

2023 ANNUAL MEETING & SUMMER CONFERENCE

LHA

MANAGEMENT
CORPORATION

JULY 24-26, 2023
PERDIDO BEACH RESORT
ORANGE BEACH, AL

Sunday, July 23

1:00 p.m. – 6:00 p.m.

Registration Desk Open

1:00 p.m. – 3:00 p.m.

Sponsor/Vendor Exhibit Set-Up

The LHA is hosting its Annual Meeting & Summer Conference once again at the Perdido Beach Resort in Orange Beach, AL. Louisiana hospital leaders are invited to join us for an outstanding, high-quality education program with numerous continuing education and networking opportunities.

Monday, July 24

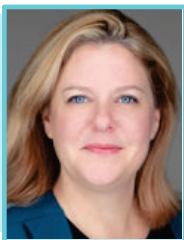
Pre-Conference: ACHE Session

Note: An additional \$225 registration fee applies for the ACHE Session. See registration details online for more information. LHA members and sponsors registered for the ACHE education must also register for Summer Conference.

Continuing Education: 3.0 ACHE Face-to-Face Credits will be available for the successful completion and evaluation of this education offering.

8:00 a.m. ACHE Registration and Breakfast

8:45 a.m. Improve Clinician Retention and Patient Outcomes by Optimizing Professional Well-Being



Jennifer L. Bickel, MD, Chief Wellness Officer, Moffit Cancer Center

Professional well-being is important in healthcare, but with so many competing demands, it can be challenging to prioritize the time and resources needed to truly make a difference in improving resilience. There are tools and expert models that can help leaders make the financial and operational case to support professional well-being initiatives; however, many leaders may not know where to begin. Without addressing well-being, especially during a crisis, healthcare organizations will continue to see growing turnover at alarming rates with unsustainable costs. Effective healthcare well-being models go beyond individual emotional support to truly optimize the organization's ability to promote professional well-being through practice and culture change. This engaging seminar will move past the theoretical and into the real work of embracing the Quadruple Aim in healthcare. Attendees will participate in authentic discussions about the misperceptions and blame games that often block the success of well-intended initiatives.

10:00 a.m. Networking Break

10:15 a.m. ACHE Session Continues

12:00 p.m. ACHE Session Adjourns

Sponsored By



Monday, July 24

7:00 a.m. – 7:00 p.m.

Registration Desk Open

7:30 a.m. – 4:00 p.m.

Sponsor/Vendor Exhibits Open

12:00 p.m. **Lunch and Networking**

2:00 p.m. **LHA Board of Trustees Meeting in Conjunction with the Annual Membership Meetings of the LHA and the LHA Trust Funds**

Note: This meeting is only open to member hospital employees. Special guest presenters include Sen. Heather Cloud, Sen. Patrick McMath, Sen. Katrina Jackson, and Rep. Chris Turner.

4:00 p.m. **Board Meeting Adjourns**

4:00 p.m. **AHA Listening Session**

This rapid feedback session will provide American Hospital Association (AHA) members and prospective members an opportunity to dialogue with the AHA Regional Executive for Louisiana, Dave Pearson. After a brief association update, Pearson will open the floor to hospital leaders to share their challenges, ideas, and questions for the AHA to consider as it advocates for hospitals at the federal level in 2023 and beyond.

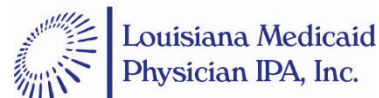
4:00 p.m. **Chief Medical Officer Roundtable Update**

Welcome Reception and Networking Event

5:00 p.m. **Reception Open to All Attendees**

Join us for networking while enjoying cocktails and hors d'oeuvres. Reception ends at 6:30 p.m.

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Tuesday, July 25

7:00 a.m. – 1:00 p.m.

Registration Desk Open

7:00 a.m. – 12:00 p.m.

Sponsor/Vendor Exhibit Open

Breakfast Session

Breakfast served from 7:00 a.m. to 8:00 a.m.

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7:30 a.m. **Welcome/Announcements**

Paul A. Salles, President & CEO, Louisiana Hospital Association

7:45 a.m.

Just Culture: A Values-Supportive System of Workplace Justice

Barbara Olsen, RN, CPPS, FISMP, Chief Clinical Officer, The Just Culture Company, LLC
Sponsored By: Franciscan Missionaries of Our Lady Health System

This session will introduce participants to key principles of Just Culture, a teachable, learnable system of workplace justice that drives desirable outcomes for patients and the workforce. Through abbreviated case studies, leaders will consider how workplace justice contributes to patient and worker well-being, including what's recognized, rewarded, tolerated, and punished.



General Sessions

9:00 a.m. Networking Break with Sponsors
Sponsored By: EisnerAmper

9:15 a.m.

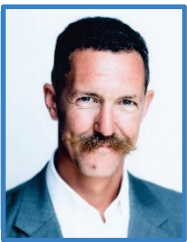


Dare to Lead
Natalie Johnson, Co-Founder & Chief Visionary Officer, ViDL Work

Leadership is not about titles or the corner office. It's about the willingness to step up, put yourself out there, and lean into courage. The world is desperate for braver leaders. It's time for all of us to step up. In this inspiring keynote, Johnson will share the latest research on courage and leadership from the groundbreaking work of Dr. Brene Brown. The most significant finding from the research is that courage is a collection of four skill sets that are teachable, measurable, and observable. Join us to identify where you'd like to be braver in your own life.

10:30 a.m. Networking Break with Sponsors

10:45 a.m.



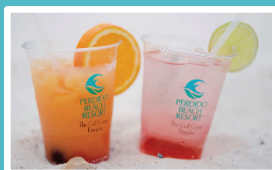
The Future Is Another Place
Ben Hammersley, Founder and Principal, Hammersley Futures

As senior decision makers, your role is to think about the future. That requires skills of situational awareness, an understanding of the processes of change, and knowledge about today's technologies. In this talk, Ben Hammersley will discuss the contexts against which we must make our decisions and explain the state of the art of transformative technologies, notably AI — what it is and what it isn't.

12:00 p.m. Adjourn for Golf, Fishing, Catamaran Excursion, & Beach Activities

Golf, Fishing, Catamaran Excursion, & Beach Activities

Pre-registration and additional fees may apply.



Cypress Bend Golf Course: 12:30 p.m. – 5:30 p.m.

Cypress Bend at The Craft Farms Golf Resort boasts a 4½ star rating by Golf Digest. This architectural masterpiece features staggered tee boxes, sprawling bunkers, top quality putting surfaces, and year-round lush conditions. Lunch will be provided at the golf course at 12:30 p.m. with a shotgun start at 1:00 p.m.

Deep Sea Fishing: 12:30 p.m. – 5:30 p.m.

Join your friends, family, and peers for an afternoon of deep-sea fishing with Reel Surprise Charters. A box lunch, water, and soft drinks will be provided once on board.

Catamaran Excursion: 2:00 p.m. – 4:00 p.m.

Bring plenty of sunscreen and a beach towel with you for this two-hour cruise along the gulf coast on Sail Wild Hearts. Participants will meet in the lobby at 1:45 p.m. and be transported by golf carts to the dock for departure. Water and soft drinks will be provided on board. Because of limited space, registration for this excursion is first come, first served for LHA hospital members.

Sips & Shade at the Beach: 2:00 p.m. – 4:00 p.m.

Grab a cold beverage and network with peers while enjoying the beach and white sands under the shade of tents and relaxing in the beach chairs provided.

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Cocktail Hour & Casino Night Fun and Games

Tickets are included for conference participants. Spouses and family members (14 & older) may buy tickets for \$50 each. Children 13 and younger are invited to join at no cost.

- 6:30 p.m. Cocktail Hour**
Connect with your peers and visit with our generous sponsors over cocktails and hors d'oeuvres.
- 7:30 p.m. Casino Night**
Join us for a laid-back, fun-filled night featuring everyone's favorite games, including casino games, skee-ball, shuffleboard, and doubleshot basketball, for some healthy competition. Don't miss out on the great food and drinks, networking, and exciting prizes! Casino Night ends at 9:30 p.m.

Sponsored By



Wednesday, July 26

- 8:00 a.m. – 9:00 a.m. **Breakfast Buffet**
- 8:00 a.m. – 10:30 a.m. **Sponsor/Vendor Exhibit Open**

General Session

- 9:00 a.m. Welcome/Announcements**
Paul A. Salles, President & CEO, Louisiana Hospital Association



- The Future of Work - Building a Winning People Strategy Today**
Steve Cadigan, Founder & CEO, Cadigan Talent Ventures
Sponsored By: Franciscan Missionaries of Our Lady Health System

While we are all aware of the many ways work has changed within the healthcare world since the pandemic began, what many do not recognize, however, is that several of these changes began before the pandemic. COVID-19 served to accelerate them. As turnover, disengagement, early retirement, and burnout are on the rise, leaders today face some unprecedented challenges. Cadigan, LinkedIn's first Chief HR Officer, is credited for building a culture and a talent strategy that enabled LinkedIn to win against some of the most successful companies in the world that had better brands, better benefits, and bigger compensation packages. Cadigan will share his insights and lessons learned competing for talent in the most fiercely competitive landscape for talent in the world: Silicon Valley. In addition, he will offer examples of how various industries are taking innovative and creative approaches as they face many of the same challenges that we face in healthcare today.

- 10:30 a.m. Summer Conference Adjourns**

CONFERENCE INFORMATION

REGISTER ONLINE: Register online at <https://lhaonline.org/Event.aspx?EventKey=M234831>.

Registrations **are accepted online only**. When registering online for an LHA event, you must be **logged in to see the event availability and the rate associated with your membership type**. You can [download a step-by-step registration](#) guide to assist you with the new process. VISA, Master Card, Discover, and American Express are accepted online, and an email confirmation will be sent upon registration.

WHO SHOULD ATTEND: Healthcare leaders from LHA member hospitals and health systems, including CEOs/presidents, administrators, board chairs and trustees, senior team members, physician leaders, medical staff directors, and chief nursing officers

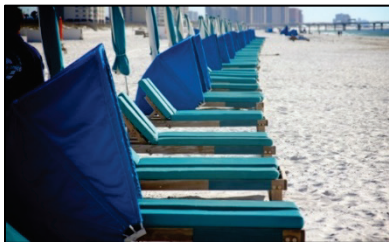
ATTIRE: The conference attire is resort casual. Conference rooms can get chilly, so bring a light sweater or jacket.



HOTEL ACCOMMODATIONS:

Perdido Beach Resort: A block of rooms has been reserved at the Perdido Beach Resort until the block is full or until June 30. You may reserve your room for the rate of \$249 (night/standard room) by calling 1-800-634-8001 and providing the hotel reservation staff with your ORDER number, which can be found on your LHA event confirmation. Please let the hotel know you are with the LHA Conference.

Island House Hotel, A Doubletree Hotel, which is located at 26650 Perdido Beach Blvd, Orange Beach, AL 36535, is the overflow hotel for the conference. The cutoff date for the Island House Hotel is June 21. Book your room by calling 251-981-6100 or by visiting <https://group.doubletree.com/kqbkp>.



RESORT GUEST BEACH CHAIR RENTAL DISCOUNT: Enjoy 50% off resort beach chair rentals. To receive the discount, you must be a resort guest and identify yourself as part of the LHA Conference when reserving your chairs.

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REGISTRATION FEES: Each registration includes one ticket for the Casino Night event. Additional tickets may be purchased for guests. Registration fees for the Annual Meeting & Summer Conference are:

- Member Hospital Employee: \$445/per person
- Lifetime Member: \$0/per person
- Corporate/Associate Member & Legal Affiliate: \$850/per person
- LHA Solutions Vendor: \$550/per person

ADDITIONAL PROGRAM OPTIONS:

- ACHE Breakfast Education Session Registration (3.0 hours credit): \$225/per person
Note: LHA members registered for the ACHE education must also register for Summer Conference.
- Additional Casino Night Ticket: \$50/per person
- Additional Casino Night Ticket for Children 13 and Younger: No Charge
- Deep-Sea Fishing: \$150/per person
- Golf Tournament: \$105/per person
- Catamaran Excursion: \$50/per person
- Sips & Shade at the Beach: No Charge for Participants or Their Guests

CONFERENCE POLICIES

CANCELLATION POLICY: Individuals who cancel on or before July 12, 2023 will be charged a cancellation fee of \$100 per person. Written notice of the cancellation must be emailed to marthur@lhaonline.org. No refunds will be issued for cancellations received after July 12, 2023.

SUBSTITUTION POLICY: Registrants who are unable to participate in an LHA educational event are permitted, and encouraged, to have an eligible substitute; however, written notice of the substitution must be emailed to marthur@lhaonline.org on or before July 12, 2023 in advance of the event. The substitution option is not available if written notification is received by the LHA after July 12, 2023.

ACCOMODATIONS: Please contact the LHA if you have a disability that may require special accommodations for this educational opportunity. The LHA is committed to ensuring full accessibility for all registrants.

CONFERENCE OBJECTIVES

After completing these activities, participants should be better able to:

Improve Clinician Retention and Patient Outcomes by Optimizing Professional Well-Being

- Discuss how clinician burnout negatively affects a healthcare organization's financial operations, clinician retention, safety culture, and patient experience;
- Describe evidence-based models and expert recommendations, beyond traditional human resource offerings, for improving professional well-being; and
- Identify how healthcare leaders from all areas can influence their surroundings to improve professional well-being.

Just Culture: A Values-Supportive System of Workplace Justice

- Describe the role of workplace justice in fostering patient safety and worker well-being;
- Identify five behavioral choices to be anticipated and managed in complex healthcare workplaces; and
- Describe how a predictable, replicable system of workplace justice contributes to psychological safety and the ability to produce safe, high-quality outcomes reliably.

Dare to Lead

- Discover the Heart of Daring Leadership;
- Understand the four skillsets of courage; and
- Identify your call to courage.

The Future Is Another Place

- Acquire an understanding of futures-thinking and scenario planning methods;
- Identify Artificial Intelligence (AI), especially GPT models, and their place in healthcare; and
- Determine other major factors to operations over the next few years.

The Future of Work - Building a Winning People Strategy Today

- Develop an understanding of the macro forces shaping the new psychology of the workforce;
- Learn from other firms on how they are innovating their talent strategies;
- Learn key talent stats and trends towards understanding how to build future proof talent strategies; and
- Improve the confidence of leaders in building new talent plans and strategies.

ACHE SPEAKER BIOGRAPHY

Jennifer Bickel, MD, is the Chief Wellness Officer at Moffit Cancer Center in Tampa, Florida. She works with senior leaders across the organization to ensure staff well-being is incorporated into all decisions. Dr. Bickel has real-world experience in assessing burnout across healthcare organizations and in developing effective, evidence-based strategies to reduce clinician burnout. Her innovative strategies to improve physician and healthcare worker well-being have been nationally recognized in publications and presentations. As an academic professor and a neurologist, she has won awards in mentorship, leadership, and clinical program development. She currently serves as a member of the National Academy of Medicine's Action Collaborative for Clinician Well-Being and as the Chair for the American Academy of Neurology's Wellness Subcommittee.

GENERAL SESSION SPEAKER BIOGRAPHIES

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 in 3.5 years, Cadigan 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. Having worked in five different industries and three different countries, while also leading dozens of acquisition integrations all across the world, he has built an unparalleled expertise for the talent arena. He has been recognized by both The Wall Street Journal and by Fortune magazine for building world-class teams. In 2013, Cadigan formed his own firm, Cadigan Talent Ventures, taking the lessons learned during his corporate experiences and offering them to leaders and organizations around the world.

Ben Hammersley is the Founder and Principal of Hammersley Futures, an international strategic forecasting consultancy whose main work is in guiding corporations and governmental agencies to think clearly about the future. Hammersley specializes in how society reacts to technological innovation, including the future of crime and conflict, the changing nature of the workplace and the market, and the new cognitive tools needed to flourish in the coming decades. Previously, he was executive editor of WIRED, the writer and presenter of the BBC's "Cybercrimes with Ben Hammersley," a war correspondent in Afghanistan, an advisor to the European Commission, a pilot and wilderness medic in the USA, the author of five books, and the inventor of the word "Podcast." Hammersley is the author of the acclaimed book "64 Things You Need To Know Now For Then," a guide to the new concepts of the modern world. His most recent book, "Now For Then: How To Face The Digital Future Without Fear," is on the latest ideas in technology, culture, business, and politics. It demystifies the internet, decodes cyberspace, and ushers us through the innovation revolution in which we are all living. Additionally, Hammersley is editor-at-large for WIRED magazine, a columnist for BA Business Life magazine, and the Principal of Onwards, Friend, a program that develops science and launch platforms for high-altitude and low-earth orbit.

Natalie Johnson is the Co-Founder and Chief Visionary Officer of ViDL Work, an organization focused on helping companies improve culture and business performance through supporting employee wellbeing, improving team dynamics, and building courageous leaders. Johnson has more than 30 years of experience working with employers globally, and her work focuses on developing strategies and initiatives to ignite behaviors that align with purpose. She has a background in human performance, specifically performance psychology, exercise physiology, performance nutrition, and human resilience. She is an industry-recognized health coach, performance coach, sports nutritionist, and performance trainer. She is a Certified Dare to Lead™ Facilitator and a sought-after keynote speaker and trainer. She has received a variety of awards including Healthcare Hero, Champion of Healthcare, Health Program Innovation Award, Corporate Wellness Leadership Award, and Business Leader Woman Extraordinaire.

Barbara Olsen, RN, CPPS, FISMP, serves as the Chief Clinical Officer at The Just Culture Company, LLC. She supports healthcare clients in planning and sustaining Just Culture as a system of workplace justice. Olsen is a graduate of Emory University and Regis University and began her career as a perinatal nurse. She completed the Institute for Safe Medication Practice's one-year Safe Medication Management Fellowship in 2008. Before joining The Just Culture Company in 2019, she held professional positions with HCA Healthcare as the Corporate Director of Patient Safety and LifePoint Health as the Vice President of Clinical Improvement & Healthcare Safety.

CONTINUING EDUCATION

ACHE FACE-TO-FACE EDUCATION SESSION

- **ACHE Continuing Education Credits (Face-To-Face Hours):** Attendees who participate in the optional ACHE education session will receive 3.0 ACHE Face-to-Face Hours for complete attendance and evaluation of the program.
- **MCLE:** Have been applied for by the LHA
- **Nursing:** 3.0 contact hours will be awarded for this offering by the LHA for complete attendance and evaluation of the optional ACHE Session. The LHA is approved by the Louisiana State Board of Nursing – CE Provider #39.
- **Nursing Facility Administrators:** 3.0 hours will be awarded for this offering by the LHA for complete attendance and evaluation of the program. The LHA is approved by the State of Louisiana Board of Examiners of Nursing Facility Administrators – CE Provider #101.

BREAKFAST BREAKOUT AND GENERAL SESSIONS

- **ACHE Qualified Education Credit (Non-Face-To-Face Hours):** The LHA is authorized to award 5.25 hours of pre-approved ACHE Qualified Education credit 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 an application to the American College of Healthcare Executives for advancement or recertification.
- **MCLE:** Have been applied for by the LHA
- **Nursing:** 5.25 contact hours will be awarded by the LHA for complete attendance and evaluation of the program. The LHA is approved by the Louisiana State Board of Nursing – CE Provider #39.
- **Nursing Facility Administrators:** 5.0 hours will be awarded for this offering by the LHA for complete attendance and evaluation of the program. The LHA is approved by the State of Louisiana Board of Examiners of Nursing Facility Administrators – CE Provider #101.

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