# Education Agenda At A Glance

## Education Sessions

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<td>10:15 – 11:45 a.m.</td>
<td><strong>Effective Antimicrobial Stewardship – Collaboration Between the Pharmacy and the Microbiology Lab</strong>&lt;br&gt;Jeffrey Bariteau &amp; Christopher Cook (joint session w/Lab)&lt;br&gt;Kathleen Zelman</td>
<td><strong>Sorting Fact from Fiction in the Media: The Changing Landscape of Nutrition and Health</strong>&lt;br&gt;Kathleen Zelman</td>
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<td><strong>Understanding Clinical Decision Support (CDS) Requirements for Medical Imaging</strong>&lt;br&gt;George Fuller</td>
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<td>The focus of these sessions is the executive level, C-Suite leadership</td>
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<td>5/17/17</td>
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<td><strong>Anemia Management: Reaching High Risk Patient Populations</strong>&lt;br&gt;Tiffany Nelson</td>
<td><strong>Hospitality and Culture Change</strong>&lt;br&gt;Amy Kottermann</td>
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<td>Thurs</td>
<td>5/18/17</td>
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<td><strong>Reimbursement and Laboratory Testing: Surviving and Thriving among Declining Payer Dollars</strong>&lt;br&gt;Liana F. Romero</td>
<td><strong>Incontinence-associated Dermatitis (IAD): Beyond the Basics</strong>&lt;br&gt;Debra M. Thayer</td>
<td><strong>The Specialty Pharmacy Marketplace: Plan Sponsor, Payer and Manufacturer Perspectives</strong>&lt;br&gt;James Flanick</td>
<td><strong>Standardization 2.0</strong>&lt;br&gt;Trent Gee &amp; Brent Wigington</td>
<td><strong>Understanding ANSI/AAMI ST91 Flexible and Semi-Rigid Endoscope Processing in Health Care Facilities</strong>&lt;br&gt;Mary Ann Drosnock</td>
<td><strong>Legionellosis, Identifying Risk Factors and Risk Systems</strong>&lt;br&gt;Michael V. Dodson</td>
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<td>Thurs</td>
<td>5/18/17</td>
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<td><strong>Details coming soon!</strong></td>
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## General Session

*The Sky Is Not The Limit Lessons From A Year in Space – Captain Scott Kelly, Retired NASA Astronaut and Retired U.S. Navy Captain*
## Education Session Agenda

**Session Title:** Effective Antimicrobial Stewardship – Collaboration Between the Pharmacy and the Microbiology Lab

**Session Speaker:** Jeffrey Bariteau, B.S., Pharm.D., BCPS
Christopher Cook, Pharm.D., Ph.D.

**Track:** Pharmacy, Lab

**Date:** Wednesday, May 17, 2017

**Time:** 10:15 – 11:45 a.m.

**CE Awarded:** ACPE and P.A.C.E./CMLE

### Session Overview:

The presentation will provide a brief overview of the current regulatory and accreditation requirements related to antimicrobial stewardship in the acute care setting with a focus on rapid and accurate diagnosis, and effective antimicrobial utilization and resistance tracking, monitoring and reporting. Each of the key topics – diagnosis, tracking, monitoring and reporting – will include a discussion around the tools and systems available to the microbiology laboratory to assist with these efforts, as well as appropriate utilization of this information by pharmacists to optimize antimicrobial therapy and decrease the incidence of resistance.

### Learning Objectives:

After this session, attendees will be able to:

- State the current regulatory and accreditation requirements related to antimicrobial stewardship.
- List available technologies to assist with rapid and accurate diagnosis of suspected infections.
- Discuss examples of data that should be tracked, monitored and reported.
- Explain how microbiology data should be used to guide antimicrobial therapy.
- Describe opportunities for collaboration between pharmacy and the microbiology laboratory.

### Speaker Biography:

**Jeffrey Bariteau** is a clinical director for Cardinal Health Innovative Delivery Solutions, with responsibility for providing clinical, quality and operational support, education, and consulting services to hospitals and health systems. Through the Cardinal Health-Intalere Partnership, Bariteau is currently the director, Pharmacy Clinical and Quality Solutions bringing his training and prior hospital experience along with the resources of Cardinal Health together to meet the clinical and quality needs of Intalere members.

Bariteau’s clinical career includes extensive inpatient pharmacy experience involving direct patient care and clinical pharmacy leadership. Previously, he also served as a system clinical manager, responsible for the identification and implementation of clinical initiatives aimed at improving the quality of patient care while achieving the econotherapeutic goals of the department and organization.

Bariteau is a graduate of Massachusetts College of Pharmacy and Allied Health Sciences in Boston, Mass., and Philadelphia College of Pharmacy in Philadelphia, Pa., where he received a Bachelor of Science in Pharmacy and Doctor of Pharmacy, respectively. He completed a
postgraduate pharmacy practice residency at CoxHealth in Springfield, Mo., and in 2011 became a Board Certified Pharmacotherapy Specialist (BCPS).

Christopher Cook is senior director of Strategic Business Development with bioMérieux, Inc. Cook is dedicated to improving and measuring systems of care delivery for patients to achieve high quality health outcomes. Cook serves on the National Quality Forum Patient Safety Committee and the Pharmacy Quality Alliance Medication Management for Integrated Care Teams Measure Development Team.

Cook has extensive experience in Pharmacy practice ranging from academia to clinical practitioner to outcomes researcher. Prior to bioMérieux, he was a Clinical Professor at the University of Georgia College of Pharmacy and then held several positions at GlaxoSmithKline including Applied Outcomes and Analytics, Care Management Team Lead, and Public Policy expert for Quality and Outcomes Measurement. Cook’s clinical practice experience includes five years of hospital pharmacy practice, five years of independent pharmacy ownership, two years of ambulatory care within a primary care physician group and 10 years of experience in industry. His research focus includes patient adherence to national standards of care goals, medication compliance and patient education issues.

Cook is a graduate of the University of Georgia College of Pharmacy where he received a Bachelor of Science in Pharmacy, Doctor of Pharmacy and Doctor of Philosophy in Pharmaceutical Care and Health Outcomes Sciences.
Education Session Agenda

Session Title: Anemia Management: Reaching High Risk Patient Populations
Session Speaker: Tiffany Nelson, RN, BSN
Track: Laboratory
Date: Wednesday, May 17, 2017
Time: 4:15 – 5:45 p.m.

CE Awarded: P.A.C.E./CMLE

Session Overview:
The World Health Organization has recognized the severity and prevalence of anemia. Many patients who present for surgery and/or medical treatment are found to be anemic which puts them at an increased risk for complications. In this session, the presenter will discuss her clinical experience in effectively managing anemia in high risk patient populations.

Learning Objectives:
After this session, attendees will be able to:
- Identify patient populations who are at high risk for developing anemia.
- List the benefits of an Anemia Clinic for high risk patient populations as a comprehensive Patient Blood Management program.
- Outline the Florida Hospital pre-operative clinic protocol specific to enrollment, lab values, therapy recommendations and follow up.
- Recognize the advantages of an anemia management program through specific case study examples.

Speaker Biography:
Tiffany Nelson is the clinical director of Patient Blood Management (PBM) and the transfusion safety officer (TSO) for Florida Hospital System in Orlando. She joined the team in January 2013 to develop and implement a comprehensive PBM program for the system. She is responsible to oversee and promote effective blood utilization based on evidence-based practice by developing a comprehensive PBM program within Florida Hospital. The system has seen a 27% reduction in blood utilization in three years. Prior to joining Florida Hospital, Nelson helped implement the PBM program for Eastern Maine Medical Center in Bangor, Maine, where they had a 60% reduction in blood transfusion utilization in four years. She is also a very active member of the Society for Advancement of Blood Management where she is currently a board of director, co-editor of the Societies newsletter and an active member of nursing education workgroup. Previous to working in the PBM field, Nelson held positions as a clinical nurse educator, a nurse case manager, home infusion nurse, and staff nurse for rehabilitation and medical surgical nursing. She has been practicing nursing since 1991.
Education Session Agenda

Session Title: Reimbursement and Laboratory Testing – Surviving and Thriving among Declining Payer Dollars
Session Speaker: Liana F Romero, PhD, MBA, MT(ASCP)
Track: Laboratory
Date: Thursday, May 18, 2017
Time: 8 – 9:30 a.m.
CE Awarded: P.A.C.E./CMLE

Session Overview:
This is an unprecedented time for laboratories as they face significant reimbursement reductions and declining budgets associated with Protecting Access to Medicare Act (PAMA), bundled payments, private payer consolidation, accountable care organizations and ramifications from penalties associated with value-based purchasing programs.

The presentation will provide laboratory and hospital administrators with an overview of the programs that will significantly impact overall laboratory testing reimbursement and specific patient segments. Additionally, this program will review the laboratories’ capabilities in reducing cost and increasing profitability through efficiency, improving test utilization, maximizing value-based incentive payments and implementation of clinical care pathways that improve outcomes.

Learning Objectives:
After this session, attendees will be able to:
- Explain the key reimbursement reduction programs affecting laboratory testing and their expected impact on the laboratory testing market place.
- Describe how each program affects specific patient groups of the diagnostic market.
- State the types of laboratory testing most likely to be impacted.
- Describe how the laboratory’s clinical and operational capabilities align to ensure labs thrive among multiple reimbursement reductions.
- Recall the insights to position labs with administration as contributors to lowering cost and increasing value through optimized test utilization.

Spaker Biography:
Dr. Liana Romero is senior director, US Strategic Marketing and Clinical Affairs within Siemens Healthcare US Laboratory Diagnostics. In her position, Dr. Romero is focused on connecting laboratory capabilities with hospital administration to navigate and thrive in the dynamic environment driven by healthcare reform, incentive programs, quality measurements, evolving reimbursement models and hospital consolidation.

Dr. Romero has more than 30 years of experience in the laboratory diagnostic field. In addition to a PhD in Public Health Epidemiology, she holds a master’s degree in Global Business Management, and an undergraduate degree in Clinical Biochemistry.
Session Title: Sorting Fact from Fiction in the Media: The Changing Landscape of Nutrition and Health Communications
Session Speaker: Kathleen Zelman, MPH, RDN
Track: Nutrition
Date: Wednesday, May 17, 2017
Time: 10:15 – 11:45 am.
CE Awarded: CDR/CBDM

Session Overview:
Nutrition and health communications have changed dramatically over the past decade. Citizen scientists, celebrities and scaremongering in our social media-driven world have made sorting fact from fiction in communications more challenging than ever. This presentation will explore how to navigate the current landscape and the rise of anti-science in health and nutrition communications with messages that resonate with consumers while staying true to evidence-based research.

Learning Objectives:
After this session, attendees will be able to:
- Explain the impact of scientific integrity in reporting over the last decade.
- Differentiate personal opinion and fear mongering from scientific evidence.
- Demonstrate how to effectively communicate and choose words that resonate with all consumers both emotionally and intellectually to inspire healthy behaviors.

Speaker Biography:
Forthcoming
Session Title: Hospitality and Culture Change
Session Speaker: Amy Kotterman, RD, LD
Track: Nutrition
Date: Wednesday, May 17, 2017
Time: 4:15 – 5:45 p.m.
CE Awarded: CDR/CBDM

Session Overview:
Everyone deserves great customer service and each one of us has the opportunity to create a positive experience for the residents and families we serve. Hospitality starts from the moment guests enter the community grounds and their first interactions with our staff members. Expectations will vary among residents and the focus on person-directed care and knowing the individual (resident) impacts how we provide care and services. This session will provide an overview of key hospitality principles and how culture change goes hand in hand with meeting resident and family expectations.

Learning Objectives:
After this session, attendees will be able to:
- Identify key elements of a hospitality program and its significance for your organization.
- Describe the key steps in a service recovery program.
- Define culture change, person directed care and the key principles to guide you on your culture change journey.

Speaker Biography:
Amy Kotterman RD, LD, graduated from The Ohio State University with a Bachelor of Science in Medical Dietetics. She is the director of hospitality services for United Church Homes where she has been employed for 25 years. She is a member of The Academy of Nutrition and Dietetics, Dietetics in Health Care Communities, the Ohio Retail Food Safety Advisory Council, the current chairman of the Ohio Health Care Association Dining and Nutritional Services Council, and a 2016 recipient of the Distinguished Member Award for the Dietetics in Health Care Communities DPG. Kotterman serves as a long-term care preceptor for the Medical Dietetics program for The Ohio State University. She is a frequent presenter for the Ohio Health Care Association, Care of Knowledge and is a guest lecturer on nutrition and aging for Heidelberg University and The Ohio State University.
### Education Session Agenda

**Session Title:** Incontinence-associated Dermatitis (IAD): Beyond the Basics  
**Session Speaker:** Debra M. Thayer, MS, RN, CWOCN  
**Track:** Clinical  
**Date:** Thursday, May 18, 2017  
**Time:** 8 – 9:30 a.m.  
**CE Awarded:** AHRMM and NAB/NCERS

**Session Overview:**
Incontinence-associated dermatitis (IAD) is a prevalent, but largely preventable complication occurring in all care settings. It is painful for patients, time-consuming and frustrating for nurses, and represents a cost burden to facilities. In this presentation, the participant will learn about best practices for assessment, prevention and management of IAD with an emphasis on high risk patients and care of moderate to severe skin damage. Strategies for skin care will be presented with an emphasis on an innovative new technology for skin protection from 3M after the CE session.

**Learning Objectives:**
After this session, attendees will be able to:
- Articulate key risk factors for development of IAD and why consideration of risk is important.
- Describe IAD severity categories.
- Explain treatment options for moderate to severe IAD.

A new product presentation will follow the program.

**Speaker Biography:**
**Debra Thayer** is a board certified Wound Ostomy and Continence (WOC) nurse with more than 25 years’ experience in the specialty. She holds a Baccalaureate degree in Nursing from the University of Wisconsin, and a master’s degree in Nursing from the University of Minnesota. Prior to joining 3M as a Skin and Wound Care Specialist, she provided wound, ostomy and continence care as a clinical specialist in hospitals, nursing homes and home healthcare and had a private nursing practice.

In her current role she works on product and program development and has lectured on skin and wound-related topics across Asia/Pacific, the Middle East, S. Africa, Europe, Canada and the U.S. Thayer has contributed to clinical research and has published. Most recently she served as lead author for the chapter “Top Down” Injuries: Moisture-Associated Skin Damage; Medical Adhesive-Related Skin Injury and Skin Tears for the recently published WOC Nurse Core curriculum textbook on wound care. Thayer is a member of the Wound, Ostomy and Continence Nursing Society.

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Education Session Agenda

Session Title: DEA and EPA Regulatory Update: Is Relief on the Way?
Session Speaker: Charlotte A. Smith, R. Ph., M.S.
Kathleen Skibinski, R. Ph., M.S.
Track: Pharmacy
Date: Wednesday, May 17, 2017
Time: 4:15 – 5:45 p.m.
CE Awarded: ACPE

Session Overview:
As one of the most highly regulated professions, pharmacists need to be constantly updating their knowledge on a myriad of regulations. Some of the most challenging are those associated with the Drug Enforcement Administration and the Environmental Protection Agency. This session will examine the impact of the DEA’s Drug Disposal Rule of 2014 with respect to managing outdated controlled substance inventory “wastage” occurring in the nursing units, and consumer take-back options. We will also discuss how the EPA’s new Generator Improvements Rule and proposed Management Standards for Hazardous Waste Pharmaceutical may actually bring some regulatory relief!

Learning Objectives:
After this session, attendees will be able to:
• Differentiate between the accepted methods of disposal for controlled substances in the pharmacy’s inventory versus “wastage” occurring in the nursing unit.
• Describe the six criteria that cause a discarded drug to be a hazardous chemical waste.
• Define the three levels of hazardous waste generator status and how the new Generator Improvements Rule can reduce healthcare system costs.
• Identify the main features of the proposed Hazardous Waste Pharmaceutical Rule and how it can benefit their organization.

Speaker Biography:
Charlotte Smith is senior regulatory advisor, PharmEcology Services, a business unit of WM Sustainability Services. She founded PharmEcology Associates, LLC in 2000 and sold the company to Waste Management in 2009. She co-founded Capital Returns, Inc., a nationally known pharmaceutical reverse distributor in 1991 and for 10 years served as president and chief regulatory advisor. Smith is a registered pharmacist who received her Bachelor of Science in Pharmacy and master’s degree in Continuing and Vocational Education from the University of Wisconsin. She is a member of the Pharmacy Society of Wisconsin and the American Society of Health-System Pharmacists.

Kathleen Skibinski is an implementation consultant for PharmEcology Services, a business unit of WM Sustainability Services. She has management and leadership experience in delivering hospital pharmacy services since the 1980s with a focus on safe medication management, pharmacy operations, and quality patient care outcomes. In addition, Skibinski has been a consultant for healthcare organizations to ensure successful accreditation visits. She received her Bachelor of Science in Pharmacy and a master’s degree in Hospital Pharmacy Administration from the University of Wisconsin - Madison. Skibinski is a member of the Pharmacy Society of Wisconsin and the American Society of Health-System Pharmacists.
Education Session Agenda

Session Title: The Specialty Pharmacy Marketplace: Plan Sponsor, Payer and Manufacturer Perspectives
Session Speaker: James Flanick, R.PH, MBA
Track: Pharmacy
Date: Thursday, May 18, 2017
Time: 8 - 9:30 a.m.
CE Awarded: ACPE

Session Overview:
General information on the specialty pharmacy marketplace, with more focus on the perspectives of Plan Sponsors/Payers, and to a lesser extent, specialty drug manufacturers. The session information focuses on the points of view from non-pharmacy providers and how that impacts their decision making and the strategies/tactics they employ in the market. Finally, a review of the direct impact on pharmacy providers who wish to participate in the specialty pharmacy channel.

Learning Objectives:
After this session, attendees will be able to:
- Understand historical and projected specialty pharmacy spend trends.
- Differentiate between a plan sponsor and a payer.
- Define the attributes a specialty drug manufacturer considers to permit a given pharmacy to have access to their Limited Distribution Drugs (LDD).

Speaker Biography:
James (Jay) Flanick, executive vice president of CSI Specialty Group, is a senior pharmacy leader with more than 25 years’ experience in development, implementation and management of strategic and tactical solutions for the Specialty Pharmacy and PBM-Mail Service Industry.

In 2006, Flanick joined Aetna Pharmacy Management as senior vice president for Business Strategy and Operations for the Aetna Fulfillment Division (Aetna Home Delivery and Aetna Specialty Pharmacy) with P&L responsibility for $2.9B division with three operating sites in Florida and Missouri.

Prior to Aetna, he was the president and COO for National Medical Health Card (NMHC) where he spearheaded the design and opening of the new mail service/specialty division of NMHC PBM parent company specializing in mid-market segment. Earlier in his career, he also spent more than 10 years with Medco in increasing responsibility, ultimately serving as the vice president/general manager of one of their largest sites, processing more than 300,000 RX per week.

Flanick obtained his Bachelor of Science in Pharmacy from The Ohio State University and an MBA from the University of Dayton. He held active pharmacist licenses in Texas, Florida, Ohio and Pennsylvania and was a member of PCMA Board of Governors for Specialty Pharmacy.

Flanick is a frequent speaker and thought leader on best practices across all areas of pharmacy.
**Education Session Agenda**

**Session Title:** Understanding Clinical Decision Support (CDS) requirements for Medical Imaging Departments  
**Session Speaker:** George Fuller  
**Track:** Diagnostic Imaging  
**Date:** Wednesday, May 17, 2017  
**Time:** 10:15 – 11:45 a.m.  
**CE Awarded:** ASRT

**Session Overview:**  
The Protecting Access to Medicare Act (PAMA) of 2014 required that CMS establish a program mandating that healthcare providers document that Appropriate Use Criteria (AUC) is consulted when ordering an exam for Advanced Diagnostic Imaging Services. This session will provide an overview of the requirements related to the use of Clinical Decision Support solutions to satisfy this requirement.

**Learning Objectives:**  
After this session, attendees will be able to:  
- Describe the latest updates impacting the AUC consultation/documentation requirements.  
- Review the timelines for compliance and financial implications for non-compliance.  
- Recognize how the new administration may affect these requirements in the years to come.

**Speaker Biography:**  
George Fuller earned his bachelor's degree in Marketing from Indiana University of Pennsylvania and is currently pursuing his Master of Business Administration at St. Joseph’s University. He is a member of HIMSS (Healthcare Information and Management Systems Society) and AHRA: The Association for Medical Imaging Management. He has more than 20 years of healthcare IT experience at a prominent healthcare IT vendor, and has held leadership positions in Product Management, Marketing, Customer Service & Supply Chain Management, as well as Research & Development. Most recently, Fuller served as the global product line manager responsible for the overall strategy and product roadmap for his company’s Enterprise Imaging Workflow portfolio sold in the United States, Canada, Australia and New Zealand.
Education Session Agenda

Session Title: Competency Management for Medical Imaging Professionals
Session Speaker: Dr. Melissa Jackowski, R.T.(R)(M)
Track: Diagnostic Imaging
Date: Wednesday, May 17, 2017
Time: 4:15 – 5:45 p.m.

CE Awarded: ASRT

Session Overview:
This presentation will explore the vast array of competencies required for Medical Imaging Professionals (local, state, federal, licensure and other regulatory competencies). In addition, methods for managing and documenting competencies will be shared.

Learning Objectives:
After this session, attendees will be able to:
- Define the competencies required for Medical Imaging Professionals.
- List the resources available for providing competency education.
- Identify possible avenues for managing employee competence.

Speaker Biography:
Melissa Jackowski earned her certificate in radiography at Wilkes Regional Medical Center. She obtained her bachelor’s degree in Radiologic Science from the University of North Carolina at Chapel Hill and both her master’s and doctoral degrees in Health Professions Education from North Carolina State University. She has worked as a diagnostic radiographer, a radiology hospital administrator and a professor in both the community college and university settings. She is currently employed as a competency management development specialist for Siemens Healthcare. Dr. Jackowski is a past president, board chair and life member of the North Carolina Society of Radiologic Technologists. She has been the ASRT Education Steering Committee chairman, vice chairman of the ASRT Editorial Review Board and is currently the vice president of the ASRT Board of Directors.
Education Session Agenda

Session Title: Intermountain Healthcare’s Strategic Supplier Performance Dashboard and Segmentation Model
Session Speaker: Shane Hughes, CPSM, MBA
Track: Supply Chain
Date: Wednesday, May 17, 2017
Time: 10:15 – 11:45 a.m.
CE Awarded: AHRMM and ISM

Session Overview:
Have you ever wanted to seamlessly manage your supplier performance beyond the tactical supplier scorecard? In this supplier performance management session, we will focus on Intermountain Healthcare’s efforts to build a supplier performance dashboard. We will discuss how to create your own strategic supplier performance dashboard, discover meaningful metrics and identify the processes and tools necessary to create a functional supplier segmentation model.

To understand our supplier base, Intermountain’s Supply Chain sought a tool to promote collaboration and transparency in its strategic supplier relationships. A cross-functional team was created that included representation from Purchasing, Accounts Payable, Logistics and Category Management. We will identify the lessons learned and tools used to focus on subjective data and meaningful metrics to understand strategic supplier relationships from a holistic perspective.

We will also dive into the processes and tools Intermountain’s Supply Chain used in creating a functional segmentation model to plot and manage our supplier base. To conclude, we will review our custom supplier tiering tool that plots our supplier base which includes strategic, key, maintain and exit suppliers. This session will change the way you collaborate with your strategic suppliers and assist you in creating a platform to improve on existing supplier relationships.

Learning Objectives:
After this session, attendees will be able to:

- Design your own strategic supplier performance dashboard to promote transparency in your supplier relationships.
- Discuss meaningful metrics and resources considered in a strategic supplier performance dashboard.
- List the processes and tools used in creating a functional supplier segmentation model to plot and manage your supplier base.

Speaker Biography:
Shane Hughes is a seasoned supply chain professional at Intermountain Healthcare based in Salt Lake City, Utah. He received his undergraduate degree from the University of Utah and recently completed his Master’s in Business Administration. Throughout his 15 year career at Intermountain Healthcare his areas of focus have been Surgical Services, Purchasing, Contract Management, and Supplier Management. His current role involves creating an environment of collaboration in supplier relationships, supplier credentialing, and contract lifecycle management.
Education Session Agenda

Session Title: Program Development Framework
Session Speaker: Daniel Duersch
Track: Supply Chain
Date: Wednesday, May 17, 2017
Time: 4:15 – 5:45 p.m.

CE Awarded: AHRMM and ISM

Session Overview:
Health systems are ever evolving and their strategies often increase the need to incorporate new programs for operational support.

Intermountain Healthcare has created a program development framework to ensure that program processes have robust connections with the supply chain organization and will enhance core operations for these programs. Additionally, this framework provides structure for program manager development, support and growth.

The framework allows for new program development with supply chain solutions, operational support for maturing programs, and makes certain appropriate placement and transition opportunities for programs are completed when it is time for the business stakeholders to take ownership.

Our presentation will share the framework that supports both strategic initiatives and operations, and demonstrate how it has been applied to various types of programs; such as asset recovery, custom packs, reprocessed medical devices and administrative solutions, among others.

Learning Objectives:
After this session, attendees will be able to:
- Build process connections/integrations between Supply Chain and Clinical areas.
- Develop a program operations plan.
- List key elements for manager development.

Speaker Biography:
Daniel Duersch is the senior manager of Program Development at Intermountain Healthcare in Salt Lake City, Utah. He oversees a team of program managers who provide operational oversight and support for a variety of programs. Including asset recovery, custom packs, reprocessed medical devices and administrative solutions. Duersch has been with Intermountain Healthcare for five years and holds an MBA from Indiana University’s Kelley School of Business.
Education Session Agenda

Session Title: Product Standardization 2.0
Session Speaker: Trent Gee and Brent Wigington
Track: Supply Chain
Date: Thursday, May 18, 2017
Time: 8 – 9:30 a.m.
CE Awarded: AHRMM and ISM

Session Overview:
Standardization 2.0 will build on 1.0 presented last year and expand applicability beyond med surg. This presentation will help participants orchestrate the key elements of mining the opportunities, gaining clinical input, using change management skills, which sourcing strategy to deploy, implementing solutions, and closing the loop with communications and technology.

Learning Objectives:
After this session, attendees will be able to:
- Identify ways to take a standardization strategy to the next level with updated tools and processes.
- Recognize solutions beyond standardization into utilization management with Med Surg and outline how to take standardization to other programs such as Pharmacy, Code Carts, Wound Care, etc.
- Identify how to close the loop on decisions and implementation with huddle boards.

Speaker Biography:
**Trent Gee** currently works for Intermountain Healthcare’s Supply Chain Organization as senior supply chain solutions manager. His responsibilities include category planning and management for Nursing, Clinical Education, Simulation Lab, Language Services, IV Therapy, Quality & Safety, Infection Control and Wound Care. Gee has been in supply chain for more than 29 years; 21 years with Intermountain and eight years with O.C. Tanner Company. Gee has a CMBA (Certified Masters of Business Administration) and is currently an Applied Academic Professor of Supply Chain at Brigham Young University, Marriott School of Business.

**Brent Wigington** currently works for Intermountain Healthcare’s Supply Chain Organization as the director of continuous improvement. His responsibilities include facilitating numerous lean projects, implementing product conversions, managing strategic Six Sigma projects, including Total Cost of Ownership, and continuous improvement training. Wigington earned his Six Sigma black belt in Atlanta, Ga., after saving a half million dollars on two projects. He teaches two courses, “Lean Six Sigma” and “Change Management.” Brent has worked in the Supply Chain profession for more than 25 years starting as Franklin Covey’s director of quality and improvement. He has completed his Bachelor of Science (BS) and Masters of Business Administration (MBA).
Education Session Agenda

Session Title: Converting Operational Intelligence Into Actionable Directives
Session Speaker: Greg Swanson
Track: Management
Date: Wednesday, May 17, 2017
Time: 10:15 – 11:45 a.m.
CE Awarded: AHRMM, NAB/NCERS and ISM

Session Overview:
Self-distribution is a growing industry trend. There are various models deployed today that are designed to create efficiencies, produce savings, improve service and enhance control over supply chain activities and practices. While all self-distribution providers look for some or all of these value points, no two models are exactly alike with respect to: facility size and scope, ownership structure, service model and operating practices. This session is designed to give the participant insights into the various models, their projected benefits, the associated costs to implement and operate, and some of the “landmines” associated with taking on the initiative.

Learning Objectives:
After this session, attendees will be able to:
- Assess when it makes sense to launch a self-distribution supply chain model.
- Demonstrate insights into ownership options and pros and cons of each.
- Recognize service options and associated value propositions.
- Identify implementation costs, capital requirements and savings opportunities.
- Examine if their organization is ready for such an initiative.

Speaker Biography:
Greg Swanson is co-founder of National Medical Logistics [NML], a U.S. healthcare supply chain consulting and implementation firm focused on reducing costs and improving service for Providers, Distributors, GPOs, and Manufacturers. Prior to starting NML in 2002, Swanson’s career included 20 years working in vice president operations/sales positions with national healthcare distributors McKesson and Owens & Minor, and 10 years as a market and distribution specialist for international consumer goods company Philip Morris.

Swanson obtained a bachelor’s degree in Communications and Advertising from VCU, in Richmond, Va. He has a certificate of Statistical Quality Process Control from The University of Tennessee, in Knoxville, Tenn.
Education Session Agenda

Session Title: Moving your Revenue Cycle from Outsource to Insourse to In-House

Session Speaker: Robin Bradbury

Track: Management

Date: Wednesday, May 17, 2017

Time: 10:15 – 11:45 a.m.

CE Awarded: AHRMM and ISM

Session Overview:
This presentation will focus on how a facility can move away from an outsourced revenue cycle to an in-house revenue cycle. Many smaller hospitals are dissatisfied with their current revenue cycle outsourcing relationship. It is always better, cheaper and more controllable to have the revenue cycle functions in-house and on-site. Learn what you need from your outsource revenue cycle provider to improve reimbursement, reduce AR and improve cash flow. In addition, the presenter will discuss daily, weekly and monthly reporting and accountability as well as quality assurance and the utilization of lag and lead indicators. Attendees will learn about setting expectations and creating accountability.

Learning Objectives:
After this session, attendees will be able to:
- Classify whether you are in a good or bad outsource revenue cycle relationship.
- Explain the steps to bring the outsourced revenue cycle back in-house.
- Identify processes, policies and reporting that must be in place to have an effective in-house revenue cycle.
- Outline how to manage by the numbers with daily reporting, expectations and accountability.

Speaker Biography:
Robin Bradbury is the founder and CEO of re|solution™ (www.ereso.com), a revenue cycle optimization company providing solutions for the business challenges faced by rural, community-based healthcare providers. re|solution is an Intalere preferred provider for revenue cycle consulting. His leadership has gained re|solution recognition as one of the 500 fastest growing privately owned companies in the U.S. as rated by Inc. Magazine.

Bradbury is an accomplished speaker, author, entrepreneur, and corporate and community leader having presented at several Intalere and HFMA Regional Conferences. Bradbury has also shared his expertise about rural healthcare issues in publications such as hfm Magazine, the ADVANCE publications, and the Denver Post.

A graduate of Brigham Young University (BS) and the University of Utah (MPrA), he began his career and spent eight years as a Certified Public Accountant with Deloitte Touche in Denver and Colorado Springs, Colo.
Education Session Agenda

Session Title: Managing to the Finish Line
Session Speaker: Lisa Charrin and Tyler Calder
Track: Management
Date: Wednesday, May 17, 2017
Time: 10:15 – 11:45 a.m.
CE Awarded: AHRMM and ISM

Session Overview:
Getting to opening day takes a significant investment in planning to ensure all stakeholders are prepared for the continuity of services for the patients. The opportunities provided by new and renovation construction are improved patient care, revenue improvement, world class equipment and the addition of new services to the community. The transition’s goal is to capitalize on those opportunities as soon as the facility opens with strong support from leadership, medical staff, nursing and all other staff members. This presentation will highlight the tasks and opportunities that will assure for a successful and seamless transition process for inpatient, outpatient, replacement and medical office facilities.

Learning Objectives:
After this session, attendees will be able to:
- Explain the timing and organizational structures for achieving a successful facility opening.
- Identify opportunities for maximizing awareness and involvement of patients, staff, physicians and the community.
- Outline major transition components for an inpatient, outpatient, replacement facility and medical office building.
- Identify tasks to ensure facility readiness, commissioning and operational tasks for go-live day.
- Describe the complexities of preparing for go-live of medical center services including radiation, medical and surgical oncology programs, multi-specialty clinics, general perioperative services and imaging.

Speaker Biography:
Tyler Calder is a transition planner, who leads planning, project organization and transition services for all operational issues and development. He meets with key leadership and stakeholders as required to facilitate the achievement of program goals and objectives. He maintains documentation for communicating expectations including detailed task schedules, training and transition etc. Calder has completed more than 3 million square feet of healthcare projects.

Lisa Charrin is one of the nation’s most recognized industry experts on the future of medical technology. Lisa presents regularly at national healthcare design conferences and has publications for keeping pace with changes in technology. Having completed more than 12 million square feet of innovative projects, she helps clients plan for future flexibility and negotiate timelines for clinical decisions that are respectful of design and construction needs while also considering the operational implementation of these systems. Charrin leads activation phase planning and the development of critical path schedules identifying tasks for equipment procurement, delivery, installation, acceptance and training.
Session Title: Supporting Effective Financial Management
Session Speaker: Jeff Lambert, CMA, FHFMA
Track: Management
Date: Wednesday, May 17, 2017
Time: 4:15 – 5:45 p.m.
CE Awarded: AHRMM, NAB/NCERS and ISM

Session Overview:
Effective financial management practices within a healthcare organization is a team sport. In this session we will discuss the best practice processes and tools from CEO to department manager to empower and impact change.

Learning Objectives:
After this session, attendees will be able to:
- Identify the key features of an integrated reporting system.
- Recognize the need to improve financial communication throughout their organization.
- Describe the system requirements necessary to measure performance improvement for the ever changing healthcare environment.

Speaker Biography:
Jeff Lambert, chief operations officer and founder of Organization Intelligence, has more than 25 years’ experience focused on healthcare finance and decision support initiatives. He has extensive experience in large complex healthcare organizations, governmental and academic healthcare systems, as well as community and rural health hospitals. He has led projects related to system implementations, strategic planning, financial management reporting, budgeting, cost data development, performance improvement and business development. Lambert is a Certified Management Accountant (CMA), a Fellow with the Healthcare Financial Management Association (FHFMA) and a Project Management Professional (PMP).
Education Session Agenda

Session Title: Understanding ANSI/AAMI ST91 Flexible and Semi-Rigid Endoscope Processing in Health Care Facilities

Session Speaker: Mary Ann Drosnock, MS, CIC, CFER, RM (NRCM), FAPIC

Track: Management

Date: Thursday, May 18, 2017

Time: 8 – 9:30 a.m.

CE Awarded: AHRMM

Session Overview:
The presentation will outline the 2015 National Standard for reprocessing flexible endoscopes in the United States including what the best practices are for reprocessing. Additionally, the educational requirement and competency recommendations will be reviewed.

Learning Objectives:
After this session, attendees will be able to:
- Discuss the key provisions of the AAMI ST91 standard.
- Outline the educational requirements of the standards and what the competency recommendations are within the standard.
- Identify best practices in reprocessing of flexible endoscopes as outlined in ST91.
- Discuss methods of cleaning verification and surveillance testing to determine if an endoscope is patient ready.

Speaker Biography:
Mary Ann Drosnock, MS, CIC, CFER, RM (NRCM), is the manager of clinical education for Endoscopy at HealthMark industries where she provides expertise on endoscope reprocessing, often presenting at conferences on effective device reprocessing and infection prevention in endoscopy.

Prior to HealthMark, Drosnock managed the Infection Control Program for Olympus America. There she had responsibility for Infection prevention/ device reprocessing functions. Prior to Olympus, Drosnock worked as a pharmaceutical microbiologist and taught Microbiology courses.

Drosnock has a B.S. in Biology and an M.S. in Quality/Regulatory Affairs. She is certified in Infection Control, as a Flexible Endoscope Reprocessor and is a Nationally Certified Registered Microbiologist.
Education Session Agenda

Session Title: Determining and Managing the True Costs of Healthcare through Collaboration: A Roadmap to Cost Analytics

Session Speaker: Pietro Ferrara and Scott Mark

Track: Management

Date: Wednesday, May 17, 2017

Time: 4:15 – 5:45 p.m.

CE Awarded: ISM and AHRMM

Session Overview:
The presentation will provide an exposure to accurate healthcare cost management that is flexible yet rigorous. The participant will learn that cost analytics provides a systematic and analytical approach to representing true operational and cost data regarding individual patient/medical condition treatment.

Learning Objectives:
After this session, attendees will be able to:

- Explain the significant role analytics plays in measuring the costs of delivering a specific quality level of care.
- Outline the critical components of the operational expenses as healthcare continues to make the switch from a fee-for-service structure to a value-based care model approach.
- Recognize how physician activities impact expenses using a retrospective view of physician behaviors; this in turn helps hospitals assess their macro level activities by patient encounter (IP/OP).
- Differentiate cost analytic systems based on Relative Value Units (RVUs), Ratio of Cost to Charges (RCC) or Activity Based Costing (ABC).

Speaker Biography:
Pietro Ferrara, SVP Healthcare Analytics, Craneware Healthcare Intelligence, is a subject matter expert leading the development of analytics technology at Craneware. Previously he was the leader of the Cost Management Analytics Initiative at UPMC Healthcare where their groundbreaking solution supported more than 20 facilities and 3,400 physicians.

Scott Mark, Vice President Product Management, Customer Management and Implementation at Craneware Healthcare Intelligence, is an accomplished author and University lecturer with over 25 years of experience in healthcare ranging from consulting to hospital operations. Past companies include PriceWaterhouse, Huron and UPMC. Scott has held executive level positions at Allegheny Health Network and Children’s National Medical Center in Washington DC. He holds graduate degrees in pharmacy, management, human resource development, business, public health and accounting.
Education Session Agenda

Session Title: Legionellosis: Identifying Risk Factors and Risk Systems
Session Speaker: Michael V. Dodson
Track: Management
Date: Thursday, May 18, 2017
Time: 8 – 9:30 a.m.
CE Awarded: AHRMM

Session Overview:
This presentation will focus on the history and mechanisms of transmission of waterborne pathogens and the biology of Legionellosis. Learn how to Identify risk factors and risk systems associated with investigating Cooling Towers and Domestic Water Systems. The presenter will help you challenge the possibility of “Confirmation Bias” and the implications to the health and safety of your facilities and inhabitants. Additionally, the basic measures to prevent waterborne pathogens as identified in ASHRAE 188-2015 will be outlined.

Learning Objectives:
After this session, attendees will be able to:
- Describe the ASHRAE 188-2015 standard to mitigate waterborne pathogens in building systems.
- Outline the impact of ASHRAE 188-2015 on healthcare facilities and the patients they serve.
- Identify the necessary action steps to establish water management programs as outlined in ASHRAE 188-2015 to meet the standard requirements in their institutions.

Speaker Biography:
Michael V. Dodson, CHFM, is director of secondary disinfection, at Garratt Callahan Company. He has more than 25 years of healthcare Facilities Management, Design and Construction experience. Prior experience includes life safety officer at NCMC Hospital, Houston, Texas, director of facilities management/design and construction at NCMC Hospital, Houston, Texas, and facility engineering director at VMMC Hospital, Seattle, Wash. Dodson also served as president of the Puget Sound Chapter of WSSHE and he is a Certified Healthcare Facility Manager (CHFM).