

Convention Schedule

Tuesday, October 10, 2023

7:00 a.m. Registration Opens

Breakfast

8:15-9:15 a.m. Concurrent Sessions

Value Based Care is in a Sea of Change for Rural Health

*Presented by: Brad Gibbens and Nicole Threadgold,
UND Center for Rural Health*

Content: The American health system is changing rapidly and fundamentally, and rural health is participating in this change. This session will look at factors facilitating this transformation and the potential impact not only on rural health systems, but just as importantly on rural patients and rural communities. Many new terms (e.g., population health) are being discussed that may seem outside the scope of a rural hospital or clinic yet they are now significant to this transformation. Value-based care and payment is not just coming, it is here. What does this mean for your facility, providers, staff, and community? How is value-based care being implemented in rural North Dakota?

(HFMA members, CFO, finance staff)



FMLA Abuse and Impacts

Presented by: Debra Weiss, Meagher+Geer, P.L.L.P.

Content: This presentation will provide practical tips and suggestions to human resource professionals dealing with employee abuse of medical leave, particularly difficult cases involving intermittent leave and mental health issues. It will include a brief refresher on basic FMLA law, an overview of recent, relevant cases relating to the FMLA in ND and MN, and commonsense solutions to deal with the problem.

(HR, all disciplines)



Risk Manager's Legal Roundtable

Presented by: Melissa Hauer, NDHA

Content: This legal roundtable will provide an update on recent legal decisions involving risk issues in the healthcare setting and facilitate an open discussion regarding identification of emerging risk and compliance issues and regulations affecting risk management. This session is intention to be interactive with open discussion. Attendees are encouraged to share their experiences, challenges, and best practices.

(Risk Managers)



Tuesday, October 10, 2023 *(continued)*

9:30-10:30 a.m. Concurrent Sessions

Profitability: Using Data for a Strategic Advantage - Part II

Presented by: Matthew Borchardt, CLA

Content: This session will be an extension of the presentation done at the May, 2023 ND HFMA Spring Institute held in Bismarck.
(HFMA members, CFO, finance staff)



Toxic Gossip and Stereotyping: Stay Professional When Things Get Personal

Presented by: Kostas Voutsas, Arizona State University

Content: Are you tired of putting out fires that result from gossip or lack of professionalism within your team? This empowering seminar is a crash course in how professionalism and communication at work will increase your organizational efficiency and effectiveness
(HR, all disciplines)



Answers to Common Questions Hospitals Get Asked

Presented by: Megan Flom, Camrud, Maddock, Olson, & Larson, Ltd.

Content: Can a parent refuse treatment for a minor? Who can make decisions when a patient cannot? How do you terminate a provider/patient relationship? This presentation will address these and other common questions hospitals get asked, appropriate responses, and legal basis.
(Risk Managers)



Nurse Networking Session

Moderated by: Trisha Jungels, Jamestown Regional Medical Center

Content: Attend this networking session to reconnect with peers and establish rapport with those new to the profession while discussing hot topics affecting you, your hospital, or health care in general.
(CNOs, nurse leaders)

10:45-11:45 a.m. Concurrent Sessions

Surviving Staffing Challenges with Sustainable Solutions

Presented by: Ralph Llewellyn, Eide Bailly, LLP

Content: The challenges of workforce strain can be expensive and time-consuming. This session will provide an understanding of how to approach these challenges from different perspectives to achieve long-term success.
(HFMA members, CFO, finance staff)



Tuesday, October 10, 2023 *(continued)*

10:45-11:45 a.m. Concurrent Sessions *(continued)*

Inclusive Coaching: How Badly Do You Want To Develop Change Leaders

Presented by: Kostas Voutsas, Arizona State University

Content: Are you looking for simple solutions to building trust at work? Are you tired of putting out fires that result from lack of communication and coaching within your team? This presentation is a crash course in managing and coaching diverse teams to increase your organizational efficiency and effectiveness.

(HR, all disciplines)



Managing Complaints and Positive Messaging

Presented by: Cyndi Siders, Siders Healthcare Consulting

Content: The dreaded conversation, difficult question, or addressing a significant complaint: we have all been there. Communicating with heart and with an intent to understand the person's need, concern, or question requires active listening, acknowledgement, and focused action and follow-up. A culture of respect is the foundation of positive messaging. This story-illustrated presentation will focus on core principles of positive messaging in daily communication and when addressing challenging questions, concerns, and complaints. Key components of complaint management will be reviewed, including expectation management, addressing at the point of contact, formal investigation and reporting, and intentional follow-up.

(Risk Managers, all disciplines)



NDONL Annual Meeting

Content: Membership and shareholders will meet to review bylaws, strategic initiatives, elect directors, and approve the 2025 budget. This meeting is open to all nurses.

11:45-12:45 p.m. **General Lunch - Poolside**

ND Society of Healthcare Risk Management Lunch

NDONL Lunch

1:00-2:45 p.m. **Part 1: Rejuvenating Healthcare**

Presented by: Craig Deao, Huron Consulting

Content: The first part of this two-part session will cover the key trends shaping our industry, from the way consumers are changing their expectations to how care is delivered and work gets done. Special focus will be given to what we can all learn from emerging competitors, including how we might evolve our cultures to become more agile and innovative.

(All disciplines)

Sponsored by:



Tuesday, October 10, 2023 (continued)

3:00-5:00 p.m.

Part 2: Rejuvenating the Workplace

Presented by: Craig Deao, Huron Consulting

Content: The second part of this two-part session will share new research findings, taking a look at the driving forces of workforce retention with leaders and staff. From escalating wage wars to severe talent shortages, organizations are feeling the effects of the workforce crisis plaguing the industry. Leaders across the industry recognize that change is needed to address the long-term threats these challenges pose to their organizations. Craig will share the findings that detail the drivers of satisfaction and where leaders should focus.
(All disciplines)

Sponsored by:



5:30-9:00 p.m.

Evening Event - 3rd Annual Cornhole Tournament

Join a team or come to watch the fun! The 3rd Annual Cornhole Tournament is a NDHA PAC fundraiser and is a ton of fun! Appetizers will be provided and a good time is guaranteed! There will be prizes for 1st, 2nd, and 3rd place teams. To sign up for a team, download the form on NDHA's website under Education, then Annual Convention Information.



Sponsor Expo

Take this opportunity to visit with the 2023 convention sponsors in a relaxed and social environment!

Wednesday, October 11, 2023

7:00 a.m.

Registration Opens

Breakfast - General

North Dakota Healthcare
Executives Forum Business Meeting



8:15-9:15 a.m.

Concurrent Sessions

ND Congressional Delegation - Pending

Content: The members of North Dakota's Congressional Delegation have been invited to address participants on issues relating to healthcare.
(All disciplines)

Suicidal Crisis Care and Supporting Providers Who Serve Veterans and Their Families

Presented by: Tammy Monsebroten, Veterans Administration HCS

Content: This session will introduce the Veterans Comprehensive Prevention, Access to Care, and Treatment (COMPACT) Act, as well as the resources available to assist providers in screening and interventions for suicide risk.
(All disciplines)

Wednesday, October 11, 2023 *(continued)*

9:30-11:00 a.m. Concurrent Sessions

NDHA Business & Membership Meeting

Orders of business, approval of minutes, budget review, and reports from board chair and president, the North Dakota Hospital Foundation, and HSI solutions.
(NDHA Member CEO or CEO Designee Only)

Challenges and Innovations in Critical Access Hospitals

Presented by: Michelle Stenbeck and Julie Shelton, Essentia Health

Content: This session will discuss challenges unique to critical access hospitals regarding staffing, specialty services, and placement. Review how the use of technology can help support nursing staff with virtual admission and discharge nurse and how piloting a remote observation system facilitates the moving of patients with cognition and memory issues through the continuum of care, achieving safe acute care discharge to skilled nursing facilities.

(All disciplines)

Emergency Preparedness: Health and Medical Response Systems in ND

Presented by: Tim Wiedrich, ND HHS, Emergency Preparedness Unit

Content: This session will discuss how health and medical responses are coordinated and what the hospital role is in response.

(All disciplines)

11:00-1:30 p.m. **General Trade Show | Strolling Lunch**

Join NDHA for the general trade show featuring companies wanting to make things easier for the healthcare profession. Take this opportunity to thank the convention sponsors and make great new business connections! Lunch buffet served until 1:00 p.m. Prize drawings will be done during the final half hour of the trade show.

(Must be present to win NDHA prizes)

1:45-2:45 p.m.

Ethics in Healthcare using Artificial Intelligence

Presented by: Geoffrey Tso, MD, Stanford University School of Medicine

Content: The rapid advancements in artificial intelligence (AI) and machine learning (ML) technologies are posed to radically change the healthcare industry, offering immense potential for improving patient outcomes, reducing costs, and transforming how we diagnose, treat, and manage various health conditions. However, as AI becomes increasingly integrated into healthcare systems, it is crucial to carefully consider the ethical implications of these tools and ensure their responsible and equitable use. We will discuss the challenges, opportunities, and best practices for incorporating AI technologies while maintaining the highest standards of ethical conduct.

(All disciplines)

Sponsored by:



Wednesday, October 11, 2023 (continued)

- 3:00-4:00 p.m. **Community Health Workers in North Dakota**
Presented by: Wendy Schmidt, Sanford Health
Content: This session will discuss the process of implementing a Community Health Worker (CHW) into an exciting facility or program, the benefits CHWs provide to patients, and the data and cost savings to the healthcare industry. Additionally, the new legislative and reimbursement changes made during the 2023 legislative session will be reviewed.
(All disciplines)
- 4:15-5:15 p.m. **Reinvesting in Nursing: Innovations in Nursing Workforce Management**
Presented by: Carol Bradley, Prolucent Health
Content: This presentation is designed to guide healthcare leaders in strengthening their nursing workforce through meaningful investment in proven strategies that focus on long-standing workforce challenges we are all too familiar with. This session will include the key performance metrics that health systems can use to understand and quantify their nursing workforce challenges.
(All disciplines)
- 5:30-6:30 p.m. **Social & Networking**
Join NDHA for a bit of socializing and networking with your peers and still have plenty of time left to explore Fargo!



Thursday, October 12, 2023

- 7:00 a.m. **Registration Opens**
Breakfast
- 8:00-9:30 a.m. **CEO Legal Roundtable** (1.5 hours)
Presented by: Melissa Hauer, NDHA
Content: This NDHA member CEO legal roundtable will facilitate an open discussion regarding recent legal decisions, regulations, and public policy affecting the healthcare profession in North Dakota.
(NDHA Member Hospital CEOs Only)
- Life Hacks for Rejuvenescence**
Presented by: Dr. Terry Eckmann, Minot State University
Content: Life Hacks for Rejuvenescence is designed to provide simple and easy-to-use practices to rejuvenate and improve overall wellness. The number one excuse for not exercising, eating right, or not taking care of one's self in general is, "I don't have time." This session will introduce you to little things that can make a big difference: increasing activity levels, eating healthy, embracing a positive attitude, and making simple life choices that can make a big difference. Participants will get the why, what, and how of practice to improve quality of life now and well into your golden years.
(All disciplines)

Thursday, October 12, 2023 (continued)

- 9:45-10:45 a.m. **Practicing Emotional Intelligence for Workplace Success**
Presented by: M.J. Clark, Integrated Leadership Systems
Content: Have you ever wished for greater career success, stronger personal and professional relationships, and increased confidence? What about more effective leadership and problem-solving skills? This presentation will cover the research behind the crucial role of self-awareness in developing successful relationships and help participants pinpoint behaviors that impact work performance. The four core abilities of EQ will be reviewed, and how self-awareness leads to better relationship awareness will be explained. M.J. Clark, Vice President of Integrated Leadership Systems, will discuss how participants can improve their work by understanding how the brain works and how staying cool and confident can boost productivity. Our behavioral response comes from the emotional part of our brain, so it is critical to be aware of the science behind it and use that understanding to manage emotions effectively.
(All disciplines)
- 11:00 a.m.-Noon **Closing Keynote:**
Change Your Day, Not Your Life
Presented by: Andy Core, Author/Speaker on Work-Life Balance, Productivity, & Wellbeing
Content: The great paradox is this: hardworking adults striving to achieve more often default to daily life, undermining their ability to succeed. Author Andy Core can help you and your people beat this, and he does so with surprisingly simple premise - Change Your Day, Not Your Life.
(All disciplines)

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