community; and training and continuing education for the medical community.

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**SUMMIT SPONSOR** - LocumTenens.com, your full-service recruitment firm specializing in supplemental placement of Physicians, CRNA's, NP's and PA's within all states and specialties. Meeting needs every day to connect clinicians with healthcare facilities; offering dedicated agents by specialty, in-house credentialing with NCQA standards, turn-key telehealth options, comprehensive reporting and the largest free on-line job board.

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**SUMMIT SPONSOR** - The Montana Health Improvement Section is part of the Montana Department of Public Health and Human Service's Chronic Disease Prevention and Health Promotion Bureau. They strive to improve the health and quality of life for all Montanans with asthma, diabetes, prediabetes, and cardiovascular disease, and prevent the development of these conditions. Their programs offer financial and technical assistance for clinics and hospitals to improve processes, educate staff, and provide resources for patients.

# SPONSORS



**SUMMIT SPONSOR** - We're the Mountain Health CO-OP, created for, governed by, and proudly serving Montanans just like you. We share the belief that quality healthcare belongs to all of us and that there is strength in being locally owned. Come as you are, whoever you are, we belong to you, and you belong here.

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**SUMMIT SPONSOR** - PacificSource provides benefits to more than 3,900 Northwest employers and covers more than 272,000 people with group and individual health plans. They also provide self-funded employee plans, flexible spending accounts, HRAs, and COBRA administration services. Their offices are located in Oregon, Idaho, Montana, and Washington.

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sentry data systems®

**SUMMIT SPONSOR** - Sentry Data Systems, Inc., a pioneer in automated pharmacy procurement, utilization management and 340B compliance, leads the healthcare industry in helping providers address their three biggest challenges: reducing total cost of care, managing compliance, and producing better quality. Thousands of hospitals and care locations across the country rely on Sentry's integrated platform for their solutions, which provide decision support for millions of unique patients and have helped hospital systems and IDNs realize billions of dollars in documented savings.

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**SUMMIT SPONSOR** - Stockman Bank is a family owned, community bank with locations throughout Montana and are committed to enriching the lives of Montanans and helping our communities succeed. Like Montana, Stockman is distinct with a rich history blending traditional, western values with modern conveniences and state-of-the-art technology. They are proud to be your full-service financial partner, serving all of your banking, insurance, and wealth management needs. Their people are focused, and their products and services are uniquely designed to meet the financial needs of Montanans. Important in their focus is safety and security. They are proactive in taking every precaution to protect you and your family's hard-earned assets and your valuable information.



# SPONSORS



**SUMMIT SPONSOR** - Weber State University's Executive MHA (eMHA) is fully online. The program is designed for full-time working professionals who want to advance into leadership positions in the healthcare industry. Like their MHA program, the Executive MHA program prepares you for leadership positions in the healthcare industry, with the added benefit of completing your degree online. Executive MHA courses cover topics such as: management and leadership, finance and accounting, healthcare ethics and law, interpersonal communication, organizational skills, healthcare information technology and human resources. Their program also aims to instill students with critical thinking skills, the desire to continue developing skills and to pursue lifelong learning opportunities after graduation. You'll graduate with skills and experience to take on roles as an executive, administrator, or manager in a health service organization. You may manage an entire organization or facility or you could specialize in managing a specific area or department.



Freeman & MacLean, P.C.

**A/V SPONSOR** - Providing healthcare law, operations compliance and privacy/security compliance services to clients in the healthcare sector.



**A/V SPONSOR** - PFC USA provides account receivable management services to a national client base, through core values of integrity, accountability, and professionalism. As a HFMA Peer Reviewed firm, they understand organizations are committed to ensuring a superior patient experience, and they continue that customer service commitment by delivering the best patient financial experience possible in the areas of early-out and debt recovery. Their services include: self-pay early out programs (PFC FIRST); bad debt collection services; and distressed receivables purchasing (PFC INFUSE).



**A/V SPONSOR** - Surgical Product Solutions' mission is to bring innovative revenue and savings solutions to hospitals by purchasing their surplus surgical supplies and by reducing their spend on the brand name products they currently utilize. Their focus is simple: to help their customers become higher quality healthcare providers without compromise.

# SUMMIT INFORMATION

## Who Should Participate?

Anyone who is interested in participating from hospitals and healthcare facilities of all sizes!

## What is the Cost to Attend?

**MHA Members:** \*\$500 facility-wide registration fee – which means any and all staff can register and participate from your facility!

\*Facilities participating in the Flex and HQIC programs will be eligible to receive support for this \$500 fee.

**Prospective Members:** \$295 Per Person Registration Fee. Payment will be required at the time of registration.

## How to Do I Access the Event?

Event sessions will use the Zoom webinar and the Zoom meeting platforms.

All sessions will be hosted in our password protected conference app, which has been graciously sponsored by [Allegiance Benefit Plan Management, Inc.](#)

Once you are registered, you will receive an email from Crowd Compass approximately one week prior to the event. This email will provide you with the instructions to access the event.

To ensure you receive this email, please request that your IT Department adds the following domains to your white list:

mtha.org  
crowdcompassmail.com  
crowdcompass.mailgun.org

## How Do I Access the Recorded Sessions?

All sessions will be recorded and made available in the conference app for on-demand access.

[Register Now](#)