



Embrace the Change v2.0

NDHA's Virtual Education Event September 30 – October 1, 2020

Register by: Friday, September 18, 2020

Participant Registration

	Member	Non-Member	
Full Registration	\$95	\$120	<p>No charge to attend NDHA Business & Membership Meeting Only. NDHA member hospitals only.</p> <p><i>However, you must register using the link to gain access.</i></p>
Risk Manager Sessions Only	\$45		
Human Resource Sessions Only	\$35		
ND HFMA Sessions Only	\$35		

Continuing Education

- Application has been made to the ND Board of Nursing for ALL applicable sessions.
- North Dakota Hospital Association is an approved provider of continuing education by the ND Board of Examiners for Nursing Home Administrators.
- This program is valid for a total of 5 PDCs toward SHRM-CP and SHRM-SCP recertification.



Live Virtual Education Sessions

Wednesday, September 30, 2020

8:00 – 9:30 a.m.

L1: Patient Safety and a “Just Culture”

Presented by Solveig Dittmann | Coverys

Content: “Just Culture” concepts help organizations enhance patient safety by learning from mistakes, errors, and near-miss events. “Just Culture” principles help to change an organization’s culture by placing less focus on events, errors and outcomes, and more focus on risk, system design and the management of behavioral choices.

Recommended Audience: Risk Managers.



8:30 – 9:30 a.m.

L2: Millennials (and now Gen Z!) in the Workforce

Presented by Alan Sikora, CEO, First American Healthcare Finance

Content: This session will offer a proven approach to recruit and retain millennials, who make up the majority of today’s workforce and are tomorrow’s leaders. Healthcare depends on it’s people to provide great patient care and a great patient experience. To deliver a great experience, you need great people. First American’s CEO talks about recruiting and retaining Millennials, so that you can have high-performing, happy employees to deliver excellent service and patient care.

Recommended Audience: Human Resource Staff

9:45 – 10:45 a.m.

L3: Strategic Cybersecurity & Risk Issues for Leadership

Presented by John Riggi, AHA Senior Advisor for Cybersecurity/Risk

Content: Cybersecurity vulnerabilities and intrusions pose risks to every hospital. While there are significant benefits for care delivery and organizational efficiency from the expanded uses of networked technology and electronic exchange of health information, this greater connectivity increases exposure to potential cybersecurity threats. In this presentation, the American Hospital Association's Senior Advisor for Cybersecurity and Risk, John Riggi, will share an overview of today's cyber threat landscape. In addition, John will detail the top 12 considerations designed to help CEOs and their staff identify the practical steps necessary for defending systems and networks against the most significant cyber threats impacting patient safety and care delivery.

Recommended Audience: All disciplines.

11:00 a.m. – Noon

L4: Risk Manager's Legal Update

Presented by Melissa Hauer, NDHA VP/General Counsel

Content: This live session will provide an update on recent legal decisions involving risk issues in the health care setting to help risk managers identify, manage, minimize, or avoid emerging risk and compliance issues. The session will also include regulatory changes in response to the Covid-19 pandemic, such as the availability and impact of immunity. This session will include an interactive Q and A session.

Recommended Audience: Risk Managers.

L5:CFO Roundtable

Moderated by Steve Lindemann, St. Aloisius Medical Center and Michael Haines, First American Healthcare Finance

Content: This roundtable is an opportunity for CFO's and financial staff to discuss hot topics among their peers.

Recommended Audience: CFOs only please.

1:00 – 1:45 p.m.

L6: Representative Kelly Armstrong

Content: Join Rep. Armstrong as he addresses NDHA participants.

Recommended Audience: All disciplines.

2:00 – 2:45 p.m.

L7: Senator John Hoeven (requested, not confirmed)

Recommended Audience: All disciplines.

3:00 – 3:45 p.m.

L8: Governor Doug Burgum

Content: Join Governor Burgum as he addresses NDHA participants.

Recommended Audience: All disciplines.

4:00 – 4:45 p.m.

L9: Senator Kevin Cramer (confirmed - sending video)

Content: Join Sen. Cramer as he addresses NDHA participants.

Recommended Audience: All disciplines.

Thursday, October 1, 2020

8:30 – 9:15 a.m.

L10: North Dakota Health Strategist Report by Dr. Josh Wynne

The presentation will focus on the status of my efforts as Chief Health Strategist for the State of North Dakota. Working in partnership with and with full support from the Governor, I and my team have been working with local, state, and federal governments, the North Dakota Department of Public Health, the North Dakota University System (NDUS), local public health entities, the private sector and others to catalyze transformative change in the state's public health enterprise through the following actions:

- Set the vision and strategy for the development of a world-class health enterprise in the state
- Redesign the statewide approach to public health with local, county, and state integration and collaboration
- Create a blueprint for the development of a high-performing ("best in the nation") state/local public health system
- Utilize and expand the contributions of the NDUS, especially the public health and biomedical program research, teaching, and service at NDSU and UND.

Recommended Audience: All disciplines.



9:30 – 10:30 a.m.

L11: DHS COVID-19 Pandemic Update

Presented by Caprice Knapp, Director, Medical Services Division, ND Department of Human Services

Content: Join Caprice for a review of the department's medical services division hot topics during the COVID-19 pandemic.

Recommended Audience: All disciplines.

10:45 – 11:45 a.m.

L12: COVID-19 Financial Impact on Hospitals

Presented by Ralph Llewellyn, Eide Bailly, LLP

Content: This session will explore the estimated financial impact from COVID-19 on ND providers in the first few months. The calculated impact is based on financial information provided by providers specific to North Dakota. This information will be key in presenting the message on how this pandemic has impacted our State health care system.

Recommended Audience: CEOs, CFOs, ND HFMA

1:00 – 2:00 p.m.

L13: Free Money with Strings Attached: Provider Relief Fund Compliance & Reporting

Presented by Martie Ross, PYA, P.C.

Content: The session will address compliance with the Provider Relief Fund terms and conditions, including eligible and ineligible expenditures and reporting and auditing requirements.

Recommended Audience: CEOs, CFOs, ND HFMA

2:15 – 3:15 p.m.

L14: ND Department of Health COVID-19 Update

Presented by Tim Wiedrich and Kirby Krueger, ND Department of Health

Content: Join Tim and Kirby for an overview on their divisions response to COVID-19, and any current updates.

Recommended Audience: All disciplines.

3:30 – 4:30 p.m.

L15: NDHA Annual Business and Membership Meeting

Content: This meeting is for NDHA member hospitals only.

On-Demand Recorded Sessions

Wage & Hour Hot Topics

Presented by Jessica J. with the ND Department of Labor

Content: The topics covered during this presentation will include an overview of the laws the ND Department of Labor & Human Rights enforces related to Wage & Hour, and explanation of the Claim for Wages process and a review of the most frequently asked COVID-19 related Wage & Hour questions.

Human Rights Hot Topics

Presented by Jessica J. with the ND Department of Labor

Content: The topics covered during this presentation will include an overview of the laws the ND Department of Labor & Human Rights enforces related to Human Rights, a review of the different types of discrimination the Department has jurisdiction over, and a review of the most frequently asked COVID-19 related Human Rights questions.

Service Excellence – An Organizational Culture

Presented by Cyndi Siders, Vaaler Insurance

Content: Professional, courteous, informed care team members that are engaged, passionate and proactive in meeting the needs of patients and family members... and that smile, have a sense of humor, are compassionate and empathetic and live the values of the organization every day are the team members that bring service excellence to life.

Organizational culture drives service excellence. Patients and family members are looking for an equal rationale and emotional value from their patient care experience; and they have choices in choosing the right organization. This presentation will address strategies for hiring socially skilled staff, setting expectations for daily service delivery, recognizing your service excellence stars and mentoring staff that are not meeting service excellence expectations. Strategies for making connections, answering challenging questions, and managing complaints effectively will be discussed. Illustrated case scenarios and facilitated discussion will be incorporated throughout the session.

Supporting Employee Mental Health during COVID-19 Pandemic

Presented by Dr. Jon Ulven, Psychologist

Content: Details coming soon!

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