



RENEWING VALUES | REBUILDING WORKFORCE | RECHARGING MISSIONS

MONDAY, OCT. 3

PRECONFERENCE WORKSHOP

Recover, Rebuild, Restructure, Release: How to Engage and Unleash Teams for Health Care's 'New Day'

1-4:30 p.m., IHA Conference Center

Jan Brauer, RN, BSN, MA, Clinical Education Coordinator, and Rhonda Fischer, RN, BSN, CEN, Trauma Nurse Coordinator/Registrar, Providence Hood River Memorial Hospital, Hood River, Oregon

In the wake of worldwide change, new challenges have shifted the health care landscape, propelling teams into a new culture of cooperation. In this interactive session, Brauer and Fischer will investigate the strategy of adjusting approaches to rebuilding leaders and front-line staff. Using interactive polling and "pair-and-share" discussion and exercises, participants will walk away with a four-step plan to engage and unleash the power of their teams.

Learning objectives:

- Describe the impact of employee-driven change on strengthening teams.
- Discuss a team leader who is "on the rise."
- Identify a four-part process for leading the low performer.
- Identify where teams are on the rebuilding cycle.

TUESDAY, OCT. 4

OPENING KEYNOTE/LEADERSHIP AWARDS/PAC AWARDS

The Future of Work: Building a Winning People Strategy

8:30-10:15 a.m., Grand Ballroom

Sponsored by ServiShare

Steve Cadigan, LinkedIn's former Chief Human Resources Officer

Although we are aware of the many ways work has changed in health care since the pandemic began, what many do not recognize is that many of these changes began before COVID-19 accelerated them. Leaders today face unparalleled challenges as turnover, disengagement, early retirement and burnout are on the rise. To craft a compelling talent strategy, we need to understand where we are and how we got here. Cadigan, a global thought leader on the future of work, will share his insights, ideas and experiences to help navigate these complex waters. As LinkedIn's first chief human resources officer, he built culture and talent strategies that enabled LinkedIn to win against some of the most-successful companies in the world who had better brands, benefits and compensation packages. Cadigan will offer examples of how industries are taking innovative and creative approaches as they address many of the same challenges faced in health care.

Learning objectives:

- Describe the state of the workforce.
- Detail creative and innovative strategies companies are using to combat workforce issues like what health care is facing.
- Provide insights, ideas and experiences that will help organizations build a talent strategy and attract and retain quality team members.

Wellness Break With IHA Trade Show Exhibitors
10:15-10:45 a.m., Main Concourse and Trade Show Hall

T1: Where Is Nursing Headed?

10:45-11:45 a.m., Rooms 315-316

Peter Buerhaus, PhD, RN, FAAN, FAANP(h), Professor of Nursing and Director of the Center for Interdisciplinary Health Workforce Studies, Montana State University, Bozeman, Montana

Dr. Buerhaus will focus on developing a strategic approach to building a nursing workforce better prepared to address post-pandemic challenges. He will examine the impact of the pandemic on nurses and summarize research to identify the pandemic's economic impact on nurses and nurses' aides by work setting, age and race. Dr. Buerhaus also will discuss his team's latest forecast about how the pandemic will affect the size of the nursing workforce through 2030. In addition, he will discuss the most-pressing challenges facing nurses, hospitals and other employers, and offer a strategy to overcome these challenges.

Learning objectives:

- Discuss challenges facing nurses, hospitals and other employers, and strategies for overcoming them.
- Discuss the pandemic's economic impact on nurses by work setting, age and race.
- Identify the strengths of the nursing workforce and discuss how to leverage them in the future.

T2: 2023 Medicare Hospital Inpatient and Outpatient Rules

10:45-11:45 a.m., Rooms 319-320

Sponsored by the Healthcare Financial Management Association, Iowa Chapter

Mike Nichols, Consulting Principal and Martie Ross, Principal, PYA, Kansas City, Kansas

The Fiscal Year 2023 Medicare Hospital Inpatient Final Rule and the Calendar Year 2023 Medicare Hospital Outpatient Proposed Rule establish payment rates for the upcoming year, change reimbursement policies and modify hospital quality reporting requirements. Nichols and Ross will explain key provisions of both rules, helping hospital leaders identify and implement necessary operational changes to ensure compliance and optimize appropriate reimbursement.

Learning objectives:

- Assess the impact of Medicare reimbursement changes on hospital operations.
- Develop a hospital health equity plan.
- Identify areas for advocacy efforts.
- Prepare for changes to value-based purchasing programs and new quality reporting requirements.

T3: Temperament and Team Performance

10:45-11:45 a.m., Rooms 313-314

Jan Brauer, RN, BSN, MA, Clinical Education Coordinator, and Rhonda Fischer, RN, BSN, CEN, Trauma Nurse Coordinator/Registrar, Providence Hood River Memorial Hospital, Hood River, Oregon

Workforce retention is of prime importance, and it's critical to prioritize team dynamic and conflict management tools to keep teams engaged. In this interactive workshop, Brauer and Fischer will use the DISC temperament tool to provide insight and strategy for taking your teamwork skills to a new level. Participants will discover their personal temperaments and that of their teammates. Using these temperament skills, participants will discover how personal temperament and communication style affects team dynamics, particularly when it comes to conflict management and team engagement.

Learning objectives:

- Describe a temperament-based conflict management tool.
- Determine the role of temperament in strong teams.
- Discuss the core elements of collaborative teams.

T4: How Boards Evolve During Uncertain Times

10:45-11:45 a.m., Rooms 317-318

Keith Wysocki, Principal Consultant, Kedros Leadership, Lincoln, Nebraska

Governing a health care organization today requires a nimbleness unlike anything required in the past. Boards must change to keep up. Wysocki will provide insights about how hospital and health system boards are evolving and identify areas in which boards need to evolve more rapidly. Effective governance is a team sport, and this session will be valuable to trustees and executives.

Learning objectives:

- Evaluate the effectiveness of governance structures and processes.
- Identify characteristics of boards well-prepared for major changes in health care.
- Prioritize actions to prepare for governing in a new era.

Tuesday Lunch (registration required)

Noon-1:15 p.m., Grand Ballroom

Sponsored by ServiShare

PAC Luncheon (invitation only)

Noon-1:15 p.m., Room 401

Road Map to the 2022 Midterms

David Wasserman, Senior Editor, U.S. House and Redistricting, The Cook Political Report With Amy Walter, Arlington, Virginia

The November midterm elections are just around the corner and change is coming to Washington, D.C. Partisan control of the House and Senate is on a knife's edge, and following a topsy-turvy round of redistricting, there could be more than 100 new members of Congress in 2023. In a lively, entertaining and strictly nonpartisan presentation, Wasserman offers a tour of 2022's hottest elections and the ever-evolving D.C. landscape. He draws from his extensive research on voting patterns and interviews with candidates and strategists to shed light on the top issues on voters' minds and forecast election outcomes in November and beyond.

Wellness Break With IHA Trade Show Exhibitors

1:15-1:30 p.m., Main Concourse and Trade Show Hall

T5: Leading During Times of Crisis

1:30-2:30 p.m., Rooms 315-316

Bob McNaney, Founder and CEO, The McNaney Group, Minneapolis

During this interactive session, McNaney will share examples of effective leadership guided by health care leaders in times of crisis. Often, observers judge organizations by how they perform when crisis arrives. These real-life examples will move attendees to think, feel, consider and challenge during group discussions.

Learning objectives:

- Discover the best ways to communicate when the world is spinning.
- Explore ways to keep people first and withstand the worst of days.
- Find ways to calm the storm and turn tragedy into a guiding light for the future.
- Learn how to effectively lead in times of crisis.

T6: Chief Nursing Officer/Chief Financial Officer Dyad: An Essential Relationship

1:30-2:30 p.m., Rooms 319-320

Sponsored by the Healthcare Financial Management Association, Iowa Chapter

Kimberly Nagy, Senior Executive Adviser, Kirby Bates Associates, Orlando, Florida

The chief nursing officer-chief financial officer dyad provides an understanding of shared value and the ability to transfer essential knowledge and terminology across interdisciplinary teams. Joint accountability provides insight into organizational stressors inherent to today's rapidly changing environment and assures decisions are made with accurate and comprehensive data. Nagy will explore the essential executive hallmarks to develop and implement a highly cooperative executive relationship.

Learning objectives:

- Describe the value of a cooperative executive dyad that transfers essential knowledge and builds professional relations.
- Evaluate the state of your chief nursing officer-chief financial officer relation and identify areas of growth opportunity.
- List six essential hallmarks of a successful executive relation.

T7: Attracting Tomorrow's Talent with Today's Leaders

1:30-2:30 p.m., Rooms 313-314

Steve Bench, Founder, Generational Consulting, Madison, Wisconsin

Talent attraction and retention is the No. 1 issue facing employers. An understanding of how to manage each generation at work is fundamentally important, especially with Generation Z entering the workforce. Managers need to provide employees with the resources they need to be successful, and those resources might look different depending on the generation and life stage. This presentation improves understanding, provides actionable strategies and techniques, and leaves the audience refreshed and motivated to tackle the staffing challenges we face.

Learning objectives:

- Describe generational differences at work.
- Identify areas of generational conflict.
- Win over mentors and strengthen the organizational culture.
- Implement a talent attraction and retention plan.

T8: Understanding Today's Health Care Consumer

1:30-2:30 p.m., Rooms 317-318

Dan Clarin, CFA, Managing Director, Kaufman Hall, Chicago

Clarin will highlight key insights from the 2022 Kaufman Hall State of Consumerism in Health Care Report. Since 2016, this groundbreaking survey has measured how hospitals and health systems can keep pace with rising consumer expectations for convenience, service and value. This year's survey illuminates the perspective of the modern health care consumer and how they make health and wellness decisions. He will offer insight into the mindset of the modern health care consumer and the strategies hospitals and health systems can use to position themselves with consumers.

Learning objectives:

- Describe how hospitals and health systems in different settings can position themselves to meet the needs of the modern health care consumer.
- Identify the key factors that modern health care consumers use to make health and wellness decisions.
- Outline how consumers manage their health through interactions with hospitals and health systems.
- Review how health care consumers make decisions about health insurance coverage for themselves and their families.

Wellness Break With IHA Trade Show Exhibitors

2:30-2:45 p.m., Main Concourse and Trade Show Hall

T9: Workforce Strategies From America's Front Lines

2:45-3:45 p.m., Rooms 315-316

April Hansen, MSN, RN, Group President, Workforces Solutions, Aya Healthcare/Qualivis, San Diego

Health care entered the COVID-19 pandemic with a tight labor market characterized by stiff employer competition, increasingly complex skill needs and growing demands for better work environments. After years of navigating dynamic change, organizations are now battling burnout and turnover at unprecedented rates. Despite this dismal state, evidence is mounting about what organizations can do to protect their most-precious assets: their people. Hansen will share lessons learned from fractured front lines and discuss powerful strategies for organizations to rebuild and repair their teams. She will provide information that will allow organizations to take steps toward a happy work environment in which people thrive and organizations grow.

Learning objectives:

- Describe effective retention strategies to future-proof the health care workforce.
- Describe how to cultivate a culture rooted in happiness.
- Determine ways to bring fresh ideas to develop hope.
- Discuss solutions to solve complex workforce challenges.

T10: Financial Leaders Panel

2:45-3:45 p.m., Rooms 319-320

Sponsored by the Healthcare Financial Management Association, Iowa Chapter

Sandra Christensen, Network Finance Executive, MercyOne; Tim Huber, Vice President of Finance, MercyOne Northeast Iowa, Waterloo; Abbey Stangl, Chief Financial Officer, Cass Health, Atlantic; Kyle Wilcox, Vice President of Finance and Operations, UnityPoint Health – Grinnell. Moderated by Dave Muhs, Chief Financial Officer, Henry County Health Center, Mount Pleasant

Muhs will moderate a panel discussion with key health care finance experts from hospitals statewide. Participants will offer examples of:

- Adjusting to the “new norm.”
- What they're doing with expense concerns, market swings and the rising cost of inflation.
- How supply chain disruptions are affecting their bottom lines.
- What keeps them up at night and how they're planning for health care's future.

Learning objectives:

- Detail the state of health care finance.
- Examine the implications of inflation, market swings and supply disruptions to hospitals.
- Describe stressors in health care finance and what to do to combat them.

T11: Culture CPR: Administer Immediately to Survive the Great Resignation

2:45-3:45 p.m., Rooms 313-314

Jeff Whitehorn, Consultant, Whitehorn Consulting, Nashville, Tennessee

The “great resignation” has become one of the most powerful barriers to success for leaders and the teams they lead. What is the first action you can take immediately to stop the exodus of team members? Focus on culture. It's the foundation for employee retention, and it can be your competitive advantage. Whitehorn reveals the action leaders must take to improve culture and help win the battle against the “great resignation.”

Learning objectives:

- Discover specific actions leaders can take to improve culture and reduce employee turnover.
- Identify three critical aspects of culture on which leaders must focus their time and attention first.

T12: Using Data for Innovation

2:45-3:45 p.m., Rooms 317-318

University of Iowa Master's in Health Administration Participants; Moderated by Ken Anderson, D.O., MS, CPE, Clinical Associate Professor and Executive Director, Executive MHA Track, University of Iowa

With so many health care decisions being affected by the short- and longer-term effects of the COVID-19 pandemic, a team of master's in health administration students evaluated data from the Iowa Hospital Association Dimensions dataset to evaluate the COVID-19 crisis' strategic impact on small and medium-sized hospitals in Iowa. Led by Dr. Anderson, members of this team will present data to demonstrate the impact on hospital operations and strategic planning. Qualitative interviews with Iowa hospital executives also will be presented to supplement knowledge gained in informing the improvement approaches used by these hospitals.

Learning objectives:

- Better understand the availability and use of the IHA Dimensions dataset.
- Acquire executive skill-building to help address future acute health care system crises.
- Apply strategic decision-making principles used by small and medium-sized hospitals.
- Become familiar with the value created for Iowa hospitals by the University of Iowa's Master's in Health Administration program.

House of Delegates (official delegates only)

4-4:30 p.m., Rooms 317-318

Iowa Organization for Nursing Leadership Wine and Cheese Reception (IONL members only)

4:30-5:30 p.m., Hilton Ballroom

Sponsored by Communications Engineering Company – CEC

IHA Annual Meeting Reception and Storytellers Event

5-7 p.m., Hilton Ballroom

WEDNESDAY, OCT. 5

American College of Healthcare Executives of Iowa Breakfast and Annual Meeting

7:15-8:15 a.m., Rooms 313-314

OPENING KEYNOTE/HOSPITAL HEROES

Mission of a lifetime

8:30-10 a.m., Grand Ballroom

Sponsored by MercyOne

Hayley Arceneaux, Physician Assistant, St. Jude Children's Research Hospital, Memphis, Tennessee, and Astronaut, SpaceX

Arceneaux, a physician assistant and cancer survivor, will sit down with MercyOne CEO Bob Ritz for a conversation about her experiences with the health care system, from both a patient's and a provider's perspectives. Arceneaux also will recount her role as ambassador for her employer – St. Jude's Children's Research Hospital – aboard SpaceX Inspiration4, the first all-civilian mission to orbit Earth. During this Day Two chat, Arceneaux and Ritz also will discuss how she gives back to the place that saved her life and how her illness and career choice have prepared her to always expect the unexpected.

Wellness Break With IHA Trade Show Exhibitors

10-10:15 a.m., Main Concourse and Trade Show Hall

W1: Nursing Engagement: Balancing Quality Care With Compassion

10:15-11:15 a.m., Grand Ballroom

Colleen LaCroix, RN, MSN, Director of Quality and Compliance, Lifeline Anesthesia, Memphis, Tennessee

LaCroix will center this session on bridging the gap between C-suite and front-line staff to ensure high-quality, compassionate care. She will include experiences on both ends of the spectrum and focus on how leaders can engage front-line staff and care for them as they care for patients.

Learning objectives:

- Discuss how to create a culture of compassion.
- Identify front-line barriers to reaching goals.
- Identify the importance of high-quality patient-centered care.
- Learn how to develop health care strategies to align goals.

W2: Cost Reports, Reimbursements and Strategies

10:15-11:15 a.m., Rooms 315-316

Sponsored by the Healthcare Financial Management Association, Iowa Chapter

Jeremy Behrens, Partner, Eide Bailly, Omaha, Nebraska

This presentation will review the Medicare cost report, its methodologies and reimbursement strategies. The session will focus on critical access hospital, rural health clinic and long-term care reimbursement. After attending this session, participants will better understand cost reporting basics and learn strategies to ensure an accurate and complete Medicare cost report is filed and proper Medicare reimbursement is received.

Learning objectives:

- Demonstrate the impact of potential changes on key inputs.
- Identify opportunities for change.
- Review the Medicare cost report settlement process and key inputs.

W3: Regulatory Year in Review for the C-suite

10:15-11:15 a.m., Rooms 313-314

Sponsored by the Healthcare Financial Management Association, Iowa Chapter

Michael Chase, JD, Partner, Baird Holm, Omaha, Nebraska

Chase will provide a fast-paced review of major health care regulatory and case law developments, and other state and federal actions that shape policymaking for all hospitals. He will focus on applying the lessons of the past year, including suggested steps to take so health care executives and their teams are informed rather than surprised.

Learning objectives:

- Learn concrete suggestions and clear statements of lessons learned from discussed developments.
- Recognize significant health care regulatory and case law developments.
- Understand the basic provisions and impact of such developments.

W4: Humble Pie, Anyone? The Case for Cultural Humility Training at All Levels of Health Care

10:15-11:15 a.m., Rooms 317-318

Joanna Howard Ellis, MS, MLS (ASCP)cm, CHWI, Clinical Associate Professor and Clinical Coordinator, Texas State University, San Marcos, Texas

Educational programs and health care institutions have implemented diverse cross-cultural training to try to reduce health inequities caused by bias and misunderstandings. Many health care institutions provide cultural awareness, competency or humility training. How do these concepts differ? What are the challenges of cross-cultural training? Howard Ellis will answer these questions, justify the implementation of a cultural humility training program in all health care institutions and provide content suggestions for effective culturally responsive training.

Learning objectives:

- Differentiate between cultural competence and cultural humility in health care.
- Discuss content areas that are effective in developing cultural humility.
- Discuss the challenges and benefits associated with cross-cultural trainings.
- List learning techniques that are effective in developing cultural humility.

W5: The Health Care Cyberthreat Landscape: An International Perspective

10:15-11:15 a.m., Rooms 319-320

Sponsored by Censinet

John Riggi, National Adviser for Cybersecurity and Risk, American Hospital Association, Chicago

Cyberattacks against hospitals and health systems have increased dramatically. During the pandemic, criminal cyber-adversaries have targeted U.S. health care with a record number of hacks involving the theft of patient data and medical research. Most concerning are ransomware attacks against hospitals and health systems that cause the disruption and delay of health care and put patient safety at risk. Riggi, a former FBI cyber senior executive, will provide his unique perspective on the latest cyberthreats, including those arising from geopolitical tensions and how best to defend against, prepare for and respond to them.

Learning objectives:

- Hear lessons learned based on help provided to organizations that were victims of ransomware attacks.
- Learn how to structure and integrate business continuity plans, downtime procedures, incident command and cyber-incident response plans.
- Learn about cyber-adversaries, their tactics, techniques and procedures.

Wellness Break With IHA Trade Show Exhibitors

11:15-11:30 a.m. Main Concourse and Trade Show Hall

Wednesday Lunch (registration required)

11:30 a.m.-12:30 p.m., Hall A

Sponsored by Communications Engineering Company – CEC

W6: The Past, Present and Future of Nurse-led Innovation

12:30-1:30 p.m., Grand Ballroom

Rebecca Love, RN, BS, MSN, FIEL, Chief Clinical Officer, IntelyCare, Marblehead, Maryland

Love will address the current, past and future of nurse-led innovation in health care. She also will describe how nurses are transforming health care and discuss the power they have to drive health care's future.

Learning objectives:

- Define "nurse innovation."
- Recognize historic nurse innovators.
- Recognize key themes of how to cultivate a culture of innovation in health care.
- Review design thinking and innovation processes and how they relate to health care.

W7: Financial Guide for the Rural Health Care Leader During COVID and Post-COVID

12:30-1:30 p.m., Rooms 315-316

Sponsored by the Healthcare Financial Management Association, Iowa Chapter

Brian Bertsch, Principal, Eide Bailly, Sioux Falls, South Dakota

Released in October 2021, the “Financial Guide for Rural Health Care Leaders During COVID and Post-COVID” was created for leaders of critical access hospitals, provider-based rural health clinics and organizations that help these providers manage long-term financial performance. Bertsch will review the guide and the impact the public health emergency has had on top financial indicators. He also will discuss strategies for addressing these financial indicators.

Learning objectives:

- Discuss strategies to improve financial performance.
- Understand the ratios being monitored for financial performance.

W8: The Regulatory ABCs of Emergency Preparedness

12:30-1:30 p.m., Rooms 313-314

Nancy Ruzicka, R.Ph., MBA, MJ, CHC, Consultant, Ruzicka Healthcare Consulting, Altoona

Are you ready for the next temporary loss of power? Does your hospital staff know how to manage loss of access to the electronic medical record system? Learn about the CMS emergency preparedness rule, identify potential gaps in compliance, and discover how those gaps can be closed.

Learning objectives:

- Explain CMS expectations of the types of emergencies to be covered in a hospital's plan.
- Describe training and testing requirements for emergency preparedness.
- Describe the minimum required topics for policies and procedures for emergency preparedness.

W9: Are We Making Progress: Health Equity in the U.S.

12:30-1:30 p.m., Rooms 317-318

Joy Lewis MSW, MPH, Senior Vice President, Health Equity Strategies and Executive Director, Institute for Diversity and Health Equity, American Hospital Association, Washington, D.C.

There is growing awareness among health care leaders of the imperative for hospitals and health systems to accelerate actions to advance health equity. That is why AHA launched its Health Equity Roadmap, a framework to help hospitals and health care systems chart their paths toward transformation – thus becoming more equitable and inclusive organizations. The presenter will provide an overview of the health equity landscape – the ways we are making progress and areas of opportunity to keep the momentum going.

Learning objectives:

- Describe the health disparities and inequities in care.
- Learn more about AHA's Health Equity Roadmap.
- Identify the ways hospitals and health systems are making progress in health equity.
- Discuss recommendations for the business and moral case to prioritize health equity.

W10: Cybersecurity Panel Discussion

12:30-1:30 p.m., Rooms 319-320

Sponsored by Censinet

Zach Furst, Chief Information Security Officer, University of Iowa Hospitals and Clinics, Iowa City; John Riggi, National Adviser for Cybersecurity and Risk, American Hospital Association, Chicago; Joe Shields, President and CEO, IP Pathways, West Des Moines; and Grady Warner, Information Technology Director, Burgess Health Center, Onawa. Moderated by Chris Logan, Chief Information Security Officer, Censinet, Boston

After session W5, “The Health Care Cyberthreat Landscape: An International Perspective,” Logan will moderate a panel discussion with key information technology experts from Iowa hospitals and vendors and the American Hospital Association. Participants will offer examples of how they are defending against ransomware attacks, share strategies they are using to avoid downtime delays, describe new attacks they are experiencing and share best practices to assure their facilities are as secure as possible.

Learning objectives:

- Detail new ransomware attacks at Iowa hospitals.
- Identify strategies to defend against outside attacks.
- Obtain practical advice from industry experts about how to avoid downtimes because of cybersecurity attacks.

Wellness Break With IHA Trade Show Exhibitors

1:30-2 p.m., Main Concourse and Trade Show Hall

WEDNESDAY'S CLOSING KEYNOTE/ LEADERSHIP DEVELOPMENT PROGRAM RECOGNITION/IONL AWARDS

Transforming the health care experience together

2-3:45 p.m., Grand Ballroom

Sponsored by Wellmark

Michael O'Neil, Founder and CEO, GetWellNetwork, Bethesda, Maryland; Katherine Virkstis, Vice President of Clinical Advisory Services, GetWellNetwork, Bethesda, Maryland

During this closing keynote, Katherine Virkstis, vice president of clinical advisory services at Get Well Network, will sit down with Michael O'Neil to discuss how patient experience isn't a single interaction or event. It's the sum of all interactions and touchpoints across a patient's health care journey – inside and outside of the hospital. It includes family members, clinicians and others in a community. Leading health systems are leveraging mobile-first patient engagement solutions to benefit patients and clinicians and seamlessly facilitate their interactions because when clinicians are supported, they can deliver enhanced patient care. When patients or family members have positive experiences, this enhances the clinicians' experiences. Hospitals, health systems and patients can reimagine the patient experience with a keen understanding that the patient experience should be an extension of the human experience.

SPEAKERS

KEN ANDERSON has 35 years of health care management experience, beginning his career as a nephrologist and transplant medicine specialist at Mercy Medical Center and Iowa Lutheran Hospital. Dr. Anderson was on the Iowa State Board of Health, advised Sen. Tom Harkin and the Clinton National Health Plan team and started the first provider-owned health plan in Iowa. As chief medical officer and vice president for quality and safety at Partners National Health Plans of Indiana and Memorial Health System, he was a Baldrige National Quality Program senior and alumni examiner. In 2010, he became the chief medical quality officer at the University of Chicago's NorthShore University Health System and was co-director of the Center for Clinical Research Informatics. Dr. Anderson also was chief operating officer, interim chief executive officer and executive director for the American Hospital Association's Health Research and Educational Trust. He later was the interim dean of Des Moines University's College of Osteopathic Medicine, where he was named alumnus of the year. Dr. Anderson published his first book, “Saving the Heart of American Health Care,” in 2018.

HAYLEY ARCENEUX, a physician assistant at St. Jude Children's Research Hospital, is giving back to the place that saved her life as a child. A cancer diagnosis at 10 did not put her dreams on hold. Arceneux's experience at St. Jude's not only cured her but also changed her career aspirations. In September 2021, she served as an ambassador for the hospital on SpaceX's Inspiration4, the first all-civilian mission to orbit Earth. Besides serving as the flight's chief medical officer, she made history by becoming the first person with a prosthesis, the first pediatric cancer survivor and the youngest American to ever go to space. When approached about the opportunity to go to space, Arceneux reacted first in disbelief, then enthusiasm. Family members, including a brother and sister-in-law who are both aerospace engineers, as well as her mom, strongly supported her decision. She orbited Earth for three days and splashed down in the Atlantic Ocean. While in orbit, the crew participated in multiple biomedical research endeavors.

PETER BUERHAUS is a nurse and health care economist well-known for his research on the U.S. nursing and physician workforces. Dr. Buerhaus has published 165 articles in peer-reviewed journals, with five publications designated as "classics" by the Agency for Health Care Research and Quality Patient Safety Network. He earned his bachelor's degree in nursing from Mankato State University, a master's degree in nursing health services administration from the University of Michigan, and a master's degree in community health nursing and his doctoral degree from Wayne State University. Dr. Buerhaus also completed a Robert Wood Johnson Foundation postdoctoral faculty fellowship in health care finance at Johns Hopkins University. In 2010, he was appointed chair of the National Health Care Workforce Commission, which advises Congress and the administration about health workforce policy. Dr. Buerhaus is a fellow of the American Academy of Nursing and an honorary fellow of the American Association of Nurse Practitioners.

JEREMY BEHRENS is a partner at Eide Bailly and has more than 20 years of experience in health care audit and reimbursement. He is a member of the American Institute of Certified Public Accountants and the Nebraska Society of Certified Public Accountants. Behrens also is a member of the Healthcare Financial Management Association, a former president of the Iowa Chapter and the current regional executive for Region 8. Behrens has successfully completed the requirements to be certified as an HFMA fellow, recognizing membership and volunteer service in the organization.

STEVE BENCH is the founder of Generational Consulting, which customizes keynote presentations and training sessions that deliver engagement strategies for attracting and retaining millennials, empowering Generation X, capturing boomer wisdom and cultivating future leadership by leveraging the strengths of each generation. Bench has created a reputation for delivering lighthearted, funny and thoughtful presentations that bridge generational gaps and deliver winning strategies for dealing with generational differences in the workplace.

BRIAN BERTSCH has more than 25 years of experience helping critical access hospitals, prospective payment system hospitals and other rural providers improve their financial stability. Bertsch focuses on working with hospitals on Medicare and Medicaid rules and regulations, and preparing and reviewing Medicare cost reports, chargemaster/cost-report reviews, market-pricing analyses and other financial-improvement analyses. He also provides education to staff, board members and constituents about Medicare reimbursement issues.

JAN BRAUER is a nationally recognized inspirational speaker who enjoys developing leaders. Brauer teaches leadership, collaboration techniques and addressing team conflict. She has become a leader in patient-centered teamwork, ensuring health care teams work collaboratively to provide quality patient-centered care. Brauer has 35 years of experience as a labor and delivery registered nurse and has been an Agency for Healthcare Research and Quality TeamSTEPPS master trainer since 2010. She also has been an annual speaker at the American Hospital Association's Team Training National Conference since 2013. Brauer received her bachelor's degree in nursing from Oregon State University and a masters degree in pastoral studies from Multnomah University.

STEVE CADIGAN has been at the forefront of global talent strategy and company culture for the past 30 years. Most famous for scaling LinkedIn from 400 to 4,000 employees in 3 ½ years, he also led the development of LinkedIn's legendary company culture and was at the helm of the talent function for its period of highest growth and through their initial public offering. Today, Cadigan helps companies reframe what they offer to employees and helps employees take ownership of uncertain careers and futures. He offers strategy and talent insight in disruptive times through keynotes, seminars and workshops.

MICHAEL CHASE is a partner in the health care section at Baird Holm. Chase counsels clients about federal and state regulatory matters including federal health care fraud and abuse laws, physician contracts, compliance programs, HIPAA and institutional review board compliance. He is a member of the American Health Lawyers Association, the Healthcare Financial Management Association and the Health Care Compliance Association. Chase studied health care law at Saint Louis University, where he received his master's in health administration.

SANDRA CHRISTENSEN has more than 20 years of health care finance experience plus nine years as a certified public accountant. In 2014, she joined MercyOne and supports the rural affiliates serving as the finance executive. Christensen obtained her bachelor's degree in accounting from Northwest Missouri State University, has held a CPA license in Iowa since 1990, achieved her Certified Healthcare Finance Professional designation from Healthcare Finance Management Association and is a fellow of HFMA. Before joining MercyOne, Christensen was the chief financial officer at a critical access hospital where she led the revenue cycle team to become a 2015 HFMA Map Award recipient for high performance in revenue cycle.

DAN CLARIN is a leader in Kaufman Hall's strategic and financial planning practice. A chartered financial analyst, Clarin advises health systems, private equity firms and health care disruptors about growth, consumer engagement, pricing strategies and transformative partnerships. Before joining Kaufman Hall, he held management roles in corporate strategy and finance at Walgreens, where he led initiatives for customer loyalty and retail services growth. Clarin is a frequent author and speaker about health care consumerism, pricing strategy and growth strategy. He has led the development and publishing of Kaufman Hall's State of Consumerism in Health Care Report since its inception in 2016.

ADAM CONNELL is a behavioral health nurse at the University of Iowa Hospitals and Clinics. Before this, he was a nurse manager at UnityPoint Health – Des Moines, where he led daily operations for 60 inpatient behavioral health beds.

JOANNA HOWARD ELLIS is a clinical laboratory science educator with a passion for the robust use of laboratory professionals in global health initiatives through study abroad and community outreach. Howard Ellis presented her "Health Education Advances With Laboratory Science" workshop at the 2018 African Society for Laboratory Medicine International Biennial Conference, the 2019 Biomedical Society of Zambia Symposium, the 2020 American Society for Laboratory Science Conference and the 2020 Adult Education in Global Times Conference. She works to promote cultural humility training for health care professionals and presented on the topic at the 2022 Annual Conference for The American Society for Health Care Human Resources Administration. Howard Ellis is a doctoral candidate in adult, professional and community education at Texas State University. She received her master's degree in biotechnology from Johns Hopkins University. Howard Ellis also is a certified medical laboratory scientist by the American Society for Clinical Pathology and a certified community health worker instructor by the Texas Department of State Health Services.

RHONDA FISCHER is a board-certified emergency room registered nurse with 26 years of experience. She is the trauma coordinator at Providence Hood River Memorial Hospital and promotes education, team building and community outreach through her work. Fischer has been an Agency for Healthcare Research and Quality TeamSTEPPS master trainer since 2009 and an annual speaker for the American Hospital Association's Team Training National Conference since 2013. Her emphasis on team dynamics and the importance of creating a culture of trust, transparency and value, continues to motivate and transform teams both locally and nationally. Fischer received her bachelor's degree in nursing in 1992 and is a certified emergency nurse by the Board of Certification for Emergency Nursing.

ZACH FURST is the chief information security officer for the University of Iowa Hospitals and Clinics. Furst has been with UIHC since 2015. Before this, he had been the deputy chief information security officer since 2020 and the security operations director for the combined security team since 2018. Besides his roles in security operations, Furst has been a member of the information technology leadership development team, most recently serving as the 2020-21 chair. He joined ITS after seven years as an officer in the Army, working in a variety of leadership roles for various units and organizations.

APRIL HANSEN is a registered nurse, technology entrepreneur, workforce expert and hypergrowth business executive. As Aya Healthcare's group president of workforce solutions, Hansen is responsible for strategic business development, workforce solutions program operations, recruitment augmentation and clinical services support. She led her team through exponential growth and acquisitions, expanding the distribution channels for Aya's 42,000-plus clinicians. "Nursing Administration Quarterly" and "Nurse Leader" recently published articles by Hansen about nurses' career choices, the shift in the U.S. staff nursing landscape and the role of nursing leadership in a disrupted health care environment. She received her bachelor's degree in nursing from the University of Wisconsin-Green Bay and her master's degree in nursing from Grand Canyon University.

TIM HUBER has been the vice president of finance for MercyOne Northeast Iowa since 2020. He holds a bachelor's degree in accounting from Upper Iowa University and an MBA degree from the University of Northern Iowa.

JESENIA JUAREZ received her bachelor's degree in interdepartmental studies – health science from the University of Iowa and is employed as a revenue cycle coordinator in the Patient Financial Services Department at the University of Iowa Hospitals and Clinics. She has received certificates for completing the Advances Management Series and Lean Improvement Model for Healthcare at UIHC.

COLLEEN LACROIX has more than 20 years of critical care nursing and administrative leadership experience across multiple critical care areas. At Lifeline Anesthesia, LaCroix's responsibilities include monitoring and improving the patient experience, ensuring clinical quality, improving clinical outcomes, leading provider and staff education, monitoring documentation compliance and developing process improvement strategies. She also works part-time at a local emergency room as a registered nurse. LaCroix uses this opportunity as a bedside nurse to observe the impact of time constraints and the struggles front-line staff experience balancing medical care and documentation requirements while ensuring the highest attention to the patient experience. She received her bachelor's degree in nursing from Union University and a master's degree in nursing leadership and management from Western Governors University.

TINA LANSING is a behavioral health operations manager at Unity Point Health System in Des Moines. She previously was the adult and children outpatient behavioral health supervisor at Iowa Lutheran Hospital, Unity Point Des Moines. Lansing has a bachelor's degree from the University of Northern Iowa.

JOY LEWIS is senior vice president of health equity strategies and executive director of the Institute for Diversity and Health Equity at the American Hospital Association. Lewis has broad oversight for several key association priorities and functions related to diversity, health equity and inclusion to support and build healthy communities. She began working at AHA in 2018 as vice president of strategic policy planning. She led the association's efforts to identify long-term public policy issues, presenting solutions to further AHA's vision and mission. She provided leadership in organizing member work groups to ensure members' involvement, gaining their insights and perspectives to elevate the visibility of AHA as a thought leader and agent of change around critical issues in health care in America. Lewis holds a bachelor's degree from Wesleyan University, and dual master's degrees from Howard University and the University of California - Los Angeles.

CHRIS LOGAN is the senior vice president and chief security officer for Censinet. Logan has more than 25 years of experience in information technology operations and strategy. Previously, he was the director of global health care industry strategy at VMware, where he helped health care clients achieve their strategic outcomes by implementing the company's industry solutions. Before VMware, Logan was the chief information security officer for Care New England Health System in Providence, Rhode Island, where he provided security and technology leadership and enabled positive business outcomes for the organization and its partners. He also has worked in security leadership roles at Lifespan, Century Bank and the Massachusetts Institute of Technology. Logan was a professor at Providence College's school of business, where he instructed graduate students about the management of information technology, operations and service management.

REBECCA LOVE is an experienced nurse executive and the first nurse featured on TED as part of the inaugural nursing panel featured at SXSW 2018. Love was the first director of nurse innovation and entrepreneurship in the U.S. at Northeastern School of Nursing. Here, she founded the nurse "hackathon," a movement that led to transformational change in nursing. In 2019, Love and a group of the world's leading nurses founded the Society of Nurse Scientists, Innovators, Entrepreneurs and Leaders, a nonprofit organization recognized by the United Nations as an affiliate member. She is the society's president. Love also founded HireNurses.com in 2013. She holds a master's degree in nursing from Northeastern University and a bachelor's degree in international relations/Spanish from Boston University. Love is on the board of NextGen Ventures and Health Science Entrepreneurs at Northeastern University, and she is a member of the host committee for the Massachusetts American Civil Liberties Union.

BOB MCNANEY is a crisis-management and crisis-communications strategy counselor who drives results by supporting organizations through crisis and issue response, crisis-preparedness management, executive and senior leadership counseling, and media coaching. McNaney is a trusted crisis counselor to CEOs, boards and executive leadership teams before, during and after situations that may affect the bottom line and reputation of their enterprises. He supports organizations in various sectors, including health care, higher education, financial and retail. Previously, McNaney was an Emmy Award-winning investigative journalist with more than 24 years of reporting experience. Before forming The McNaney Group, he was senior vice president of Padilla, providing counsel to clients globally.

DAVE MUHS is the chief financial officer at Henry County Health Center in Mt. Pleasant. Muhs is also the past-president and current awards chair for the Healthcare Financial Management Association, Iowa Chapter. He has a bachelor's degree from the University of Nebraska at Kearney and a master's degree from Saint Ambrose University.

KIMBERLY NAGY is an inspirational and passionate transformational leader with more than 30 years of diverse and progressive health care executive experience. Nagy has demonstrated success in performance and organizational improvement, professional relation building, high-performing partnerships and cultures of authentic leadership. She is recognized for creating cooperative environments and leading through change transition. Nagy is a published, board-certified nurse executive with an unwavering commitment to view organizational opportunities through the lens of stakeholders. She received her master's degree in advanced nursing practice from Purdue University.

MIKE NICHOLS has served as a leader in the health care reimbursement space for almost four decades, working with national health systems and international accounting and audit firms. A certified public accountant, Nichols' expertise is in audit support, net patient revenue leadership, and Medicare and Medicaid cost reporting. He advises clients in many reimbursement areas including uncompensated care, disproportionate share, Medicare bad debts, graduate medical education and provider-based statuses. Nichols is a nationally recognized presenter on third-party reimbursement and cost-reporting issues.

FRANCISCO OLALDE is a 2019 business analytics graduate from the University of Iowa Graduate College and is a health care workforce data analyst for the Carver College of Medicine Office of Statewide Clinical Education Programs. Before this, he was a supervisor with the University of Iowa Hospitals and Clinics Integrated Call Center.

MICHAEL O'NEIL launched GetWellNetwork in graduate school, after treatment for non-Hodgkin lymphoma, to empower people to take a more-active role in their health journeys. His vision for transforming the patient experience established a health care technology segment called "interactive patient care." Two decades later, GetWellNetwork works with leading health care organizations and touches millions of patients. In that time, he has raised multiple rounds of venture capital, acquired five companies and closed two private equity transactions. O'Neil recently wrote the op-ed article, "Data Is Key to Containing COVID-19 and Preventing the Next Pandemic," and his research journal contributions include "The Interactive Care Model: A Framework for More Fully Engaging People in Their Health Care." O'Neil is active in Mindshare, a network of high-tech CEOs, the Young Presidents Organization and Graybridge, a nonprofit organization he launched in 2020 with 10 families that built a breakthrough engagement platform for racial unity. He is a limited partner in two early-stage health care funds and is board chair for a private equity-backed clinical communications company.

MICHAEL PARKER has been a retail manager for Walgreens for the past 15 years. Parker has a bachelor's degree from Iowa State University. Although his career has been focused in retail pharmacy, his passion for health care administration was reinvigorated while helping coordinate some of the area's first COVID-19 clinics for Walgreens.

JOHN RIGGI is a 30-year decorated veteran of the FBI and is the first national adviser for cybersecurity and risk for the American Hospital Association. In this role, Riggi helps members identify and combat cyber- and other risks to their organizations. While at the FBI, he was a representative to the White House Cyber Response Group. He is the recipient of the FBI Director's Award for Special Achievement in Counterterrorism and the CIA's George H.W. Bush Award for Excellence in Counterterrorism, the CIA's highest counterterrorism award.

MARTIE ROSS has had a successful two-decade career as a health care transactional and regulatory attorney, and is now a trusted adviser to providers navigating the ever-expanding maze of health care regulations. Ross' understanding of new payment and delivery systems and public payer initiatives is an invaluable resource for providers seeking to strategically position their organizations for the future. She synthesizes complex regulatory schemes and explains in practical terms their impact on providers.

NANCY RUZICKA is a consultant on state and federal rules, regulations and interpretative guidelines. Ruzicka previously worked as director of integrity and compliance and privacy official at MercyOne Des Moines and director of regulatory compliance at UnityPoint Health-Des Moines. She also has more than 20 years of experience with the Iowa Department of Inspections and Appeals. Ruzicka holds master's degrees in health law and business administration and a bachelor's degree in pharmacy, all from Drake University. She is certified in health care compliance and maintains her Iowa pharmacy license.

JOE SHIELDS is the president of IP Pathways, a system integration, consulting, cloud services and technology resale company. Shields has spent the last 26 years in the information technology industry specializing in management, storage, networking and applications integration. As president and co-founder, he has established strong partnerships with leading manufacturers in the industry to combine systems design and professional services to deliver best-in-class technology to suit customers' business needs. Before co-founding IP Pathways, Shields was a consultant in several health care organizations for various companies before becoming a system engineer at Medinotes, an electronic medical record software provider.

ABBEY STANGL joined Cass Health in 2015 as the Chief Financial Officer. She holds a bachelors degree in Accounting and in Finance from Iowa State University, and she earned a master's degree in business administration from University of Phoenix. She started her career in public accounting and earned her CPA designation in 2006. After changing industries to health care, she now has more than 15 years of experience in health care administration as a CFO. Stangl is actively involved with the Healthcare Financial Management Association (HFMA) at state, regional, and national levels and is a past president of the Iowa Chapter. She holds distinction as a Fellow of HFMA and has earned the Founder's Medal of Honor Award and serves on the Iowa Hospital Association Council on Health Information and Medicaid Financing Workgroup. Stangl is a member of the American College of Healthcare Executives, the American Institute of Certified Public Accountants (AICPA), and the Iowa Society of Certified Public Accountants.

KATHERINE VIRKSTIS leads Get Well's clinical strategy and operations. Her team helps hospitals and health systems provide high-quality, personalized patient care by engaging patients, educating families, and empowering clinicians. Prior to joining Get Well, Virkstis led the Nursing Executive Center and Clinical Best Practice Collaborative at Advisory Board for 15 years. Her research teams have focused on uncovering best practices to solve clinical, operational, and workforce challenges. She has worked with hundreds of executive teams at health care organizations in over 50 countries around the world. Virkstis practiced family medicine for several years in Central Vermont. She has also served as a research consultant for PinnacleCare, a Baltimore health advising firm. She has authored over 70 publications, including 20+ articles published in various academic journals. Katherine also serves as a member of the editorial board for the Journal of Nursing Administration (JONA).

GRADY WARNER joined Burgess Health Center in 2004 and has been the director of the information technology department since 2010. Warner chairs Burgess' electronic medical record and security committees and is a member of the senior leadership team.

JEFF WHITEHORN is an executive coach and former hospital CEO. Whitehorn uses his experiences from his 25 years as a CEO to help leaders unlock their potential. He is a certified coach by the global accrediting body International Coaching Federation and is a certified master coach by the Center of Coaching Certification.

KYLE WILCOX is the vice president of finance and operations at UnityPoint Health – Grinnell. He holds a bachelor's degree in sport studies and a master's degree in health administration both from the University of Iowa. Wilcox is the past-president of the Healthcare Financial Management Association, Iowa Chapter.

KEITH WYSOCKI is a speaker, facilitator and governance expert with a focus on health care boards. Wysocki began his consulting practice in 2021 out of a passion for using his experience and teaching ability to help boards and leadership teams reach their full potentials. This vision was a natural outgrowth of 12 years at The Governance Institute, a service of NRC Health. During his time at NRC Health, Wysocki traveled the country to present to boards, executives and physician leaders about organizational alignment, governance inefficiencies and the role of the board in meeting new challenges. He received a bachelor's degree in education from the University of Nebraska.

CONFERENCE INFORMATION

TARGET AUDIENCE

IHA encourages you to bring as many members of your hospital teams as possible, so all can learn and gain from the expertise assembled at one convenient event. Those who will benefit from this conference include:

- Administrators and other C-suite members.
- CEOs.
- Clinical and nurse leaders.
- Compliance officers.
- Department managers.
- Education and staff development directors.
- Finance officers and business office leaders.
- Health care attorneys.
- Health Care Financial Management Association and American College of Health Care Executives of Iowa members.
- Human resource directors.
- Marketing communications directors.
- Medical group managers.
- Physician leaders.
- Quality and patient safety directors.
- Trustees.

CONFERENCE OBJECTIVES

This two-day event brings together Iowa health care professionals to learn and gain from experts in the industry.

Conference attendees will learn how to:

- Ensure health care resources are responsive to their communities' needs.
- Identify emerging technologies and initiatives changing health care delivery.
- Implement practical ways of nurturing a customer-focused culture and manage employee engagement, burnout and patient satisfaction.
- Interpret and apply financial payment policies and recognize and understand trends affecting Iowa health care professionals and organizations.
- Interpret key legal and regulatory issues affecting how facilities deliver health care.
- Recognize innovative health care strategies and best practices that can enhance patient-focused initiatives.
- Use new skill sets to transform and advance the ability to lead a health care organization.

LOCATION

Community Choice Credit Union Convention Center, 730 Third St., Des Moines, Iowa
515-564-8000

LODGING

A room block is reserved at Hilton Des Moines Downtown for Oct. 3-5. Complete the online reservation form at <https://bit.ly/3R1X44M>.

This reservation requires a credit card deposit of \$218.03 for one night.

IHA will not offer shuttle service to the convention center from other hotels.

REGISTRATION

Attendees must register online by Monday, Sept. 26. To register, visit the IHA website at www.ihaonline.org/Education/All-Events.

For help with registration, call IHA's Education Department at 515-288-1955.

You may pick up badges, tickets and agendas at the IHA registration desk in the convention center.

PROGRAM FEES

The Annual Meeting is a benefit of IHA membership. Employees of IHA member hospitals and health systems, IHA associate members, IHA Annual Meeting sponsors, and members of IHA personal membership groups, the Healthcare Financial Management Association and the American College of Healthcare Executives of Iowa may attend the education sessions at no charge unless noted otherwise. Those not affiliated with IHA member institutions may attend for \$990. IHA prohibits the solicitation of its members.

CANCELLATION

Substitutions are welcome anytime. We will refund meal tickets and nonmember registration fees before Wednesday, Sept. 21. Email cancellation and substitution requests to iharegistration@ihaonline.org.

MEAL TICKETS

We encourage you to preregister for meals during the conference. We will sell a limited number of tickets at the registration desk at an additional cost of \$25 per ticket. The conference center guarantees meals in advance. Therefore, tickets are nonrefundable, but you may transfer tickets to another attendee.

HANDOUT INFORMATION

This is a paperless conference. We will make all handouts available as soon as possible on the LeaderPass IHA Annual Meeting webpage. We do not provide paper copies of handouts at the conference.

PARKING

Parking is available north of the Iowa Events Center with entrances off Third, Fifth and Crocker streets. Iowa Events Center lots offer the closest and most-convenient access to the facility and easy access to Interstate Highway 235 and other major routes. Accessible parking for people with disabilities is available at the Iowa Events Center in the lot south of Crocker Street, next to Community Choice Credit Union Convention Center. The cost is \$10 (cash or credit) per vehicle per entrance.

City parking garages are throughout downtown with convenient skywalk access to the Iowa Events Center. City garages collect payment each time you enter the garage. The City of Des Moines recently completed a downtown parking sign system to give real-time details about where parking is available in the garages.

Street parking is available throughout downtown. Meters have different time limits and parking restrictions. Typically, street parking is not allowed from 4-6 p.m.

CONTINUING EDUCATION

Find complete details about the Annual Meeting education sessions, including continuing education credit and learning objectives, on the IHA Annual Meeting website at www.ihaonline.org/iha-annual-meeting/. Available continuing education includes:

- American College of Healthcare Executives face-to-face and qualified education.
- Certified Professional in Healthcare Quality.
- Continuing Legal Education.
- Human Resources Certification Institute.
- Iowa nursing contact hours.

Please see the sections below for instructions on how to obtain continuing education.

CERTIFICATE OF ATTENDANCE

The certificate of attendance may be used for self-reporting continuing education attended or completed for certifying to professional organizations. Some national, state and local licensing boards and professional organizations will grant continuing education credits for attendance at this conference when you submit the course outline (save the conference brochure) and a certificate of attendance.

You can pick up your certificate of attendance at the registration desk for each day of the conference. Please keep the white copy for your records after completing the form for each day of attendance.

ACHE

ACHE has awarded 1.0 face-to-face education credit for sessions T10, T12 and W10.

ACHE-QUALIFIED EDUCATION

IHA is authorized to award up to 9.5 hours of preapproved ACHE-qualified education credits for this conference. Participants can use these qualified education credits for ACHE advancement, recertification or reappointment. All sessions are approved for 1.0 ACHE-qualified education credits unless otherwise noted:

- Monday: Preconference Workshop (3.5 hours).
- Tuesday: All sessions including the opening keynote.
- Wednesday: All sessions excluding the opening and closing keynotes.

You must sign in on the sheet by the entrance to each session and complete each session's evaluation. Submit these evaluations at the end of the sessions. IHA will not provide partial credit.

CLE

Iowa and Nebraska have approved IHA to provide up to 2.0 hours of continuing legal education credits. Sessions available for 1.0 contact hour each are:

- Wednesday: W3 and W8.

HRCI

HRCI has approved this activity (ID No. 601652) for 8.5 human resources (general) recertification credit hours toward aPHR, PHR, PHRca, SPHR, GPHR, PHRi and SPHRi recertification. Please make note of the ID number on your recertification application form. For more information about certification or recertification, visit www.HRCI.org. Sessions available for 1.0 contact hour unless otherwise noted:

- Monday: Preconference Workshop. (3.5 hours)
- Tuesday: T1, T3, T5, T6, T7, T9 and T11.
- Wednesday: W3, W4 and W9.



HRCI is self-reporting. Use a certificate of attendance for each day of the conference to track your attendance.

The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval."

IOWA NURSING CONTACT HOURS

The Iowa Board of Nursing has approved IHA (provider No. 4) as a provider of continuing education for nurses. Nursing contact hours will be available during this conference to participants who attend programs designated as awarding nursing contact hours. Sessions available for 1.0 nursing contact hour unless otherwise noted:

- Monday: Preconference Workshop (3.5 hours).
- Tuesday: All sessions including the opening keynote.
- Wednesday: All sessions excluding the opening and closing keynotes.

You must attend the entire session and complete the Iowa Nursing Continuing Education Certificate for each day of the conference to qualify for nursing contact hours. You can pick up forms at the registration desk for each day of the conference. After completing the form for each day of attendance, please keep the white copy for your records and place the yellow carbon copy in the Contact Hours bins as you leave the conference. Iowa nursing contact hours will not be issued if your nursing license number is not on the form.

HOSPITAL BOARD CERTIFICATION PROGRAM

Board members participating in IHA's Hospital Board Certification Program can earn credit toward certification for the 2022 IHA Annual Meeting. All sessions are approved for 1.0 credit hours unless otherwise noted:

- Monday: Preconference Workshop (3.5 hours).
- Tuesday: All sessions including the opening keynote.
- Wednesday: All sessions excluding opening and closing keynotes.

Hospital Board Certification Program credit is self-reporting. Please use a certificate of attendance for each day of the conference to track your attendance.

CPHQ

The National Association for Healthcare Quality has approved the 2022 IHA Annual Meeting for up to 9.5 certified professional in health care quality continuing education credit hours. All sessions are approved for 1.0 CPHQ credit hours unless otherwise noted:

- Monday: Preconference Workshop (3.5 hours).
- Tuesday: All sessions excluding T10 and the opening keynote.
- Wednesday: All sessions excluding W7, the opening and closing keynotes.

CPHQ is self-reporting. Please use a certificate of attendance for each day of the conference to track your attendance.

GOLF

The Legacy Golf Club, Norwalk

The IHA Annual Meeting golf outing is open to:

- IHA member hospitals and health system CEOs, staff, and trustees.
- IHA associate member golf outing sponsors.
- HFMA members who are also IHA members.

Cost to eligible participants is \$45.

HFMA members who are also IHA associate members must sponsor the event to golf. Email Michelle Ketelsen at ketelsenm@ihaonline.org to secure a sponsorship. Non-IHA members and non-IHA associate members cannot golf or sponsor despite HFMA membership status.

ADA POLICY

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure no one with a disability is excluded, denied services, segregated or treated differently than others because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, call 515-288-1955 or email IHA's Education Department at iharegistration@ihaonline.org.

2023 IHA ANNUAL MEETING

Next year's IHA Annual Meeting is scheduled Oct. 10-11, 2023, at the Community Choice Credit Union Convention Center in Des Moines.