TENNESSEE HOSPITALS: THE PULSE OF OUR COMMUNITIES

79th Annual Meeting
Oct. 11 through 13, 2017

MUSIC CITY CENTER
DOWNTOWN NASHVILLE

CORPORATE UNDERWRITER: vizient

THIS EDUCATIONAL ACTIVITY IS JOINTLY PROVIDED BY AXIS MEDICAL EDUCATION AND THE TENNESSEE HOSPITAL ASSOCIATION.
The word “community” likely brings to mind many images from your own past and life.


At the center of all those storefronts, gathering places and folks going about their daily routines is likely a hospital or healthcare facility.

These are places where lives begin, are often saved and even come to a close. Hospitals and healthcare facilities also are places where many people earn their livelihoods and find their passions, working together to make the places they call home safer and healthier.

These facilities reach far beyond their four walls and deep into communities to provide education, support and resources to the people and families they serve.

It really isn’t a stretch to think of healthcare facilities as the pulse of their communities.

With this in mind, THA’s 2017 Annual Meeting celebrates this idea with the theme, **Tennessee Hospitals: The Pulse of our Communities**.

This year’s Annual Meeting will bring together presenters and guests who will speak to the power of Tennessee’s hospitals and healthcare facilities and the efforts to improve them, as well as recognize the work of our industry and the integral role it plays in shaping neighborhoods, cities and rural communities.
MESSAGE FROM H. ALAN WATSON

It has been a pleasure and honor to serve as THA’s chairman this year. As we prepare for the 2017 Annual Meeting, I would ask that you focus on this year’s theme, which is “Tennessee Hospitals: The Pulse of our Communities.”

This can mean so many things. Your community is your hometown, where you live, play and work. Often it is your hospital that is the pulse of the community, providing healthcare 24 hours a day, 365 days a year. New lives are welcomed to the world while other loved ones say their final goodbyes, with every level of care in between.

As the largest employer in town, your hospital often is the lifeline for individuals and businesses alike. It provides jobs and financial stability for people who live and work there while offering needed services to companies and other entities in the community.

This year’s speakers will give you the insight you need to successfully move your hospital into the future, with sessions on caregiver resilience and how to transform adversity into action, as well as trends for leadership and governance.

Your hospital is one of the most valuable assets in your community. Learn how to make it the best it can be at this year’s Annual Meeting.

I look forward to seeing you there!

H. Alan Watson, FACHE
Chief Executive Officer
Maury Regional Healthcare System
Columbia, Tenn.

MESSAGE FROM CRAIG BECKER

Once again, the THA Annual Meeting will be in downtown Nashville. Holding the meeting downtown was a huge hit last year, with many attendees taking advantage of the easy access to restaurants, music venues and other activities. With that in mind, we’re excited to be at the Music City Center, in the heart of downtown.

While I am proud of my Nashville community, I know you are equally proud of your hometown and hospital. As the pulse of your community, the hospital and its caregivers support area residents every day through its services and programs. Without the local hospital, many communities, especially in small, rural areas, would not exist.

To help with the many challenges occurring in healthcare, this year’s Annual Meeting offers education sessions that will give attendees the knowledge and information they need to provide the best care possible to residents who live in their communities. New initiatives and innovations in leadership, governance, patient safety and caring for the disadvantaged will be discussed during the education programs. These sessions will offer participants an opportunity to hear new ideas and suggestions on what will work best in the future.

I encourage you to attend this year’s Annual Meeting and take advantage of this exciting learning opportunity. I look forward to seeing you in October!

Craig Becker, FACHE
President and Chief Executive Officer
Tennessee Hospital Association
Nashville, Tenn.
SESSION 2
Care for the Uninsured and Underinsured

PANEL:
Paul Bolin
Chief Financial Officer
Williamson Medical Center

Casey Dungan
Senior Vice President, Finance
Tennessee Hospital Association

Aaron Elias
Senior Healthcare Consultant
Pershing Yoakley & Associates

Kevin Spiegel
President and Chief Executive Officer
Erlanger Health System

3 - 4 p.m.
House of Delegates (Open to Delegates Only)

4 – 5:30 p.m.
Leadership Summit Poster Session/
THA Welcome Reception
Open to all

Clifford Lee Parmley, M.D.
Chief of Staff, Vanderbilt University Hospital,
Executive Medical Director, VUMC Critical Care Units, Professor and Division Chief,
Anesthesiology and Critical Care

Carolyn Regen, BSW, MSHI, CHC, CHPC
Ethics and Compliance Officer and Privacy Official
HCA TriStar Division

Emily Trancik, Ph.D.
Director, Ethics Integration
Saint Thomas Health

MODERATOR:
Joe Burchfield
Senior Vice President, Government Affairs and Communications, Tennessee Hospital Association
2017 ANNUAL MEETING PROGRAM AT-A-GLANCE

THURSDAY, OCT. 12  Click on a speaker’s photo to view their full bio

7 a.m. – 4 p.m.  General Registration

7:30 – 9 a.m.  Beverage Refreshment Break and Visit with Sponsors
Open to all

7 a.m. – 6 p.m.  Allied & Affiliate Groups

8:15 – 10 a.m.  THA OPENING GENERAL ASSEMBLY
The Advantage of Disadvantage:
How to Transform Adversity into Action
Steve Pemberton
Vice President, Diversity and Inclusion
Global Chief Diversity Officer
Walgreens Boots Alliance

10:30 – 11:30 a.m.  THA EDUCATION SESSION
Enhanced Strategies for Bundled Payments
Edward Stall
Principal
DHG Healthcare
Craig Tolbert
Principal
DHG Healthcare
Michael Wolford
Senior Manager
DHG Healthcare

11:30 am. – 1 p.m.  THA Buffet Luncheon
Special event pre-registration required

12:45 – 2:30 p.m.  THA EXECUTIVE, TRUSTEE AND PHYSICIAN
LEADERSHIP SESSION
Ball of Confusion: Trends and What They Mean
for Leadership and Governance
James Orlikoff
President, Orlikoff & Associates, Inc.

2:30 - 3:30 p.m.  Beverage Refreshment Break and Visit with Sponsors
Open to all

3:30 – 4:45 p.m.  THA EDUCATION SESSION
Insights on the Future of Work Today
Seth Mattison
Founder and Chief Movement Officer
FutureSight Labs

THA’S ALLIED & AFFILIATE GROUPS

Hospital Owned Physician Practice Executives of Tennessee (HOPPET)
Tennessee Association for Healthcare Quality (TAHQ)
Tennessee Health Care Administrative Professionals (THCAP)
Tennessee Healthcare Engineering Association (THEA)
Tennessee Health Information Management Association (THIMA)
Tennessee Organization of Nurse Executives (TONE)
Tennessee Society for Organizational Improvement (TSOI)
Tennessee Society of Health Care Social Workers (TSHCSW)

Click on Allied & Affiliate name above to view group schedules.
## 2017 Annual Meeting Program at-a-Glance

**Friday, Oct. 13** Click on a speaker’s photo to view their full bio

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<td>Allied &amp; Affiliate Groups</td>
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<td>8 – 9:45 a.m.</td>
<td><strong>ACHE Breakfast</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
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<td><strong>Leading Transformation</strong></td>
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<td>Heather Rohan, FACHE</td>
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<td>10 – 11:15 a.m.</td>
<td><strong>THA Education Session</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
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<td>Making a Difference: Advice from America’s Doctor</td>
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<td>Regina Benjamin, M.D., MBA</td>
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<td>Gulf States Health Policy Research Center</td>
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<td>11:30 a.m. – 2 p.m.</td>
<td><strong>Membership Luncheon/Closing Session</strong></td>
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<td><strong>Uncover Goals and Dreams by Helping Others</strong></td>
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<td>Ben Nemtin</td>
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<td>Host, <em>The Buried Life</em></td>
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<td>New York Times Bestselling Author</td>
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THA is excited to announce a community service project in conjunction with its 2017 Annual Meeting. Attendees will be asked to assemble kits consisting of personal hygiene products to benefit Operation Stand Down Tennessee (OSDTN), a statewide veterans services organization.

Item donations or monetary contributions can be made anytime between now and Oct. 10 to the THA Education Department. Items being collected are new travel size bottles of shampoo, conditioner, lotion, toothpaste and bars of soap, as well as packages of men’s socks (sized medium to large), underwear (sized medium to extra-large) and undershirts (sized medium to triple-extra-large). Attendees also may bring items with them to Annual Meeting.

A friendly competition will be held among the THA membership districts. The district that completes the most kits during Annual Meeting and the district that contributes the most socks, underwear and undershirts will be recognized with the THA Service Cup at the THA Membership Luncheon on Oct. 13.

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<sup>1</sup> For more information, contact Lisa Wright, lwright@tha.com
THA’s Tennessee Center for Patient Safety (TCPS), Tennessee Society for Organizational Improvement (TSOI), Tennessee Organization of Nurse Executives (TONE), Tennessee Nurses Association (TNA) and Tennessee Association for Healthcare Quality (TAHQ) are proud to host the 2017 Annual Leadership Summit, which showcases hospitals from Tennessee and shares best practices on fostering an organizational culture of excellence, quality and patient safety improvement successes, navigating transitions of care and promoting collaboration and teamwork.

The summit is a great opportunity to network and share successful strategies among hospitals, as well as recognize and reward staff members’ hard work on improving care for patients.

**LEADERSHIP SUMMIT KEYNOTE ADDRESS**

**Thriving vs. Surviving: Enhancing Caregiver Resilience**

**Bryan Sexton, Ph.D.**

*Associate Professor and Director of Patient Safety Research and Training at Duke University Health System*

Stressed? Anticipating even more work demands on your attention, time and energy? We have learned that the need to improve quality and organizational performance is quite different from being ready to improve. If you, your staff or your colleagues are feeling particularly spent, it is probably because the level of emotional exhaustion in healthcare workers is at an all-time-high, with one out of three people already meeting the criteria for burnout syndrome. Against the backdrop of healthcare reform and economic uncertainty, our resilience is even further compromised. During this session, Bryan Sexton, Ph.D., one of the country’s foremost experts on caregiver burnout and resilience, will review the prevalence and severity of burnout, describe fatigue management and provide tools, tactics and research on how to enhance resilience in employees and physicians.

*Resilience will not only help you survive in the workplace, it will help you thrive!*

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**THE 2017 THA ANNUAL MEETING IS MOBILE!**

The free THA Annual Meeting mobile app will enhance your experience and make it easy to network with your peers. We have developed an app to put information and resources at your fingertips. More details coming soon!
SESSION DESCRIPTIONS

WEDNESDAY, OCT. 11 (continued)

11:30 A.M. – 3 P.M.
ACHE FACE-TO-FACE EDUCATION SESSION (Two Panel Discussions)
Special event pre-registration required/lunch will be provided

SESSION 1
Ethical Challenges in Healthcare Leadership

PANEL:
Clifford Lee Parmley, M.D.
Vanderbilt University Hospital

Emily Trancik, Ph.D.
Saint Thomas Health

Carolyn Rege
HCA TriStar Division

MODERATOR:
Lisa Piercey, M.D., FACHE
West Tennessee Healthcare

Ethical challenges arise in all aspects of healthcare and service, from the bedside to the boardroom. Hospital leaders and boards set the ethical compass of the organization by making decisions about priorities, policies and resource allocation as they determine the best ways to meet the needs of their communities, while respecting their staff and the populations they serve. Understanding the expanding paradigm of planning, creating and maintaining an ethical healthcare organization is crucial to help identify strategies for implementing ethics initiatives within your own organization. Healthcare leaders must “walk the talk” and demonstrate their commitment to ethics throughout their organization.

SESSION 2
Care for the Uninsured and Underinsured

PANEL:
Paul Bolin
Williamson Medical Center

Casey Dungan
Tennessee Hospital Association

Aaron Elias
Pershing Yoakley & Associates

Kevin Spiegel
Erlanger Health System

MODERATOR:
Joe Burchfield, Tennessee Hospital Association

More than 46 million Americans are without health insurance and many more are underinsured. This has a direct impact on healthcare executives in terms of cost and reimbursement, provision of charity care, state law and community collaboration and benefit. By hearing from hospital executives that have successfully implemented programs to care for the un/underinsured, in addition to local lawmakers that can speak to specific local regulations and policies, participants will get a better understanding of their obligations and opportunities in this important area.

This program has been developed and is presented locally by THA, American College of Healthcare Executives of Middle Tennessee, Midsouth Health Care Executives and East Tennessee Healthcare Executives Affiliation

3 – 4 P.M.
THA House of Delegates
Open to All Delegates

4 – 5:30 P.M.
THA WELCOME RECEPTION Open to All Registrants
THURSDAY, OCT. 12

8:15 – 10 A.M.

THA OPENING GENERAL ASSEMBLY  Open to All Registrants

The Advantage of Disadvantage: How to Transform Adversity into Action

Steve Pemberton
Vice President, Diversity and Inclusion
Global Chief Diversity Officer, Walgreens Boots Alliance

Steve Pemberton’s story is about defying seemingly insurmountable odds—overcoming abuse and neglect as an orphan in foster care to become a trail-blazing corporate executive, enlightened diversity leader, visionary youth advocate and acclaimed speaker.

His best-selling memoir, A Chance in the World, recounts his triumphant life journey and drive to become a man of resilience, determination and vision. Now an upcoming major motion picture, A Chance in the World further amplifies Steve’s highly motivational messages: Believe in your dreams, rise above obstacles, create opportunities for others and, most of all, persevere.

Determined to use his success as a platform to lift up others, Pemberton has made equality, access and opportunity pillars of both his professional and personal life. He currently serves as vice president, diversity and inclusion, and global chief diversity officer at Walgreens Boots Alliance. He is the first person in Walgreens’ 100-plus year history to hold the position of chief diversity officer.

“Diversity is less about how we look than what unique experiences we have had and what talents and ideas each of us are willing to invest in achieving success together.” -Steve Pemberton

10:30 – 11:30 A.M.

THA EDUCATION SESSION  Open to All Registrants

Enhanced Strategies for Bundled Payments

SPEAKERS:
Edward Stall  Craig Tolbert  Michael Wolford
Principal  Principal  Senior Manager
DHG Healthcare  DHG Healthcare  DHG Healthcare

Episodic payment programs have grown exponentially in popularity since 2011. Today, every hospital in Tennessee is participating in bundled payments (“Episodes of Care” or “EoC”) for select Medicaid patients; dozens of providers also are voluntarily or mandatorily enrolled in other bundling programs with other payors.

Bundled payments have gained traction by virtue of governmental efforts to change the reimbursement paradigm. What value do bundled payments drive for patients, payors and providers? How do you coordinate with non-acute providers? How can hospitals enhance their existing strategies through bundled payment participation?

DHG Healthcare, the national healthcare practice of Dixon Hughes Goodman, a leader in episodic advisory consulting and data analytics, will provide extensive experience in bundled payments to present this session.

11:30 A.M. – 1 P.M.

THA BUFFET LUNCHEON  Special Event Pre-Registration Required

(continued)
12:45 – 2:30 P.M.

THA EXECUTIVE, TRUSTEE AND PHYSICIAN LEADERSHIP SESSION
Open to All Registrants

Ball of Confusion: Trends and What They Mean for Leadership and Governance

This session will include recognition of hospital boards that have completed THA’s Board Certification Program.

James Orlikoff
President, Orlikoff & Associates, Inc.

The state of healthcare is getting more and more curious. Across the country, state budget cuts are resulting in significant payment reduction to hospitals, while in several states, hospitals’ tax-exempt status has been successfully challenged. There also are a host of other dizzying changes in the payment system, including MACRA, MIPS and CCJR. Meanwhile, the future state of healthcare is completely up in the air.

This presentation will identify the trends impacting hospitals and health systems and discuss implications for leaders. It also will address the changing soul of governance in the context of these trends and the increased time demands on volunteer board members as they try to stay ahead of healthcare trends.

Please note: Lunch will not be provided as part of this session. A buffet lunch will be available from 11:30 a.m. to 1 p.m. Attendees must pre-register for the lunch buffet.

3:30 – 4:45 P.M.

THA EDUCATION SESSION Open to All Registrants

Insights on the Future of Work Today
Seth Mattison
Founder and Chief Movement Officer, FutureSight Labs

We are entering the greatest period of business transformation the world has ever known. The constant state of disruption we are experiencing mandates a bold new approach to leadership.

This program, presented by Seth Mattison of FutureSight Labs, is designed to help leaders prepare to navigate a new business landscape where the pace of change is elevating and collaboration is the key ingredient to unleashing the innovation required to compete and win. Supported with cutting edge research and category leading case studies, Mattison will prepare audience participants today for what is going to be required to compete and thrive tomorrow.

Attendees will gain deep insights into what’s coming next in the new world of work for leaders at all levels. Providing a unique perspective on the macro drivers of change will allow for a deeper understanding of how employee attitudes and behaviors are evolving.

This session will present a new framework to see beyond the fads and more clearly understand the trends certain to impact the business landscape over the coming decade.
FRIDAY, OCT. 13

8 – 9:45 A.M.
ACHE BREAKFAST Special Event Pre-Registration Required
Leading Transformation
Heather Rohan, FACHE
Division President, TriStar Health, Hospital Corporation of America

Leading transformation focuses on the value of ACHE as a trusted partner for healthcare leaders as we transform care delivery and work to improve health for all. Through a wide range of initiatives and resources, ACHE is helping members make sense of the changing environment, identify new solutions and prepare leaders to succeed.

10 – 11:15 A.M.
THA EDUCATION SESSION Open to All Registrants
Making a Difference: Advice from America’s Doctor
Regina Benjamin, M.D., MBA
Founder, Gulf States Health Policy Research Center

As the 18th U.S. Surgeon General, Regina Benjamin, M.D., chaired the National Prevention Health Promotion Council, which released the first ever national prevention strategy. The strategy is a roadmap to a more healthy and fit nation. It outlines specific ways to decrease or nearly eliminate the leading causes of death with tobacco-free living, healthy eating, drug abuse and excessive alcohol use prevention, active living, injury and violence-free living, reproductive and sexual health and mental and emotional well-being. The ultimate goal is to reduce health disparities and improve health equity.

Attendees will learn why the U.S. needs to transition from a health system based on sickness and disease to one based on wellness and prevention. Dr. Benjamin will discuss how to better engage patients toward the prevention of chronic diseases, and be inspired to work toward a healthier community and healthier self.

11:30 A.M. – 2 P.M.
MEMBERSHIP LUNCHEON/CLOSING SESSION
Special Event Pre-Registration Required
Uncover Goals and Dreams by Helping Others
Ben Nemtin
Host, The Buried Life
New York Times Bestselling Author

Join us as we close the conference with a thought-provoking, funny and moving inspirational story of the goals and dreams of the four “Buried Life” guys, which vividly depicts the timeless themes that every generation faces growing up. Relying on goodwill, guts and gumption, small town friends Duncan, Ben, Dave and Jonnie travel the globe in a donated purple bus to complete a list of 100 things to do before they die and help and encourage others to go after their own lists. For every item they complete on their list, they help a stranger achieve one of their dreams. Everywhere they go they ask the same question: “What do you want to do before you die?” This has become the group’s tool to uncover the goals and dreams people have.

Ben Nemtin and his three college buddies wrote their first book, What Do You Want to Do Before You Die? This book is an illustrated collection of their wildest dreams, bringing 200 of the most moving, imaginative, amusing and thought-provoking things to do before you die to life through handmade art.

THA Awards of Excellence booklet featuring all award recipients will be available at the membership luncheon. Following the conclusion of the annual meeting, it will be available at www.tha.com.
**Regina Benjamin, M.D., MBA**
*Founder, Gulf States Health Policy Research Center, Mobile, Ala.*

Regina Benjamin, who served as U.S. Surgeon General from 2009 to 2013, currently serves as the first endowed chair in the newly established Department of Public Health Sciences at Xavier University of Louisiana.

As surgeon general, she served as the first chair of the National Prevention, Health Promotion and Public Health Council and released the first ever national prevention strategy, shifting the focus of public health from disease and sickness to wellness and prevention.

Benjamin also is founder of the Gulf States Health Policy Research Center, founder and CEO of Bayou Clinic, Inc., and associate dean for rural health at the University of South Alabama College of Medicine.

She is a member of the Henry J. Kaiser Family Foundation Commission on Medicaid and the Uninsured and a board member of Ascension Health.

She received a bachelor’s degree in chemistry at Xavier University, New Orleans, a medical degree at the University of Alabama-Birmingham and Morehouse School of Medicine, Atlanta, and a master’s degree in business administration at Tulane University, New Orleans.

**Paul Bolin**
*Chief Financial Officer, Williamson Medical Center, Franklin, Tenn.*

Paul Bolin is chief financial officer at Williamson Medical Center, Franklin.

He has been in this position for 23 years. During his tenure, he has restructured the revenue cycle and reduced A/R days from more than 100 to less than 40, implemented a productivity system that reduced labor cost by more than 10 percent, enhanced managed care contracts and led the hospital’s corporate compliance efforts.

Bolin received a bachelor’s degree in accounting at Austin Peay State University, Clarksville, and a master’s degree in business administration at Belmont University, Nashville.

**Casey Dungan**
*Senior Vice President, Finance, Tennessee Hospital Association Brentwood, Tenn.*

Casey Dungan serves as senior vice president of finance for the Tennessee Hospital Association (THA). He is responsible for reviewing changes in hospital reimbursement policies at the state and federal level and provides impact analysis to hospitals on significant policy changes.

Prior to joining THA, Dungan was employed in several finance and budgeting roles for the state’s Medicaid program, culminating in a five-year term as the chief financial officer for the state’s Division of Health Care Finance and Administration.

Dungan also has served in budget and financial analysis roles in the budget offices of Nashville-Davidson County Metropolitan Government and the state of Tennessee. In addition to being a member of the American College of Healthcare Executives (ACHE), he is a Certified Healthcare Finance Professional and a member of the Tennessee chapter of the Healthcare Financial Management Association (HFMA).

Dungan received a bachelor’s degree in history at Duke University and a master’s degree in public administration at the University of Georgia.

**Aaron Elias**
*Senior Healthcare Consultant, Pershing Yoakley & Associates, Atlanta, Ga.*

Aaron Elias is a senior healthcare consultant at Pershing Yoakley & Associates, Atlanta.

He provides services to health systems, accountable care organizations (ACOs), physician group practices, and other healthcare organizations. His areas of focus include the transition to value-based reimbursement, alternative payment models, other regulatory changes, health system strategic planning, provider and medical staff planning, financial and operational assessments, and fair market value studies of hospital-physician arrangements.

Elias received a bachelor’s degree in biochemistry at the University of Minnesota-Twin Cities, and master’s degree in health administration and a master’s degree in business administration at the University of Alabama at Birmingham.
Seth Mattison is an internationally renowned expert on workforce trends and generational dynamics.

His presentations bring an entirely unexpected perspective on the future of work, talent, innovation and the power of relationships. With his finger on the pulse of today’s changing workforce, Mattison blends storytelling from his own personal experience working with category leading brands while leveraging cutting edge research to develop fresh perspectives on the key strategic issues most relevant for today’s leaders.

Ben Nemtin is a number one New York Times bestselling author and star of MTV’s The Buried Life.

Fed up with the monotony of day-to-day life in college, Nemtin and his friends set out on a two-week road trip with a camera and borrowed RV to complete a list of “100 things to do before you die.” For each item they accomplished on their list, they helped a complete stranger cross something off their own list. Since then, Nemtin and his friends have crossed off nearly all 100 list items and have encouraged millions of people to realize their dreams, help others and believe anyone can do anything.

Nemtin’s bucket list quest has brought him from the White House to play basketball with President Obama to Oprah’s couch to having a beer with Prince Harry in London. Currently, he is crossing off #91, which is to make a movie. The Buried Life feature documentary film is set to be released in 2018.

James Orlikoff is president of Orlikoff & Associates, Inc., a consulting firm specializing in healthcare governance and leadership, strategy, quality, patient safety and organizational development.

He is the national advisor on governance and leadership to the American Hospital Association (AHA) and Health Forum, and senior consultant to the Center for Healthcare Governance.

Orlikoff works with hospital and system governing boards to strengthen their overall effectiveness and oversight of strategy and quality. He also has worked extensively on improving the relationships between boards, medical staffs and management.

He currently is vice chair of the Virginia Mason Health System Board in Seattle, Wash., and chair of its Governance Committee. Orlikoff received a master’s degree in social and organizational psychology at the University of Chicago, and a bachelor’s degree at Pitzer College, Claremont, Calif.

Clifford Lee Parmley, M.D., is chief of staff at Vanderbilt University Hospital, Nashville, executive medical director of the Vanderbilt University Medical Center (VUMC) critical care units and professor and division chief of anesthesiology and critical care.

He serves on numerous committees at VUMC, including the critical care committee, policy review committee, perioperative quality improvement committee, medical center medical board committee and clinical competence committee.

Parmley received a bachelor’s degree in biochemistry at Pacific Union College, Angwin, Calif.; a medical degree at Loma Linda University, Loma Linda, Calif.; a law degree at South Texas College of Law, Houston, Tex.; and a master’s degree in management in healthcare at Vanderbilt University.
Steve Pemberton
Vice President, Diversity and Inclusion/Global Chief Diversity Officer, Walgreens Boots Alliance, Chicago, Ill.

Steve Pemberton is vice president of diversity and inclusion and global chief diversity officer at Walgreens Boots Alliance, the first global pharmacy-led, health and wellbeing enterprise in the world, employing 370,000 people in 25 countries.

Prior to this position, he served as chief diversity officer at Walgreens, becoming the first person to hold that position in the company’s 114-year history.

Under Pemberton’s leadership, Walgreens reached record levels of performance on nearly every measure of diversity and inclusion from representation to supplier diversity spend. An extended part of his responsibilities has been to serve as a public ambassador for the company on matters of employing people with disabilities. In that capacity, he frequently has represented Walgreens’ employment model at the White House and on Capitol Hill. In 2015, he was appointed by U.S. Secretary of Labor Thomas Perez to serve on an Advisory Committee for the Competitive Integrated Employment of People with Disabilities.

Prior to assuming his role at Walgreens, Pemberton was chief diversity officer and vice president of diversity and inclusion at Monster.com, the leading global online careers property where he had end-to-end management responsibilities for the diversity and inclusion business unit that focused on helping employers diversify their workforce.

One of America’s “most inspiring executives,” he brings a deep personal understanding of human differences and the human experience to his position. Pemberton was a ward of the state for much of his childhood, an experience he chronicled in his 2012 best-selling memoir, A Chance in the World. His extraordinary life journey has been translated into multiple languages and continues to inspire audiences across the world. The movie adaption of his life currently is underway.

He is a graduate of Boston College.

Carolyn Regen
Ethics and Compliance Officer and Privacy Official, HCA TriStar Division, Brentwood, Tenn.

Carolyn Regen is the ethics and compliance officer and privacy official at HCA TriStar Division.

A registered nurse, Regen has worked in healthcare compliance for the past 19 years. She is certified in healthcare compliance and healthcare privacy compliance.

She received a bachelor’s degree in nursing and a master’s degree in health law at Nova Southeastern University, Fort Lauderdale, Fla.

Heather Rohan, FACHE
Division President, TriStar Health, Hospital Corporation of America, Brentwood, Tenn.

Heather Rohan is division president at TriStar Health, Hospital Corporation of America, Brentwood.

Board-certified in healthcare management as a fellow in the American College of Healthcare Executives (ACHE), Rohan serves on the Board of Governors of ACHE. She served as the ACHE Regent for Florida-Eastern from 2011 to 2012 and has served on numerous ACHE committees. In addition to her service to ACHE, Rohan serves on the Foundation Board of HCA.

Rohan has served as president of TriStar Health since December 2016. Prior to that position, she was CEO at TriStar Centennial Medical Center, Nashville, from 2012 to 2016.

She received a master’s degree in business administration and a bachelor’s degree in nursing at Barry University.
SPEAKER BIOS

Bryan Sexton, Ph.D.
Associate Professor, Director, Duke Patient Safety Center, Duke University Health System, Raleigh-Durham, N.C.

Bryan Sexton, Ph.D., is associate professor and director of the Duke Patient Safety Center at Duke University Health System. Sexton has captured the wisdom of frontline caregivers through rigorous assessments of safety culture, teamwork and workforce resilience. His current National Institutes of Health (NIH) grant is a randomized clinical trial of resilience training. He also has studied teamwork, safety and resilience in high-risk environments, such as the commercial aviation cockpit, operating room and intensive care unit.

He spends his time finding practical ways of getting busy caregivers to do the right thing by making it the easy thing to do. He has found results across industries, work settings, shifts, professions and countries highlight a great deal about reliability in high-risk environments – specifically, “you are better off changing the situation, than trying to change human nature.”

Kevin Spiegel
President and Chief Executive Officer, Erlanger Health System, Chattanooga, Tenn.

Kevin Spiegel is president and chief executive officer at Erlanger Health System, Chattanooga. Prior to coming to Erlanger in 2013, Spiegel served more than five years as CEO at Methodist University Hospital, Memphis.

A fellow in the American College of Healthcare Executives (ACHE), Spiegel served as Tennessee Regent for ACHE and continues to serve as a board member of the Mid-South Healthcare Executives, ACHE Nominating Committee and ACHE Regents Advisory Council. He is a member of the Tennessee Hospital Association Board of Directors and an assistant professor at the University of Tennessee Health Sciences Center College of Medicine, Memphis and Chattanooga.

He received a bachelor’s degree in psychology at State University of New York at New Paltz, and an MBA in healthcare administration at Adelphi University, Garden City, N.Y.

Edward Stall
Principal, DHG Healthcare, Greenville, S.C.

Edward Stall is a principal at DHG Healthcare who currently serves as leader of the DHG Healthcare Enterprise Intelligence group, the data analytics area of the DHG Healthcare practice, with a specific emphasis in developing analytic solutions for risk capable organizations.

He has experience in the areas of enterprise analytics and business intelligence, strategic business planning, health system planning, growth strategies, service line feasibility and market strategies.

Craig Tolbert
Principal, DHG Healthcare, Birmingham, Ala.

Craig Tolbert serves as a principal with DHG Healthcare, bringing more than 25 years of experience in the healthcare industry to the national strategy practice.

He is responsible for delivering solutions and developing financial models related to a variety of revenue transformation business issues, including the transition from fee-for-service to alternative payment models. Tolbert also has extensive experience delivering reimbursement consulting services focusing on revenue enhancement and federal and state regulatory issues.

His past work includes: analyzing alternative payment model data; advising on the mandatory Medicare programs; developing multiple payment models; and evaluating strategic implementation plans.

Tolbert specializes in navigating new payment and delivery structures such as Center for Medicare and Medicaid Services (CMS) voluntary and mandatory bundles and ACO initiatives. He currently leads the firm’s efforts around Revenue Portfolio Design Solutions. He has led engagements focused on bundled payments, alternative payment models, clinically integrated networks, developing co-management arrangements and assessing opportunities to protect organizations’ Medicare revenue at risk programs.
Emily Trancik, Ph.D.
Director of Ethics Integration, Saint Thomas Health, Nashville, Tenn.

Emily Trancik, Ph.D., serves as the director of ethics integration, serving all of Saint Thomas Health, St. Vincent’s Birmingham and the national ministry as part of the Ethics Advisory Leadership Community at Ascension.

Trancik works closely with the ethics department at Ascension and with local mission integration leadership in Tennessee and Alabama.

In her position, she is responsible for overall planning, operation and evaluation of ethics services, and for integrating ethics practices into daily operations. She leads the development of an ethics program within Saint Thomas Health that provides education, consultation and policy development to ensure that ethics is at the foundation of all levels of the organization.

Trancik was an ethics fellow at Ascension from 2014 to 2016 and an ethicist at SSM Health Care in St. Louis. She completed her Ph.D. in health care ethics at Saint Louis University in December 2016.

Michael Wolford
Senior Manager, DHG Healthcare, Cleveland, Ohio

Since joining the firm in 2010, Michael Wolford has become one of the firm’s go-to authorities on bundled/episodic payments, hospital merger transactions, physician-hospital alignment agreements and health system strategic planning. These efforts have focused on helping physicians and hospitals develop win-win strategies and successful business models.

During Wolford’s tenure with DHG Healthcare, he has served as the director of bundled payments (2012-2014) for a Bundled Payments for Care Improvement (BPCI) awardee. This position included leading care redesign efforts, aligning physician and hospital initiatives, creating economic win-win opportunities and validating data to build the BPCI value proposition.

Wolford’s other project work includes facilitating hospital-physician alignment relationships in orthopedics, radiology, spine services, sports medicine, oncology, cardiothoracic surgery and general surgery. His experience in these hospital services includes co-management agreements, professional services arrangements, recruitment assistance contracts, bundled payments and comprehensive clinical institutes. Client results from Michael’s work include increased physician engagement, decreased hospital costs for surgical implants, streamlined operating room efficiency, increased patient satisfaction and stronger hospital-physician relationships.

QUESTIONS? CONTACT THA EDUCATION AT 615-256-8240/1-800-258-9541, 8 A.M. - 4 P.M. CST.
ACHE Face-to-Face

This program has been developed and presented locally by the Tennessee Hospital Association, American College of Healthcare Executives of Middle Tennessee, Midsouth Health Care Executives and the East Tennessee Healthcare Executives Affiliation. The American College of Healthcare Executives has awarded three credit hours (ACHE Face-to-Face) for the Ethical Challenges in Healthcare Leadership (1.5 hours) and Care for the Uninsured and Underinsured (1.5 hours) sessions. Participants must pre-register and sign in at the beginning of each session to receive a certificate emailed at the conclusion of the conference.

ACHE Qualified Education

The Tennessee Hospital Association is authorized to award 8.75 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting (self-reporting) an application to the American College of Healthcare Executives for advancement or recertification.

Participants are responsible for maintaining a record of their ACHE Qualified Education hours and must pre-register and sign in at beginning of each session to receive a certificate by email after the conclusion of the conference.

Nursing Home Administrators

This program has been submitted (but not yet approved) for continuing education for 11.75 total clock hours from NAB/NCERS. Participants must pre-register and sign in at beginning of session to receive a certificate.

Social Workers

This activity is pending approval from the National Association of Social Workers.

AXIS CONTACT INFORMATION

For information about the accreditation of NAB for this program please contact AXIS at 954-281-7524 or info@axismeded.org.

REQUIREMENTS FOR NCER/NAB, NASW, AND ACHE QUALIFIED CREDIT:
- Attend/participate in the educational activity and review all course materials.
- Complete the CE attestation process online by November 13, 2017, 11:59 pm ET. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

CNE Credit for Leadership Summit

Tennessee Nurses Association (TNA) is accredited as a provider of continuing nursing education (CNE) by the American Nurses Credentialing Centers Commission on Accreditation.

Possible earned ACHE, ACHE Qualified, NAB & Trustee education credits. Attendees must attend the full sessions in order to claim credits.

WEDNESDAY, OCT. 11

Leadership Summit Keynote (Sexton) 1.50 hours
ACHE Face-to-Face (2 Panel Discussions) 3 hours

THURSDAY, OCT. 12

Opening General Assembly (Pemberton) 1 hour
THA Education Session (DHG Faculty) 1 hour
Executive, Trustee and Physician Leadership (Orlikoff) 1.25 hours
THA Education Session (Mattison) 1.25 hours

FRIDAY, OCT. 13

ACHE Breakfast (Rohan) .50 hour
THA Education Session (Benjamin) 1.25 hours
THA Membership Luncheon (Nemtin) 1 hour

SYMBOL KEY FOR CREDIT HOURS

ACHE ACHE-Q NAB Nursing SW CBE

Click here to view THA and Social Workers Objectives.
The Westin Nashville is the official hotel of the THA Annual Meeting.

**LODGING**
The Westin Nashville  
807 Clark Place, Nashville TN 37203  
615-248-2800

**GROUP CODE:**  
Tennessee Hospital Association

**ROOM TYPE:**  
King or 2 Queen

**ROOM RATE:**  
$269 Per Night + Tax (No resort fee)

**CUT-OFF DATE:**  
Friday, Sept. 22

**RESERVATIONS BY PHONE:**  
800-937-8461

**ONLINE:**  
Click here for online reservations.

**WESTIN PARKING:**  
Valet Parking only $35  
(price does not include tax)

---

**Hotel Policies**

**CHECK-IN / CHECK-OUT**
- Check-in: 3 p.m./Check-out: noon
- 3 p.m. late check-out may be available for $75; after 3 p.m., the full nightly rate applies
- Guests will be subject to an early departure fee of $50 if they shorten their stay.

**CASH PAYING GUESTS**
Guests paying in cash must pay their room charges in full with an additional $50 per day deposit at time of check-in.

**DEBIT CARD POLICY**
The use of a debit card will initiate, at the time of check-in, an immediate deduction from your bank account for your room rate, inclusive of tax, for all room nights plus $100 per night for incidentals. Upon check-out, any unused funds will be credited back to your account. Based upon the business rules of your bank, it may be 72-hours or longer for the credit to post.

**SMOKING POLICY**
The Westin Nashville is a smoke-free environment.

---

**CLICK THE “COMMUNITY” ABOVE TO REGISTER!**
The Music City Center is the official meeting site of the THA Annual Meeting and is located directly across the street from The Westin Nashville.

**MUSIC CITY CENTER**
201 5th Avenue South, Nashville, TN 37203

**PARKING / SELF-PARKING RATES**
1,800 parking spaces available
Located one block from The Westin Nashville
Flat rate/taxes are included

- **0-4 hours**........................$7
- **4-10 hours**.................$12
- **Daily Max**......................$18

24/7 fully automated system that accepts debit and credit cards open exit.

**NOTE:** MCC special rate parking may apply if event in area without prior notice.

**SURFACE PARKING LOTS**
Multiple surface lots are available for parking close to the Westin and Music City Center. These lots are not reserved and are available on a first-come, first-serve basis. Rates vary.
# 2017 Annual Meeting Registration Fees & Information

## 1. THA General Registration

<table>
<thead>
<tr>
<th>Event</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening General Assembly</td>
<td>No Charge</td>
</tr>
<tr>
<td>THA Education Sessions</td>
<td>Thursday / DHG Faculty</td>
</tr>
<tr>
<td>THA Executive, Trustee and Physician Leadership Session</td>
<td>Thursday – James Orlikoff</td>
</tr>
<tr>
<td>THA Education Session</td>
<td>Thursday – Seth Mattison</td>
</tr>
<tr>
<td>THA Education Session</td>
<td>Friday – Regina Benjamin, M.D.</td>
</tr>
</tbody>
</table>

## 2. Special Event

### Pre-Registration Required

<table>
<thead>
<tr>
<th>Event</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership Summit</td>
<td>$125</td>
</tr>
<tr>
<td>ACHÉ Face-to-Face Panel Discussion</td>
<td>$150</td>
</tr>
<tr>
<td>THA Buffet Lunch</td>
<td>$15</td>
</tr>
<tr>
<td>ACHÉ Breakfast</td>
<td>$100</td>
</tr>
<tr>
<td>Membership Luncheon</td>
<td>$60</td>
</tr>
</tbody>
</table>

## 3. Allied & Affiliate Groups

### A. Hospital Owned Physicians Practice Executives of Tennessee

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (Includes Wed. dinner &amp; Thurs. lunch)</td>
<td>$180</td>
</tr>
<tr>
<td>Member (Wed. dinner only)</td>
<td>$120</td>
</tr>
<tr>
<td>Member (Thurs. program and lunch only)</td>
<td>$60</td>
</tr>
</tbody>
</table>

### B. Tennessee Association for Healthcare Quality

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (Includes Thurs. lunch)</td>
<td>$150</td>
</tr>
<tr>
<td>Non-member (Includes Thurs. lunch)</td>
<td>$250</td>
</tr>
<tr>
<td>Virtual Meeting</td>
<td>$100</td>
</tr>
</tbody>
</table>

*Includes slide presentations and participate via conference line; CEs available.*

### C. Tennessee Health Care Administrative Professionals

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (Includes Thurs. and Fri. meals)</td>
<td>$100</td>
</tr>
<tr>
<td>Non-member (Includes Thurs. and Fri. meals)</td>
<td>$125</td>
</tr>
<tr>
<td>Member (Thurs. sessions only)</td>
<td>$75</td>
</tr>
</tbody>
</table>

### D. Tennessee Healthcare Engineering Association

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (Includes meals and breaks)</td>
<td>$50</td>
</tr>
<tr>
<td>Non-member (Includes meals and breaks)</td>
<td>$100</td>
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</tbody>
</table>

### E. Tennessee Health Information Management Association

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (Includes lunch)</td>
<td>$50</td>
</tr>
<tr>
<td>Non-member (Includes lunch)</td>
<td>$75</td>
</tr>
</tbody>
</table>

### F. Tennessee Organization of Nurse Executives

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership Summit and TONE combined (Includes lunch)</td>
<td>$175</td>
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</tbody>
</table>

### G. Tennessee Society for Organizational Improvement

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member</td>
<td>$100</td>
</tr>
<tr>
<td>Non-member</td>
<td>$150</td>
</tr>
</tbody>
</table>

### H. Tennessee Society of Health Care Social Workers

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member (Includes lunch both days)</td>
<td>$40</td>
</tr>
<tr>
<td>Non-member (Includes lunch both days)</td>
<td>$60</td>
</tr>
</tbody>
</table>

## Registration Guidelines

- **ALL ATTENDEES MUST REGISTER ONLINE.** Everyone attending programs at the THA Annual Meeting must register and wear required identification badges.

### Payment Options

1. **Credit Cards:** THA accepts Visa, Mastercard, and American Express.

2. **Check:** Mail copy of completed online registration form and check (payable to THERF) to: THA Annual Meeting • 5201 Virginia Way • Brentwood, TN 37027

Confirmed participants will receive a meeting confirmation by email.

## Registration Hours

- **Wednesday, Oct. 11**
  - 7 A.M. - 5:30 P.M.
- **Thursday, Oct. 12**
  - 7 A.M. - 4 P.M.
- **Friday, Oct. 13**
  - 7 A.M. - NOON

## Cancellation Policy

Registrants will receive the following if cancellation is received in the THA education office no later than 4 p.m. prior to Wednesday, Sept. 27, 2017:

- Registration fee less $25 cancellation fee
- Refund on special event tickets

Registrants will receive NO refund if cancellation is received in the THA education office AFTER 4 p.m. on Wednesday, Sept. 27, 2017.

**Questions? Contact THA Education at 615-256-8240/1-800-258-9541, 8 A.M. - 4 P.M. CST.**
2017 THA ANNUAL MEETING SPONSORS

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BRONZE SPONSORS

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A&A CONSULTING
BOLD SOLUTIONS FOR CONNECTED HEALTHCARE

BASS BERRY & SIMS

TEAMHealth

SunTrust

CARE LOGISTICS

MEDIC

CLICK HERE TO VIEW A NASHVILLE CALENDAR OF EVENTS OR GO TO WWW.MUSICCITY.COM

CLICK THE “COMMUNITY” ABOVE TO REGISTER!
**WEDNESDAY, OCT. 11, 2017**

4 - 5:30 p.m.  **THA WELCOME RECEPTION** *(Open to all registrants)*

5:30 - 6:30 p.m.  **HOPPET Social Hour**

6:30 - 8:30 p.m.  **HOPPET DINNER AND SPEAKER**

The Changing Culture of Medicine

Michele Molden
Senior Vice President
Advisory Board

**THURSDAY, OCT. 12, 2017**

7:30 - 9 a.m.  **Beverage Refreshment Break and Visit with Sponsors** *(Open to all registrants)*

8:15 - 10 a.m.  **THA OPENING GENERAL ASSEMBLY** *(Open to all registrants)*

The Advantage of Disadvantage: How to Transform Adversity into Action

Steve Pemberton
Vice President, Diversity and Inclusion
Global Chief Diversity Officer, Walgreen’s Boots Alliance

10 a.m. - 12 p.m.  **HOPPET EDUCATION SESSION**

The Changing Culture of Medicine

Michele Molden
Senior Vice President
Advisory Board

12 - 1 p.m.  **HOPPET Lunch**

1 - 2:45 p.m.  **HOPPET EDUCATION SESSION** *(Continued)*

The Changing Culture of Medicine

2:30 - 3:30 p.m.  **Beverage Refreshment Break and Visit with Sponsors** *(Open to all registrants)*

3:30 - 4:30 p.m.  **THA EDUCATION SESSION** *(Open to all registrants)*

Insights on the Future of Work Today

Seth Mattison
Founder and Chief Movement Officer, FutureSight Labs

**FRIDAY, OCT. 13, 2017**

10 - 11:15 a.m.  **THA EDUCATION SESSION** *(Open to all registrants)*

Making a Difference: Advice from America’s Doctor

Regina Benjamin, M.D., MBA
Founder, Gulf States Health Policy Research Center
Former U.S. Surgeon General

11:30 a.m. - 2 p.m.  **THA MEMBERSHIP LUNCHEON** *(Special Event Ticket Required)*

Uncover Goals and Dreams by Helping Others

Ben Nemtin
Host, The Buried Life
New York Times Bestselling Author
**WEDNESDAY, OCT. 11, 2017**

8:30 a.m. – 4 p.m.  **LEADERSHIP SUMMIT**  
(Additional fee - Special Event Ticket Required)  
**KEYNOTE ADDRESS:**  
Thriving vs. Surviving: Enhancing Caregiver Resilience  
Bryan Sexton, Ph.D.  
Associate Professor and Director of Patient Safety Research and Training at Duke University Health System  

The Leadership Summit, also includes patient safety and quality best practice presentations and posters from across Tennessee.

4 - 5:30 p.m.  **LEADERSHIP SUMMIT POSTER SESSION**  
**AND THA WELCOME RECEPTION**  
(Open to all registrants)  

DINNER ON YOUR OWN

**THURSDAY, OCT. 12, 2017**

7 - 8 a.m.  **TAHQ EDUCATION SESSION**  
Outlook Skills Workshop  
Joyce Hall, RN, CPHQ, CHC  
Delegate Oversight Project Manager  
BlueCross BlueShield of Tennessee

7:30 - 9 a.m.  **Beverage Refreshment Break and Visit with Sponsors**  
(Open to all registrants)

8:15 - 10 a.m.  **THA OPENING GENERAL ASSEMBLY**  
The Advantage of Disadvantage: How to Transform Adversity into Action  
(Open to all registrants)  
Steve Pemberton  
Vice President, Diversity and Inclusion, Global Chief Diversity Officer, Walgreen’s Boots Alliance

Sessions continued on next page
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
</table>
| 3:30 - 4:45 p.m. | **THA EDUCATION SESSION** (Open to all registrants) Insights on the Future of Work Today  
Seth Mattison  
Founder and Chief Movement Officer, FutureSight Labs |
| 4:45 - 5:45 p.m. | **TAHQ EDUCATION SESSION**  
Hospice and Palliative Care in Tennessee  
Gregory Phelps, MD  
Hospice and Palliative Care, Hospice of Chattanooga |
| 7 - 8:15 a.m.  | **Allied & Affiliate Presidents’ Breakfast**                                          |
| 7 - 9 a.m.     | **TAHQ/TSOI JOINT EDUCATION SESSION**  
Measurements and Analysis Toolkit  
LeeAnn Hanna, PhD, MSN, RN-BC, CPHQ, FNAHQ  
Manager of Staff Development  
Tri-Star Southern Hills Medical Center |
| 9 - 10 a.m.    | **TAHQ EDUCATION SESSION**  
TennCare in 2017 and Beyond  
Mary Layne Van Cleave  
COO/EVP, Tennessee Hospital Association |
| 10 - 11:15 a.m.| **THA EDUCATION SESSION** (Open to all registrants)  
Making a Difference: Advice from America’s Doctor  
Regina Benjamin, M.D., MBA  
Founder, Gulf States Health Policy Research Center,  
Former U.S. Surgeon General |
| 11:30 a.m. - 2 p.m. | **THA MEMBERSHIP LUNCHEON** (Special Event Ticket Required)  
Uncover Goals and Dreams by Helping Others  
Ben Nemtin  
Host, The Buried Life, New York Times Bestselling Author |

Virtual Experience entitles the participant to participate in TAHQ Breakout Sessions ONLY and upon completion of the evaluations participants will be awarded CPHQ CEs. This is an option for participants who may not be able to travel or may not be available to attend the full conference. Handouts and conference line information will be provided upon receipt of registration. MUST PRE-REGISTER. See registration form.
### THA WELCOME RECEPTION  
(Open to all registrants)

### THCAP ICEBREAKER SOCIAL/DINNER  
Guest welcome to attend but not included in registration fee  
Dick’s Last Resort (property off-site)

### THURSDAY, OCT. 12, 2017

<table>
<thead>
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<th>Event Description</th>
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</table>
| 7:30-9 a.m.   | Beverage Refreshment Break and Visit with Sponsors  
(Open to all registrants) |
| 8:15-10 a.m.  | **THA Opening General Assembly** (Open to all registrants)  
The Advantage of Disadvantage: How to Transform Adversity into Action  
Steve Pemberton  
Vice President, Diversity and Inclusion  
Global Chief Diversity Officer, Walgreen’s Boots Alliance |
| 10-11:30 a.m. | **THCAP EDUCATION SESSION**  
CEO PANEL DISCUSSION  
Optimizing the CEO/Administrative Connection  
James Ross  
CEO, West Tennessee Healthcare  
Joseph Webb, D.SC., FACHE  
CEO, Nashville General Hospital at Meharry  
Katina Beard, MSPH  
CEO, Matthew Walker Comprehensive Health Center  
Mitch Edgeworth, MBA  
CEO of Vanderbilt University Adult Hospitals |
| 11:30 a.m. -  |
| 12:30 p.m.    | LUNCH ON YOUR OWN |
| 12:45 - 2:15 p.m.  | **THCAP EDUCATION SESSION**  
Role Playing and Mentoring the Next Generation  
Scott Lindsey  
Metro Nashville Public Schools  
Kimberly Henry  
Department of General Services, Central Procurement Office |
| 2:30 - 3:30 p.m.  | **THCAP EDUCATION SESSION**  
Work/Life Balance  
Ryan Hirsch  
CPT Operations Director, NASBA Center for the Public Trust |
| 2:30 - 3:30 p.m.  | Beverage Refreshment Break and Visit with Sponsors  
(Open to all registrants) |
| 3:30 - 4:30 p.m.  | **THA EDUCATION SESSION**  
(Open to all registrants)  
Insights on the Future of Work Today  
Seth Mattison  
Founder and Chief Movement Officer, FutureSight Labs |
| 4:45 - 5:45 p.m.  | Allied and Affiliate Social |
| 5:30 - 8:30 p.m.  | **THCAP ANNUAL BUSINESS DINNER**  
Guest welcome to attend but not included in registration fee  
The Southernaire (property off-site) |

*Friday sessions continued on next page*
FRIDAY, OCT. 13, 2017

7 - 8:15 a.m.  Allied & Affiliate Presidents’ Breakfast

THCAP Education Session and Breakfast
Conference Brainstorming/Take-aways/
Information Sharing/Group Participation

7:30 - 9 a.m.

9 - 9:30 a.m.

THCAP EDUCATION SESSION
cHAP Preparation
Dawn Thomas, cHAP
Executive Assistant to the CEO, Nashville General Hospital

10 - 11:15 a.m.

THA EDUCATION SESSION (Open to all registrants)
Making a Difference: Advice from America’s Doctor
Regina Benjamin, M.D., MBA
Founder, Gulf States Health Policy Research Center,
Former U.S. Surgeon General

11:30 a.m. - 2 p.m.

THA MEMBERSHIP LUNCHEON (Special Event Ticket Required)
Uncover Goals and Dreams by Helping Others
Ben Nemtin
Host, The Buried Life, New York Times Bestselling Author
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Session Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 - 8:30 a.m.</td>
<td>THEA Breakfast</td>
<td></td>
</tr>
</tbody>
</table>
| 8:30 - 11:30 a.m. | THEA EDUCATION SESSION  
LS Assessments and Physical Environment  
Larry Barlow  
Vice President Mid West Region, TSIG |                                                                                   |
| 11:45 - 12:45 p.m. | THEA Lunch                                                           |                                                                                   |
| 1 - 4 p.m.   | THEA EDUCATION SESSION  
Utility Management Plans and AEM Program  
Larry Barlow  
Vice President Mid West Region, TSIG |                                                                                   |
| 4 - 5:30 p.m. | THEA WELCOME RECEPTION  
[Open to all registrants] |                                                                                   |

**THURSDAY, OCT. 12, 2017**

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<thead>
<tr>
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<tbody>
<tr>
<td>7 - 8 a.m.</td>
<td>THEA Breakfast</td>
<td></td>
</tr>
</tbody>
</table>
| 7:30 - 9 a.m.| Beverage Refreshment Break and Visit with Sponsors  
[Open to all registrants] |                                                                                   |
| 8:15 - 10 a.m.| THEA OPENING GENERAL ASSEMBLY  
[Open to all registrants]  
The Advantage of Disadvantage:  
How to Transform Adversity into Action  
Steve Pemberton  
Vice President, Diversity and Inclusion  
Global Chief Diversity Officer, Walgreen’s Boots Alliance |                                                                                   |
| 10 - 11:30 a.m. | THEA EDUCATION SESSION  
Emergency Management Program  
Don Metcalf  
Compliance Specialist, TSIG |                                                                                   |

**FRIDAY, OCT. 13, 2017**

<table>
<thead>
<tr>
<th>Time</th>
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<th>Session Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 - 8:15 a.m.</td>
<td>Allied &amp; Affiliate Presidents’ Breakfast</td>
<td></td>
</tr>
</tbody>
</table>
| 10 - 11:15 a.m. | THEA EDUCATION SESSION  
[Open to all registrants]  
Making a Difference: Advice from America’s Doctor  
Regina Benjamin, M.D., MBA  
Founder, Gulf States Health Policy Research Center, Former U.S. Surgeon General |                                                                                   |
| 11:30 a.m. - 2 p.m. | THEA MEMBERSHIP LUNCHEON  
Special Event Ticket Required  
Uncover Goals and Dreams by Helping Others  
Ben Nemtin  
Host, The Buried Life, New York Times Bestselling Author |                                                                                   |
THA 2017 ANNUAL MEETING ALLIED & AFFILIATE GROUPS
TENNESSEE HEALTH INFORMATION MANAGEMENT ASSOCIATION

WEDNESDAY, OCT. 11, 2017

4 - 5:30 p.m. THA Welcome Reception (Open to all registrants)

THURSDAY, OCT. 12, 2017

7:30 - 9 a.m. Beverage Refreshment Break and Visit with Sponsors (Open to all registrants)

8:15 - 10 a.m. THA OPENING GENERAL ASSEMBLY
(Open to all registrants)
The Advantage of Disadvantage: How to Transform Adversity into Action
Steve Pemberton
Vice President, Diversity and Inclusion, Global Chief Diversity Officer, Walgreen’s Boots Alliance

10 - 11:00 a.m. THIMA EDUCATION SESSION
Mitigating Healthcare Cyber Threats Using Information Governance
Paul Connelly
Vice-President and Chief Information Security Officer, HCA

11 a.m. - 12 p.m. THIMA EDUCATION SESSION

12 - 1 p.m. THA Buffet Lunch (included in THIMA registration fee)

1 - 2 p.m. THIMA EDUCATION SESSION
HIM Emerging Roles
Shannan Swafford, MBA, RHIT, CHDA, CCS
Manager, Coding Process Improvement, BlueCross BlueShield of TN
Melissa Koehler, RHIT, CHDA, CDIP, CCS, CCS-P
Director of Coding Integrity & Education, M*Modal

2 - 3:30 p.m. THIMA EDUCATION SESSION
Legislative Update
PANEL DISCUSSION
Moderator: Tracy Hickey, MBA, RHIA, CPHI, CHTS-CP, FAHIMA
Director, Health Information Management, Jackson - Madison County General Hospital

3:30 - 4:30 p.m. THA EDUCATION SESSION (Open to all registrants)
Insights on the Future of Work Today
Seth Mattison
Founder and Chief Movement Officer, FutureSight Labs

4:45-5:45 p.m. Allied and Affiliate Social

FRIDAY, OCT. 13, 2017

7 - 8:15 a.m. Allied & Affiliate Presidents’ Breakfast

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Uncover Goals and Dreams by Helping Others
Ben Nemtin
Host, The Buried Life, New York Times Bestselling Author

The THIMA Education Session at the THA meeting is approved by AHIMA for 4.5 hours of Continuing Education Credit (CEU).

CLICK HERE TO RETURN TO THE PROGRAM AT-A-GLANCE
WEDNESDAY, OCT. 11, 2017

8:30 a.m. - 4 p.m. LEADERSHIP SUMMIT
Extra registration required. See discounted TONE combined registration fee for both.

KEYNOTE ADDRESS: Thriving vs. Surviving: Enhancing Caregiver Resilience
Bryan Sexton, Ph.D.
Associate Professor and Director of Patient Safety Research and Training at Duke University Health System
The Leadership Summit, also includes patient safety and quality best practice presentations and posters from across Tennessee.

4 - 5:30 p.m. Leadership Summit Poster Session / THA Welcome Reception (Open to all registrants)
Dinner on your own

THURSDAY, OCT. 12, 2017

7:30 - 9 a.m. Beverage Refreshment Break and Visit with Sponsors (Open to all registrants)

8:15 - 10 a.m. THA OPENING GENERAL ASSEMBLY
The Advantage of Disadvantage: How to Transform Adversity into Action
Steve Pemberton
Vice President, Diversity and Inclusion, Global Chief Diversity Officer, Walgreen’s Boots Alliance

10:30 - 11:30 a.m. TONE Annual Business Meeting

11:30 a.m. - 1 p.m. TONE Lunch (THA Buffet included in registration fee)
Sponsored by Mölnlycke Health Care

FRIDAY, OCT. 13, 2017

7-8:15 a.m. Allied & Affiliate Presidents’ Breakfast

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Making a Difference: Advice from America’s Doctor
Regina Benjamin, M.D., MBA
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Sessions continued on next page
11:30 a.m. - 2 p.m. **THA MEMBERSHIP LUNCHEON**
(Special Event Ticket Required)
**Uncover Goals and Dreams by Helping Others**
Ben Nemtin
*Host, The Buried Life*
*New York Times Bestselling Author*

Portions of this meeting will be eligible for CNE credit.

*CNE Credit for Leadership Summit Applied*

Tennessee Nurses Association is accredited as a provider of continuing nursing education by the American Nurses Credentialing Centers Commission on Accreditation
THA 2017 ANNUAL MEETING ALLIED & AFFILIATE GROUPS
TENNESSEE SOCIETY FOR ORGANIZATIONAL IMPROVEMENT

WEDNESDAY, OCT. 11, 2017

8:30 a.m. – 4 p.m. LEADERSHIP SUMMIT (Additional fee - Special Event Ticket Required)
KEYNOTE ADDRESS:
Thriving vs. Surviving: Enhancing Caregiver Resilience
Bryan Sexton, Ph.D.
Associate Professor and Director of Patient Safety Research and Training at Duke University Health System

The Leadership Summit, also includes patient safety and quality best practice presentations and posters from across Tennessee.

4 - 5:30 p.m. THA Welcome Reception (Open to all registrants)

THURSDAY, OCT. 12, 2017

7 - 8 a.m. TSOI EDUCATION SESSION
Lean Coffee
Cody Murdock
System Director Operational Excellence, Wellmont Health System
Discuss hot topics, best practices and lessons learned with your peers over coffee.

7:30 - 9 a.m. Beverage Refreshment Break and Visit with Sponsors (Open to all registrants)

8:15 - 10 a.m. THA OPENING GENERAL ASSEMBLY (Open to all registrants)
The Advantage of Disadvantage: How to Transform Adversity into Action
Steve Pemberton
Vice President, Diversity and Inclusion, Global Chief Diversity Officer, Walgreen’s Boots Alliance

10:15 - 11:15 a.m. TSOI Business Meeting
11:30 a.m. - 1 p.m. THA Buffet Lunch (included in TSOI registration fee)
12:45 – 2:30 p.m. THA EXECUTIVE, TRUSTEE AND PHYSICIAN LEADERSHIP SESSION
Ball of Confusion: Trends and What They Mean for Leadership and Governance
James Orlikoff
President, Orlikoff & Associates, Inc.

2:30 - 3:30 p.m. Beverage Refreshment Break and Visit with Sponsors (Open to all registrants)

2:40 - 3:20 p.m. TSOI EDUCATION SESSION
Establishing Lean Basics: Initiating Lean Basics in your Organization Followed by Group Discussion and Q&A
Rick Gillentine, BSN, MBA
Lean Director, Cookeville Regional Medical Center

3:30 - 4:30 p.m. THA EDUCATION SESSION (Open to all registrants)
Insights on the Future of Work Today
Seth Mattison
Founder and Chief Movement Officer, FutureSight Labs

4:45 - 5:45 p.m. Allied and Affiliate Social
6:15 p.m. Dutch Treat Dinner with TAHQ (Scheduled at a local restaurant. Meet in the convention center lobby at THA registration.)

Friday sessions continued on next page
**FRIDAY, OCT. 13, 2017**

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<td>Allied &amp; Affiliate Presidents’ Breakfast</td>
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<td>7 - 9 a.m.</td>
<td><strong>TSOI/TAHQ EDUCATION SESSION</strong> Measurements and Analysis Toolkit</td>
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<td>LeeAnn Hanna, PhD, MSN, RN-BC, CPHQ, FNAHQ</td>
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<td>Manager of Staff Development, Tri-Star Southern Hills Medical Center</td>
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<td>Columns, Charts and Statistical Control Charts: Top 4 questions you need to share with your board.</td>
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<td>9:05 - 9:55 a.m.</td>
<td><strong>TSOI EDUCATION SESSION</strong> Creating Strategic Allignment within Your Organization</td>
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<tr>
<td></td>
<td>Cody Murdock</td>
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<td><em>System Director Operational Excellence, Wellmont Health System</em></td>
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<td>Learn how to align your health system from a focus standpoint through developing imperatives, goals, metrics and holding catch ball sessions.</td>
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THA 2017 ANNUAL MEETING ALLIED & AFFILIATE GROUPS
TENNESSEE SOCIETY OF HEALTH CARE SOCIAL WORKERS

WEDNESDAY, OCT. 11, 2017

4 - 5:30 p.m.  THA Welcome Reception  (Open to all registrants)

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The Advantage of Disadvantage: How to Transform Adversity into Action
Steve Pemberton
Vice President, Diversity and Inclusion, Global Chief Diversity Officer, Walgreen’s Boots Alliance

10:15 - 11:15 a.m.  TSHCSW EDUCATION SESSION  (Open to all registrants)
Reflective Supervisions & Ethics at All Levels of Practice
Valerie Radu, PhD, LCSW
Executive Director, Chattanooga Family Justice Center

11:30 a.m. - 12:30 p.m.  TSHCSW EDUCATION SESSION  (Open to all registrants)
It Takes a Community – Communication, Coordination and Collaboration of Services
Mary Carla Davis, LCSW
Private Practice, Davis Social Services

11:30 a.m. - 1 p.m.  THA Buffet Lunch  (Included in TSHCSW registration fee)

1 - 2 p.m.  TSHCSW EDUCATION SESSION  (Open to all registrants)
Fall Prevention and the Elderly
Rachel Frazier
Public Health Educator, Knox County Health Department

Cynthia Rockey
Health Promotion Manager, ETHRA-AAAD

2:15 - 3:15 p.m.  TSHCSW Education Session  (Open to all registrants)
Cannabis and End of Life
Mary Lynn Mathre, RN, MSN, CARN
President, Founding Director and Substance Abuse Consultant, Patients Out of Time

2:30 - 3:30 p.m.  Beverage Refreshment Break and Visit with Sponsors  (Open to all registrants)

3:30 - 4:30 p.m.  THA EDUCATION SESSION  (Open to all registrants)
Insights on the Future of Work Today
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CE Credits:  This activity is pending approval from the National Association of Social Workers. Click here to view social worker objectives.
2017 THA ANNUAL MEETING LEARNING OBJECTIVES

• Describe fatigue management and provide tools, tactics and research on how to enhance resilience in employees.
• Identify management responsibilities that focus on helping employers diversify their workforce and increase understanding of human differences and the human experience.
• Identify trends impacting hospitals and healthcare facilities and discuss implications for leaders and how the role of governance is changing.
• Provide a new framework to see beyond the fads and more clearly understand the trends certain to impact the business landscape over the coming decades.
• Outline what is coming next in the new world of work for leaders at all levels.
• Discuss why we need to transition from a health system based on sickness and disease to one based on wellness and prevention.
• Explore how an act of kindness can change attitudes and behaviors to help drive a healthier self.

2017 TENNESSEE SOCIETY OF HEALTH CARE SOCIAL WORKERS FALL CONFERENCE

Learning Objectives:

• Discuss ways to engage in reflective practices to help inform their work process and explain the “parallel process” within the work environment.
• Outline strategies to learn to reflect on their own performance and become less rigid and more flexible by developing and trusting their own personal practical knowledge.
• Develop an ethical decision-making process that integrates reflective supervision practices across boundaries.
• Identify aspects of the client/family/community (Micro/Macro/Mezzo).
• Define Micro/Macro/Mezzo delivery of service.
• Identify resources and referral sources that are already present and what additional resources are needed.
• Review how to make appropriate referrals and maintain continuity of care.
• Discuss fragmentation of a client, family, community and how to avoid and repair fragmentation.
• Identify the most common risk factors that predispose an elderly to fall.
• Identify the interventions intended to reduce the incidence of falls.
• Increase awareness of programs and services addressing fall prevention in Tennessee.
• Name the major components and functions of the endocannabinoid system (ECS).
• Recognize cannabis as a safe herbal medicine (whole plant).
• Identify at least 3 indications for use of cannabis during end of life care.
• Argue the placement of “marijuana” in schedule 1 of controlled substances.
• Identify management responsibilities that focus on helping employers diversify their workforce and increase understanding of human differences and the human experience.
• Provide a new framework to see beyond the fads and more clearly understand the trends certain to impact the business landscape over the coming decades.
• Outline what is coming next in the new world of work for leaders at all levels.