



LEARNING TOGETHER WEBINARS AND COLLABORATIVES 2013/2014

HealthTech Management Services (HTMS) provides webinars as part of its mission to improve healthcare in rural communities. We have traditionally offered one webinar per month. However, based on feedback, we are expanding the number of webinars we offer. Our new offerings will include webinars and best practice discussions across six different tracts: HealthCare Trends & Special Topics, Clinic Management, Clinical Resource Management, Performance Improvement and Patient Safety, Customer Satisfaction, Human Resources and Business Office / Revenue Cycle. We will also offer facilitated collaborative discussion opportunities for professionals responsible for Performance Improvement and Patient Safety and for Managers or Directors of Surgical Services.

Please join us in helping to improve the health of the communities we serve.

HealthCare Trends & Special Topics

Webinars on HealthCare Trends & Special Topics will be offered throughout the year.

Our first special presentation will be provided by Det Norske Veritas (DNV) on November 12 and will describe DNVs approach to accreditation and continuous survey readiness.

DNV provides accreditation for US hospitals integrating ISO 9001 quality compliance with the Medicare Conditions of Participation through their NIAHO[®] accreditation platform.

On March 11, 2014, we will provide our annual OIG work plan update.



Testimonials

"The HTMS webinar series provides a clear and concise review of relevant topics that allows for real time interaction without the cost of travel."
John Gallagher, Chief Executive Officer, Sunnyside Community Hospital

"I'm always interesting in gaining every nugget of new knowledge or a better way to do things without the time and expense of leaving my facility."
Carol Kennedy, RN, MSN, Chief Clinical Officer, Barrett Hospital & HealthCare

"HTMS webinars bring people together to share knowledge and insights about a topic. It allows attendees to ask questions and delve into details not presented in the initial information flow. It can present live demonstrations to show examples of product usage. It can test comprehension and adjust the presentation of information accordingly and build a sense of community and shared experience around a subject."
Diana Rippe, Chief Financial Officer, Tri Valley Health System

Clinic Management

Mike Lieb, Director, Physician Practice Management will facilitate a quarterly series on Clinic Management beginning November 14. This series will provide valuable information for anyone involved with overseeing clinic operations. Mike's first presentation will be on strategies to achieve alignment with employed physicians.

Who should attend? *Clinic managers and others who are responsible for clinic management and/or contracting with physicians.*

Schedule: *Quarterly on the Second Thursday
November 14 — February 13 — May 8 — August 8*

Clinical Resource Management (CRM)

The role of Clinical Resource Management is more critical than ever in managing admissions, length of stay and facilitating care transitions.

This quarterly series will kick off Friday November 1 with a presentation on the new Medicare FY 2014 rules including discussions of the new 2-midnight presumption and the 96-hour length of stay requirements for CAHs.

This series will include a combination of presentations and collaborative discussions of best practices.

Who should attend? *Professionals involved in the CRM functions including case management, utilization review and discharge planning.*

Schedule: *Quarterly on the first Friday
November 1— February 7— May 2 — August 1*

Performance Improvement and Patient Safety

Understanding how to advance from good to best and to keep those entrusted to our care safe from harm is essential in today's healthcare environment. Consumer expectations are changing and reimbursement is increasingly being linked to outcomes.

This bi-monthly series will focus on strategies for improving performance on publically reported measures and reducing harm events. The first webinar will be held on October 21 and will focus on the top ten evidence-based strategies for improving patient safety.

Who should attend? *Quality directors or other professionals who are supporting and/or involved in quality, performance improvement and patient safety efforts.*

Schedule: *Bi-Monthly on the Third Tuesday
October 21 (Monday) — November 19 — January 21 —
March 18 — May 20*

Performance Improvement & Patient Safety Collaborative

Regional Chief Clinical Officers, Diane Bradley and Carolyn St.Charles will host a bi-monthly collaborative starting in December. The collaborative will focus on sharing best practices and answering questions about how to develop and sustain a viable and dynamic Performance Improvement and Patient Safety program.

Who should attend? *Individuals responsible for overseeing or managing Performance Improvement and Patient Safety initiatives.*

Schedule: *Bi-Monthly on the third Tuesday
starting in December
December 17—February 18—April 15—June 17*

Customer Experience

Every facility wants to provide a positive customer experience and do well on HCAHPS. Developing an effective and sustainable program takes organizational commitment. This quarterly series will focus on developing a customer satisfaction culture as well as showcasing and discussing success stories from rural facilities.

The December speaker will be Dorothy Sisneros of the Leebov Golde Group who will discuss strategies for enhancing the employee experience.

Who should attend? Professionals in all disciplines who are engaged in improving customer satisfaction.

Schedule: Quarterly on the first Wednesday
December 4 — March 5 — June 4

Surgical Services Collaborative

Regional Chief Clinical Officers, Diane Bradley and Carolyn St.Charles will host a quarterly discussion for Surgical Services Managers. The collaborative will focus on sharing best-practices.

Who should attend? Surgical Services Managers and Directors.

Schedule: Quarterly on the second Friday starting in
January
January 10—April 11—July 11

Human Resources

We are very excited to offer two webinars for Human Resource professionals this year. The webinars will focus on HR Updates and Best Practices and will be hosted by Marlene Cole of Gallagher Benefit Services.

Who should attend? Human Resource professionals.

Schedule: January 9 and April 10

Revenue Cycle & Business Office

This quarterly series will start November 1 and will be a joint presentation with the CRM series. The speaker will be Paula Digby, principal at AQ Consulting, LLC.

Who should attend? Professionals involved in revenue cycle including business office, health information management and finance.

Schedule: Quarterly
Nov. 1—Feb. Date TBD — May Date TBD



OCTOBER—DECEMBER 2013 CALENDAR

ALL WEBINARS & COLLABORATIVES WILL BE HELD AT 9AM PST—10AM MST—11AM CST—Noon EST

- Webinar Series:** **Performance Improvement and Patient Safety**
October 21
Speaker: Carolyn St.Charles, Regional Clinical Officer, Health Tech Management Services
Top Ten Patient Safety Strategies
- Webinar Series:** **Clinical Resource Management & Revenue Cycle**
November 1:
Speakers: Paula Digby, Principal, ACQ Compliance, LLC
Carolyn St.Charles, Regional Clinical Officer, Health Tech Management Services
CMS 2-Midnight Rule for Inpatient Admissions
- Webinar Series:** **Healthcare Trends and Special Topics**
November 12th:
Speaker: John Webster, Regional Account Specialist, DNV
Special Presentation provided by Det Norske Veritas (DNV)
- Webinar Series:** **Clinic Management**
November 14
Speaker: Mike Lieb, Director Physician Practice Management, HealthTech Management Services
Aligning with Physicians—Strategies for Success
- Webinar Series:** **Performance Improvement and Patient Safety**
November 19
Speaker: Carol Kennedy, RN, MSN
Chief Clinical Officer, Barrett Hospital & HealthCare
Our Journey to Excellence
- Webinar Series:** **Customer Experience**
December 4
Speaker: Dorothy Sisneros, M.S., M.B.A.
Senior Vice President, Client Experience, Leebow Golde Group
Improving the Patient Experience
- Collaborative:** **Performance Improvement and Patient Safety**
December 17
Collaborative Discussion for Performance Improvement and Quality Directors

For more information or questions, please contact:

Carolyn St. Charles, Regional Chief Clinical Officer at:
carolyn.stcharles@ht-llc.com or 360-584-9868

Diane Bradley, Regional Chief Clinical Officer at:
diane.bradley@ht-llc.com or 585-671-2212 (cell)

2013-2014 WEBINAR CALENDAR

ALL WEBINARS & COLLABORATIVES WILL BE HELD AT 9AM PST—10AM MST—11AM CST—Noon EST

	Healthcare Trends & Special Topics	Clinic Management	CRM	PI & Patient Safety Webinars	PI & Patient Safety Collaborative	Customer Experience	Surgical Services Collaborative	HR	Business Office & Revenue Cycle
Oct.				<i>Top Ten Safety Strategies</i> Oct. 21					
Nov.	<i>DNV</i> Nov. 12	<i>Aligning with Employed Physicians</i> Nov. 14	<i>CMS FY 2014 Update</i> Nov. 1	<i>Journey to Excellence</i> Nov. 19					<i>CMS FY 2014 Update</i> Nov. 1
Dec.					Dec. 17	<i>Improving Customer Experience</i> Dec. 4			
2014									
Jan.				Jan. 21			Jan. 10	Jan. 9	
Feb.		Feb. 13	Feb. 7		Feb. 18				Date TBD
Mar.	<i>OIG</i> March 11			March 18		March 5			
Apr.					April 15		April 11	April 10	
May		May 8	May 2	May 20					Date TBD
Jun.					June 17	June 4			
Jul.							July 11		
Aug.		Aug. 8	Aug. 1						
Sep.	Rural Healthcare Summit								

Efficiencies in Operations.

Promote best practices in all efforts.



Key Statistics

- Founded in 1971 by healthcare pioneer, A.E. "Gene" Brim
- HealthTech provides consulting, recruitment and management services to over 50 hospitals nationwide
- Headquartered in Brentwood, Tennessee with a regional office in Madison, Wisconsin

Client Profiles

- Critical Access Hospitals
- Rural, County, Community Hospitals
- Acute, sub-acute hospitals
- Not-for-Profit Systems
- District Hospitals

Mission

To provide effective solutions for the delivery of healthcare

HTMS Company Profile

Overview

HealthTech provides management support and consulting services to community hospitals through either a management services, consulting or recruitment services agreement, bringing fresh practices that create results. With HealthTech's leadership, challenges become opportunities.

Hospital Consulting

- Performance Optimization
- Supply Chain Management & GPO Consulting
- Financial Services
- Productivity & Benchmarking
- Revenue Cycle
- Clinical Operations
- Strategic Planning

Hospital Management Services Agreement

- Organizational Leadership & Services
- Financial Leadership & Services
- Supply Chain & GPO Consulting
- Clinical Services Consulting
- Revenue Cycle Consulting
- Strategic Planning
- Physician & Professional Recruitment
- Human Resources Consulting
- Physician Practice/ Clinic Management Consulting

Recruitment Services

- Executive Placement
- Interim Leadership (CEO, CFO, CNO, BOM)
- Physician Recruitment
- Mid-level Provider Recruitment

HTMSinc.com

