



agenda

Hospital O.R. & Surgical
fall **VIRTUAL conference**
September 8–October 1, 2020



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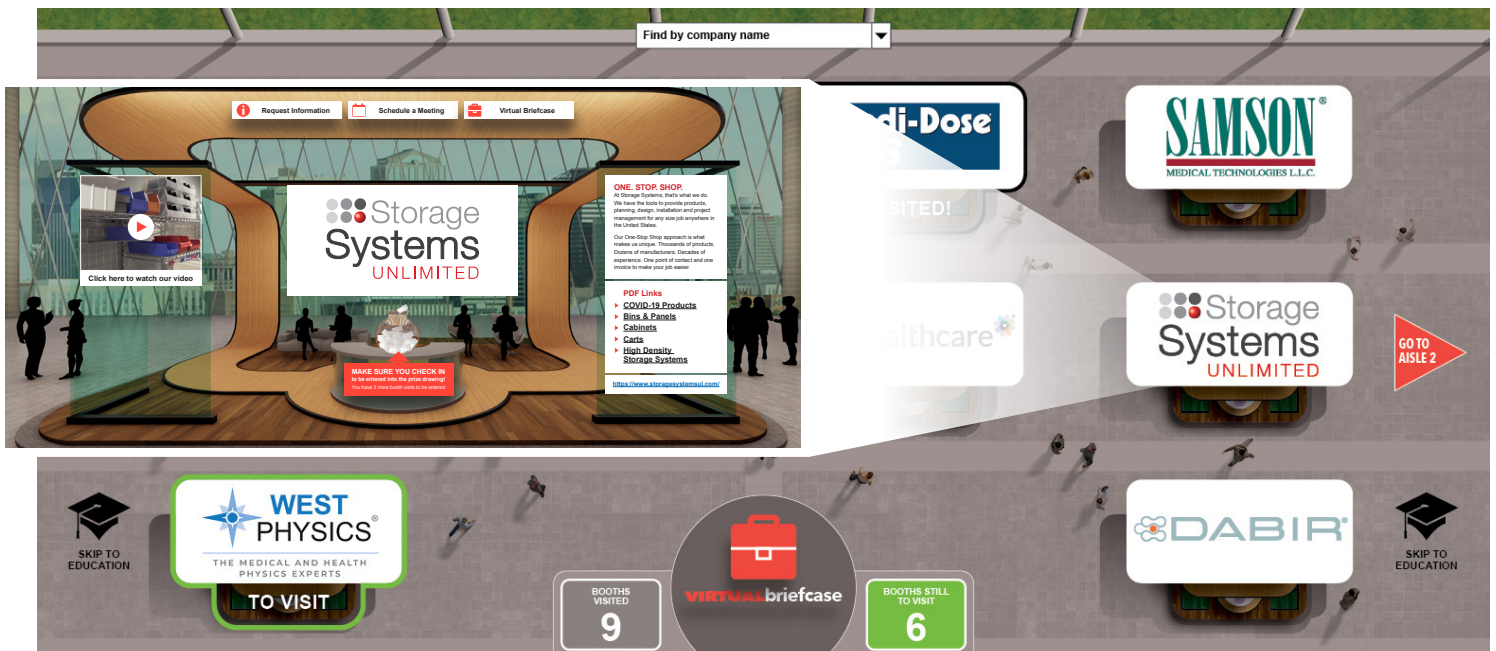


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VIRTUAL suppliershowcase



Health Connect Partners' Virtual Supplier Showcase provides a format for hospital decision makers to research, learn about, and connect with suppliers in a unique virtual space. Each virtual booth features the supplier organization and highlights their solutions, products, and technologies. This new platform is designed to give hospital providers and supplier organizations the ability to directly interact in a customized environment.

In addition to providing the platform, Health Connect Partners is focused on driving high-quality traffic to each Virtual Supplier Showcase booth—just like we do during our in-person Supplier Showcase events. The Virtual Supplier Showcase is open for visits any time during the conference dates and is a required stop on the way to the educational sessions. Each provider executive will be encouraged to participate in a fun, interactive virtual experience allowing them to learn and request information along their journey through the Virtual Supplier Showcase. The more booths they check in at, the more entries they will have in the prize drawing.

Best of all: the Virtual Supplier Showcase platform allows provider executives to directly request information, and schedule meetings with suppliers through our virtual meeting platform. Providers have a choice of requesting a meeting during the Virtual Reverse Expo or selecting a specific date and time for an on-demand meeting outside of the Virtual Reverse Expo times.

To maximize this experience for everyone, only Providers and Supplier attendees from companies with a Virtual Showcase will be able to access the showcase area.

Building a Culture of Engaged Employees



Susan Reilly Salgado, Ph.D.

Susan Reilly Salgado is a consultant, speaker, and thought leader whose expertise lies at the intersection of organizational culture and customer experience. Susan leverages 20+ years of academic and professional experience to help clients build remarkable teams who can deliver remarkable customer experiences.

Susan's work in this field began in the mid-1990s, when she was a regular guest of Danny Meyer's acclaimed restaurants in the Union Square Hospitality Group (USHG). Susan was inspired by the consistently exceptional customer experiences she had across Danny's many businesses, and set out to understand the secret of his success by studying the USHG restaurants for her doctoral dissertation. The result of her analysis was a model that explained the impact of effective leadership on organizational culture.

Upon completing her dissertation in 2003, Susan was invited to join USHG as its first-ever Director of Culture and Learning. In this role, she created and implemented the company's leadership training programs, which were a fundamental component of the company's success in growing its culture throughout significant growth, including the creation and scaling of the Shake Shack brand. In 2010, she partnered with Danny Meyer to open a consultancy, Hospitality Quotient, and in 2017 founded her own firm, Grason Consulting, to provide consulting and training services.

Susan's consulting work and speaking engagements have allowed her to work with companies across more than 20 different industries, such as Delta Airlines, Hyatt Hotels, Goldman Sachs, Chanel, Cedars Sinai Hospital System, Chick-Fil-A, Sotheby's, Condé Nast, and Coca Cola. In addition to her PhD from NYU-Stern School of Business, Susan holds a BS and an MBA from Lehigh University and has been an invited speaker at numerous universities. Susan has been a contributor for Inc. Magazine, has recorded a TEDx talk, co-founded the NYC chapter of Conscious Capitalism, and was named one of Fast Company's 100 Most Creative People in Business.

Susan lives in NYC with her husband and daughter.

Learning objectives:

After attending this presentation, attendees will learn to:

- Keep employees connected to the 'why' behind their jobs to give their work meaning and help sustain motivation through trying times. In the medical field, there may be a greater sense of purpose now than workers previously experienced.
- Identify gratitude as a driving factor in keeping employees engaged and making them want to do their jobs. This becomes even more important in times when employees have to make so many more sacrifices at home to make work 'work.'
- Make employees feel seen and having their voices heard is a critical element of engagement. Inclusive decision-making and transparency around the rationale behind changes are particularly important in these trying times when so much is in flux.



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Enhancing Patient Experience During COVID-19



Brandon Jones, MSN, RN, CEN, NEA-BC

Brandon envisions a world where hospitals are a beacon of world-class care and service for their communities. A place where patients receive safe, compassionate, quality care in every moment and where the caregivers are respected, cared for, and get an actual lunch break.

As an enthusiastic #PinkSocks wearing Patient Experience Warrior, although his “official” job is serving as the System Patient Experience Manager for Carilion Clinic, Brandon partners with others to make that vision a reality. Combining his 15 years of nursing and leadership experience, Brandon is a champion for patient-centered care. He provides inspiration, energy, and information focused on centering caregivers on their purpose resulting in reduced suffering for patients AND caregivers.

In addition to his Patient Experience work, Brandon is an adjunct clinical faculty for Virginia Western Community College Nursing Program and is currently serving the first term of his gubernatorial appointment on the Virginia Board of Nursing. Brandon has received many honors, including the inaugural Association of Patient Experience’s Caregiver of the Year award; the Carilion Clinic Curiosity Award; Virginia Nurses Foundation 40 Under 40 Honorable Mention; Virginia Nurses Foundation Leadership Excellence Award for Direct Patient Care Leader – Patient Experience Honorable Mention. Brandon holds certification as a Certified Emergency Nurse and is Nurse Executive Advance-Board Certified.

When he’s not serving his community, Brandon can usually be found planning his next Disney trip, listening to a Harry Potter book with his daughter, or trying to solve all the healthcare problems with his wife (who is also a nurse).

Learning objectives:

After attending this presentation, attendees will learn to:

- Define the patient experience
- Define suffering, both patient and caregiver
- Discuss the topic of purpose and strategies for focusing on purpose
- Discuss strategies for enhancing experience during COVID-19



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Establishing an Interdisciplinary Team: Formally Connecting Sterile Processing the Operating Room and Infection Prevention

Co-presenter

Angela Lewellyn, LPN, CHL, CRCST, CSPDT

Angela Lewellyn is currently the Director of Development and Research for Advantage Support Services. Ms. Lewellyn has a notable combined 20 years of experience in Surgical Services as a cross-trained circulator/ surgical scrub and as a Surgical Technologist Educator to prepare students for certification. Her experience extends to Sterile Processing as a foundational developer, implementor, educator, and department auditor.

She is a Subject Matter Expert of Best Practices, a voting committee member ANSI/AAMI standard, versed in AORN recommendations during pre, intra, and post-operative procedures for care and handling of surgical instrumentation. As a published writer for IAHCSSM Educator Update and speaker for the Sciences of Sterilization, she advocates and contributes to departmental development and cultural changes to increase the standard of care with a focus on building the profession of Sterile Processing.

Co-presenter

Jhmeid B. Billingslea, CRCST, CIS, CHL, CST, CMRP

A nationally recognized speaker for Central Sterile Processing. Currently on the Editing Board for IAHCSSM exam review and test creation. As an expert in Surgical Technology and Sterile Processing, he has implemented expertise as the Director of Surgical Services Support, Educator for Surgical Technician Course, and a Surgical Services Leading Petty Officer in the US Navy.

Initiated an internal School of Sterile Processing which resulted in a 93% certification rate and named the Georgia Society of Healthcare Materials Management 2017 Supply Chain Executive of the Year. With over 27 years of experience, Jhmeid demonstrates an ability to educate, standardize and implement process improve performance in challenging surgical environments. His proven evidence-based leadership approach has empowered and united departments when working with a diverse range of personalities.

Learning objectives:

After attending this presentation, attendees will learn to:

- Review AAMI definition of an Interdisciplinary Team
- Identify core members of an Interdisciplinary Team
- Understand value of ad hoc or provisional members of an Interdisciplinary Team
- Provide tools for agendas
- Provide guidelines for combined rounding by the Interdisciplinary Teams
- Review the importance of documenting activities of the Interdisciplinary Teams
- Leverage the results of Interdisciplinary Team meetings with CS team

Healthy Minds: Habits for Resilience and Joy

**Lara Patriquin, M.D.**

Lara is a physician, speaker, and teacher of mindfulness meditation and of Transformative Inquiry in Albuquerque, New Mexico. Her personal quest for well being is informed by her medical studies on the brain and on the nature of thought.

She lectures extensively in the medical and business communities about the value of clear and reliable practices that optimize key functions of the mind.

Inspired by her scientific knowledge and extensive contemplative practice, Lara's clients are able to access a more creative, successful, and inspired version of themselves.

Learning objectives:**After attending this presentation, attendees will learn to:**

- Understand how the mind reacts to stress
- Move from flight or flight reactivity to centered response
- Implement daily practices that will improve their resilience and joy



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Educational Session FIVE

Tuesday, September 15, 10:00am–11:00am CT

The Landscape of Rural Health



Brock Slabach

Brock joined NRHA in 2008. He has administrative responsibility for all areas of member services, including membership, communications and meetings/exhibitions.

He was a rural hospital administrator for more than 21 years and has served on the board of the National Rural Health Association and the regional policy board of the American Hospital Association.

Brock specializes in rural health system development that encompasses population health and the varied payment programs moving rural providers into value based purchasing models. He serves on the CMS Star Rating Technical Expert Panel (TEP), a member of the National Quality Forum's Measures Application Partnership (MAP) Hospital and Rural Health Workgroup and serves on the Board of Directors the Healthcare Facilities Accreditation Program (HFAP).

Brock is the 2015 recipient of the Calico Quality Leadership Award of the National Rural Health Resource Center and received the American Society of Healthcare Pharmacists (ASHP) Board of Directors' Award of Honor for 2018.

Brock earned a master of public health degree in health administration from the University of Oklahoma and is a fellow in the American College of Healthcare Executives.

Learning objectives:

After attending this presentation, attendees will learn to:

- Describe the current state of rural health in America
- Outline challenges and opportunities for rural providers of care, including disparities that impact rural communities
- Describe the impact of the Covid-19 pandemic on rural providers of care, and
- Delineate policy initiatives that will help address these challenges to keep rural hospitals viable



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How to Building Infrastructure Going Forward



Moderator

Missy Hill, RN, CPHRM, FCN, HACP

Currently, Missy Hill works closely with Intalere healthcare facilities in all classes of trade in the Gulf Coast area as their Med/Surg Advisory Specialist. In this role, she helps them maximize cost savings and contract utilization of medical surgical products and services. Hill also acts as a subject matter expert not only for facilities but also contracted suppliers and distributors to promote operational health, patient safety initiatives and regulatory matters.

As a Registered Nurse, Hill also has experience as a charge nurse in a long-term care facility as well as having perioperative, wound care, med/surg and nurse educator experience in both acute and non-acute settings. She is a Certified Healthcare Risk Manager and also holds certificates in Patient Safety. She is a Faith Community Nurse, and is a Healthcare Accreditation Certification Professional through the Center of Improvement in Healthcare.

Hill is a member of the American Society for Healthcare Risk Management, the Institute for Healthcare Improvement/National Patient Safety Foundation, Faith Community Nurse Association of Oklahoma, and volunteers for the Oklahoma County Medical Reserve Corp. She also serves on the Health Connect Partners OR/Supply Chain Educational Board.



Speaker

Patricia McMeen, BSN, RN, CNOR

Patricia McMeen is the Surgical Services Director at Erlanger Baroness Hospital a Level 1 Trauma Center in Chattanooga, TN. She received her BS in Nursing from the University of Tennessee Knoxville and has over 25 years of experience in the surgical arena. Tricia has had a progressive career beginning with circulating and scrubbing in a variety of service lines. She has served as a NSQIP nurse, Nurse Analyst, Surgery Educator, Manager and Director.

Tricia has dedicated her career to improving the care of the surgical patient. She finds the operating room to be a continuous challenge with an endless opportunity to learn and grow. Tricia has presented at the AAMI National Conference and has served as a panelist at the DNV-GL National Accrediation Conference.

When not in the operating room, Tricia enjoys spending time outdoors with her three children, volunteering at the Chattanooga Theater Center, and fostering animals for the McKamey Animal Shelter.

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How to Build Infrastructure Going Forward

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Co-presenter

Melanie Stone *Executive Director Clinical Value Analysis at WellStar Health System*

Melanie Stone is the Executive Director Clinical Quality Value Analysis at Wellstar Health System in Georgia. She received dual master's degrees at Vanderbilt University in Nursing and Health Systems Management. With over 38 years in health care and 25 years in Surgical Leadership, Melanie has focused her career on safety, quality, collaboration with physician partners, and promoting just cultures.

Melanie has practiced in multiple areas of nursing to include Emergency Services, Cardiac Services, Pediatrics, and Surgical Services and is now focusing on a clinically driven supply chain for the Wellstar System. In her role as a nurse, the idea to have products used by clinicians based on quality, patient outcomes, and value is the core of her role.

Co-presenter

Larry Creech *Corporate Perioperative Consultant at RWJ Barnabas Health Somerset*

Co-presenter

Faisal M. Rahman, Ph.D.

Dr. Rahman is the President/CEO of APAC group of healthcare companies. APAC (Advanced Pain and Anesthesia Consultants) owns and operates physician practices and joint commission accredited multiple specialty surgery centers in both Illinois and Indiana. Dr. Rahman concurrently holds tenured professorship and is the Founding Dean of the Graham School of Management at Saint Xavier University.

Learning objectives:

After attending this presentation, attendees will learn to:

- Creative strategies for facing the challenges of a worldwide pandemic
- Manage crisis across the organization; technology and team
- Building relationships for all stake holders involved
- Remaining viable during a sustained crisis
- Review lessons learned



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COVID-19: Adaptation by Surgical Services



William R. Mayfield M.D., FACS

Dr. Mayfield is a practicing Thoracic Surgeon at WellStar Health System. For the first 15 years of practice, he focused on the development of Minimally Invasive Cardiac Surgery. In the last 15 years, he has led in the development of Video Assisted Thoracic Surgery.

He serves as the Chief Surgical Officer, and Chair of the Service Line Executive Committee at WellStar, focused on reducing variability and creating value in Surgery and all medical specialties.

He is the past-chair of the Georgia Lung Cancer Round Table, a member of the National Lung Cancer Roundtable and Vice-Chair of the Scientific Advisory Board for the Go2 Lung Cancer Foundation. He is the Director of the Lung Screening Program at WellStar, and co-authored the Framework for Excellence in Lung Screening, adopted by the NCCN. In 2020 he established a robust Incidental Nodule program addressing unmet needs in Thoracic Imaging.

He is married to Bonnie Wilson and has eight energetic grandchildren.

Learning objectives:

After attending this presentation, attendees will learn to:

- Recognize differences in supply chain for the Surgical Services and the Hospital at large
- Recognize issues related to patient protection under anesthesia
- Outline Physician and OR staff protection during laparoscopy
- Generate patient confidence: Separation of inpatient and outpatient flows and pre-op testing

2020: A Year Like None Other



Brian Bauer

Brian Bauer is the Director of EAP Services for H&H Health Associates, Inc. Brian has earned two graduate degrees, one being a Master of Arts in Counseling. He is a Licensed Professional Counselor (LPC) with the State of Missouri, a Certified Employee Assistance Professional (CEAP), and also a qualified Substance Abuse Professional (SAP).

He spent over nine years working in North St. Louis with the homeless community and those struggling with drug and alcohol addiction. For the next four years he worked with clients struggling with co-occurring disorders of mental illness and chemical dependency as a group therapist for a local psychiatric outpatient program/clinic. He also has taught college and graduate courses at a local university in the area of counseling, and is a past board member for The Haven of Grace, a homeless shelter for pregnant women.

Brian's passion is to help individuals, couples, families and organizations who are in need of guidance through times of transition, change and crisis.

Learning objectives:

After attending this presentation, attendees will learn to:

- Identify different types of stress/anxiety
- Identify how their stress/anxiety are different in 2020
- Tools and positive coping skills to reduce stress/anxiety



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8:00am–5:00pm CT **daily**

VIRTUAL reverseexpo

Session ONE

Tuesday September 22nd

Session FOUR

Tuesday September 29th

Session TWO

Wednesday September 23rd

Session FIVE

Wednesday September 30th

Session THREE

Thursday September 24th

Session SIX

Thursday October 1st

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