

2016 GNHAMA FALL CONFERENCE

OCTOBER 6-7, 2016

The Grand Hotel in Tigard

OCT 6

2:00 – 5:00 Pm CHAA Testing

Registration opens from 3:00-4:30 pm

Evening social starts at 5:30pm

Dinner starts @ 6:00 pm

OCT 7

7:00 - Registration opens

7:30 - Conference starts with opening introductions and Vendor Introductions

8:30 – **Guest speaker Maxine Wilson: Presentation called TEAM:** Together Everyone Always Matters, this is a great presentation and it will cover “Hot Topics” at your hospital and team work. This will be a very dynamic presentation.

BIO: Maxine H. Wilson- CHAM NAHAM Ambassador

Maxine has over 30 years of Access Experience and has served on many NAHAM committees as well as several Board positions including Southeast Regional Delegate, Vice-President, President and Past - President. She has been instrumental in the progress of the CHAM (Certified Healthcare Access Managers Certification) as well as the CHAA (Certified Healthcare Access Associate Certification), proctoring over 2,000 people.

She has presented many topics for different organizations and loves to network with the different organizations and has a great sense of humor as well as a desire to help people.

Maxine will be giving you ways to inspire and motivate your team and will keep us uplifted. As always you will love this opening speaker who is a fun and joyous lady.

10:00 – Snack Break

10:15 –Jennifer Smith, Medicaid Program Trainer

Jennifer will be going over rules and regulation relating to Medicaid. How does Medicaid really work? Presumptive vs Hospital holds. The true fact regarding recipient’s homes being seized. We will have lots of time for questions and answers. This will be a wonderful opportunity to get you and your staff more diverse on OHP.

11:30 - Elections of Officers GNHAMA

12:00 – Lunch Served

1:00 – Rev. Mr. Francis Potts, MTS, BCC, AAPC: Advance Directive Planning guide and the POLST; what you need to know to help.

Francis presently is employed at Good Samaritan Regional Medical Center, Corvallis, Oregon, as a Chaplain and at The Pastoral Counseling Center of the Mid-Willamette Valley as a Pastoral Psychotherapist.

His interest in the field of medical ethics and the patient's use of the end-of-life documentation titled the Advance Directive Planning Guide and the POLST (Physicians Orders for Life Sustaining Treatment), has enabled him to be a public educator for how to use the forms, and encouragement to always contact Oregon Health Decisions, Inc. In 2008, Oregon Health Decisions created a subcommittee of 12 healthcare professionals from different healthcare systems within Oregon, which Francis was a committee member. The committee in one year helped to adapt the KEY Conversations TM Planning Guide to the Advance Directive form for Oregon Health Decisions. He Co-chaired the pilot program for KEY Conversations TM that Oregon Health Decisions initiated for two years at SHS Good Samaritan Regional Medical Center (2010-2012). Francis considers his tutorial instructions as a public educator and not affiliated with the good work that Oregon Health Decisions, Inc. instructs.

Presently, Oregon's Advance Directive Forms and KEY Conversations TM planning guide is used throughout Oregon in general healthcare, mental health agencies and physician clinics. Francis is frequently asked to present educational tutorials to hospital employees, patients-families, and at public gatherings.

2:00 – Break

2:15 – **Jamie Kraft**, Assistant CEO and TeamSteps master trainer) will be speaking about TeamSteps and how it has affected communication and patient care at her facility.

TeamSTEPPS is strategies & Tools to Enhance Performance and Patient Safety. TeamSTEPPS is comprised of four teachable-learnable skills: Leadership, Situation Monitoring, Mutual Support and Communications; the core of the TeamSTEPPS framework. This program was originally developed for the Department of Defense Patient Safety Program in collaboration with the Agency for Healthcare Research and Quality.

After Jamie's presentation you will walk away with some tools to help you in your day to day communications with your staff and coworkers. You will learn about "CUS", which is a way of making people stop and listen to what you are saying. This is a wonderful program and we all should be able to walk away with some very useful skills.

3:45 – Conference Ends