



**Wyoming  
Hospital  
Association**

*LeadingAge*<sup>™</sup>  
Wyoming



**2022  
Wyoming Hospital Association  
&  
LeadingAge Wyoming**

**Annual Meeting**

On behalf of the Wyoming Hospital Association, LeadingAge Wyoming and our collective 63 members, we welcome you to Laramie for this year's Annual Meeting

It is our shared goal to have the Wyoming Hospital Association and LeadingAge Wyoming be the leading source for information, and serve as the voice of healthcare in Wyoming.

This event provides an ideal opportunity to be together and learn from one another. The agenda has been created in such a way to enhance our time, and ensure we are covering topics of critical importance to our work. We thank our board of directors and all of our members who participated in developing this week's sessions. It is our belief this line up of presenters and networking opportunities will energize and motivate, while providing concrete ideas to take back to your facilities and put into motion.

We hope you will take time to visit with our vast array of vendors, without whom this convention would not be possible. If your facility is in need of an improved or new product or service, we believe these vendors will be able to assist, and we are grateful to them for their support. We also hope you will join us Wednesday evening for our awards banquet as we honor individuals and facilities who will be receiving awards for their outstanding performance and delivery of care.

We appreciate your attendance and support. Enjoy your time here in Laramie. We hope you will return home reenergized and inspired with new ideas after participating in our meeting.



**Shane Filipi**  
**LAW**  
**Chairman**



**Eric Boley**  
**WHA/LAW**  
**President**



**Tim Thornell**  
**WHA**  
**Chairman**

### *Staff*

The staff at the Wyoming Hospital Association and LeadingAge Wyoming want to ensure your Convention experience is a positive and productive one. We are available to help with all aspects of your Convention planning and attendance. Please contact us for more information. You can reach us at 307.632.9344.

Eric Boley, President  
Josh Hannes, Vice President  
Barry Burkart, Chief Financial Officer  
Rose Fishback, Executive Assistant

[eric@wyohospitals.com](mailto:eric@wyohospitals.com)  
[josh@wyohospitals.com](mailto:josh@wyohospitals.com)  
[barry@wyohospitals.com](mailto:barry@wyohospitals.com)  
[rose@wyohospitals.com](mailto:rose@wyohospitals.com)

# Accommodations



Hilton Garden Inn Laramie  
2229 Grand Ave  
Laramie, WY 82070

Phone: (307) 745-5500

The Wyoming Hospital Association has booked a block of rooms at the Hilton Garden Inn Laramie. Please note rooms need to be booked by the cutoff date of August 9, 2022 or they'll be released to the general public.

Reserve your room online or call the hotel directly.

**Group Name:** Wyoming Hospital Association  
**Cutoff Date:** August 9, 2022

**Sleeping Room Rate:** \$103.00

## ***Value You Won't Find Anywhere Else!***

*Times are hard, budgets are tight, but your staff still need continuing education to stay current on the latest regulations and trends in the industry. WHA and LAW can help! With more than two days' worth of education right here in Wyoming, your time out of the office is minimal, and staying in-state means reduced travel costs. How about those meal costs once you get there? We've got you covered! With multiple receptions, breaks, and lunch, you are sure to cut your meal costs.*

***The WHA/LAW Convention is simply value you cannot beat!***

***You Can't Afford to Miss These Opportunities!***

# *Wyoming Hospital Association*

## *2022 Board of Directors*



**Tim Thornell**  
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CEO, Cheyenne Regional Medical Center  
Cheyenne, WY



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**Past Chair**  
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Torrington, WY



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**Director**  
CEO, Memorial Hospital of Sweetwater  
County  
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CEO, Memorial Hospital of Carbon  
County  
Rawlins, WY



**Mike Phillips**  
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CEO, Wyoming Behavioral Institute  
Casper, WY



**Irene Richardson**  
**AHA Delegate**  
CEO, Memorial Hospital of Sweetwater County  
Rock Springs, WY

# *LeadingAge Wyoming 2022 Board of Directors*



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Administrator, Platte County Legacy Home  
Wheatland, WY



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**Past Chair**  
Administrator, Rocky Mountain Care  
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Rehabilitation Center  
Gillette, WY



**Brenda Gorm**  
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DON, Amie Holt Care Center  
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**Laura Carpenter**  
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Administrator, Cody Regional  
Health Long Term Care Center  
Cody, WY



**Eric Connell**  
**Director**  
Administrator, New Horizons Care Center  
Lovell, WY



# *Agenda*

*All times are subject to change*

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## **Tuesday, September 6**

12:00 p.m.	WHA Golf Tournament, Jacoby Golf Club, Laramie
4:00 p.m.-6:00 p.m.	Early Registration (In the UW Gateway Center)

## **Wednesday September 7**

7:00 a.m. - 8:15 a.m.	CEO Networking Breakfast
8:15 a.m.- 8:30 a.m.	WHA Annual Membership Meeting
7:00 a.m.—8:30 a.m.	Healthcare Financial Management Association Networking Breakfast (all CFOs welcome)
7:00 a.m.—8:30	LeadingAge Wyoming Breakfast
7:00 a.m. - 8:30a.m.	Breakfast Buffet for Convention Attendees
8:30 a.m.	Welcome
9:00 a.m.—10:00 a.m.	Keynote Presentation—Dr. Thom Mayer “Battling Burnout in Health Care”
10:00 a.m.—11:30 a.m.	Violence in Healthcare—Mike Dunning
11:30 a.m. -1:30 p.m.	Vendor Networking Lunch
1:30 p.m.– 3:30pm.	Drama Free Teams in Healthcare—Dennis McIntee
4:30 p.m. - 6:00 p.m.	Chair’s Reception
6:00 p.m.	Awards Banquet

## **Thursday, September 8**

7:00 a.m. - 8:15 a.m.	LeadingAge Wyoming Networking Breakfast
7:00 a.m.—8:15 a.m.	Breakfast Buffet for Convention Attendees
8:30 a.m.-9:30 a.m.	Cyber Threat Landscape Impacting Health Care—John Riggi
9:30 a.m.-10:30 a.m.	Physicians and the “Great Resignation”: Recruiting and Retaining Doctors in the Era of COVID-19 Kurt Mosely
9:30 a.m.-10:30 a.m.	Wyoming Frontier Information and Wyoming Telehealth—LeadingAge Wyoming
9:30 a.m.-10:30 a.m.	Noridian—HFMA
10:30 a.m.—Noon	Department of Health Licensing/Survey – LeadingAge Wyoming
10:30 a.m.—Noon	Get to Know WHA Resources and Partners - Josh Hannes
Noon—1:30 p.m.	Lunch Buffet—Guest Speaker Rulon Gardner



## **Thom Mayer, MD, FACEP, FAAP, FACHE** **Battling Burnout in Healthcare**

Dr. Mayer is Founder of BestPractices, Inc., the Medical Director for the NFL Players Association, a Medical Director for Studer Group, and Clinical Professor of Emergency Medicine at George Washington University and Senior Lecturing Fellow at Duke University. He was named the 2018 winner of the James D. Mills Outstanding Contribution to Emergency Medicine Award, which is the highest honor of the American College of Emergency Physicians. He was recently nominated to the Pro Football Hall of Fame in Canton, Ohio. USA Today named him one of the “100 Most Important People in the NFL.” Tom Peters, the internationally acclaimed leadership guru, referred to his work as “gaseworthy.”

When asked about these awards, Dr. Mayer simply says, “I have only one talent. I know how to hire people who are not only better than me, but much better than me. They won the awards, not me.”

He is one of the most widely-sought speakers on healthcare patient experience, leadership and management, hardwiring flow, trauma and emergency care, pediatric emergency care, EMS/disaster medicine, and sports medicine. His work in each of these areas has resulted in changing the very fabric of patient care.

On September 11, 2001 Dr. Mayer served as the Command Physicians at the Pentagon Rescue Operation and has served on 3 Defense Science Board Task Forces, advising the Secretary of Defense. He has published over 100 peer-reviewed articles, over 100 book chapters, and has edited or written 20 textbooks, including:

- Leadership for Great Customer Service: Satisfied Employees, Satisfied Patients: 2nd Edition
- Leadership for Smooth Patient Flow
- Hardwiring Flow
- The Patient Flow Advantage
- Strauss and Mayer’s Emergency Department Management.
- Battling Healthcare Burnout

Dr. Mayer was named the ACEP Outstanding Speaker of the Year and has been named ACEP’s “Over-the-Top” award winner 3 times. Leadership for Smooth Patient Flow won the ACHE’s James Hamilton Award for the best healthcare leadership book in 2008. In sports medicine, his work at the forefront of changing concussion diagnosis and management in the NFL has changed the way in which these athletes are diagnosed and treated.

Dr. Mayer was the originator of the entire NFL Concussion Guidelines program, and thus has changed the nature of the game. He gives many examples of his NFL experiences in his talks.



## **Mike Dunning**

### **Violence in Healthcare**

While workplace violence specific to health care settings is not a newly occurring phenomenon, incidents have, unfortunately, become more commonplace in recent years. With health care in the never-fading spotlight throughout the COVID pandemic, workplace violence has also been given public attention as national and statewide leaders seek to create solutions in providing a safe environment for health care workers.

CMS, along with accrediting organizations have issued new requirements that went into effect Jan. 1, 2022, to provide the framework to help prevent violence in hospitals.

This presentation will offer insight into the new standards and will provide an overview of best practices that have resulted in significant reductions in workplace violence. These insights and best practices are applicable to real-life scenarios and will help health care facilities develop programs to increase patient and staff satisfaction, reduce overall violence and subsequent injuries, and create a better patient care environment.

#### **Objectives:**

- Attendees will be able to recognize underlying causes of escalating violence and unsafe environments.
- Attendees will take away implementable strategies and approaches to reduce violence, increase patient and staff satisfaction, and increase safety.



## **Dennis McIntee**

### **Drama Free Teams in Healthcare**

Leading a high-trust, high-performance team that gets results is possible. It's also possible to do it without putting in more hours and working harder. Creating an ownership culture free of drama, victim mentalities, and blame assigning helps leaders leverage their most valuable asset—their team members. This interactive workshop will give you the practical skills you need to eliminate all the excuses not only from your team, but every relationship today.

We teach what we know, but we produce who you are so the best way to coach the drama out of your team is to become a dream coach. Great coaches and leaders are not born; they are developed. That's good news. It means we can learn the tools we can use to draw out the best in our people. You can learn these secrets too, and it's not as hard as you think.

#### **Learning Objectives**

- Discover the two trust-building skills necessary to create buy-in with your team
- Understand how to remove emotion from situations to facilitate change
- Master the art of coaching through the GPS Methodology™
- Develop the two skills for giving effective feedback that won't leave your employees feeling defensive
- Learn the coaching questions that are guaranteed to create ownership within your team and the one question to never ask
- Increase your ability to discern motives so you can skip the drama and get to the heart of issues faster
- Develop two core competencies guaranteed to help you build trust with anyone



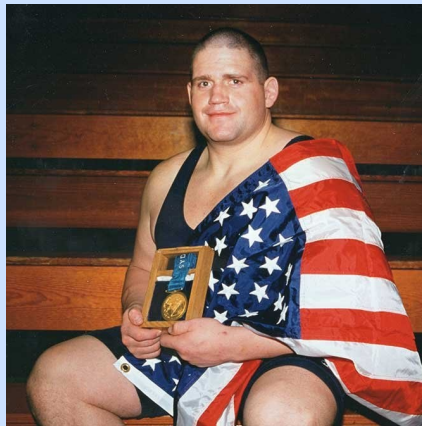


## **John Riggi** **AHA's Senior Adviser for Cybersecurity and Risk**

Hackers are after hospitals' and health systems' information security systems and data like never before. And John Riggi, AHA's senior adviser for cybersecurity and risk, is here to help protect them. Riggi joined the American Hospital Association after a stint as a cybersecurity consultant and nearly three decades at the FBI. He's conducted educational seminars, traveled to various hospitals and health systems to help health care leaders safeguard their protocols, and testified on Capitol Hill to remind Congress about how dedicated the field is to maintaining the latest security protocols.

John Riggi, having spent nearly 30 years as a highly decorated veteran of the FBI, serves as the first senior adviser for cybersecurity and risk for the American Hospital Association and their 5000+ member hospitals. John leverages his distinctive experience at the FBI and CIA in the investigation and disruption of cyber threats, international organized crime and terrorist organizations to assist on policy and advocacy issues and provide trusted advisory services for the nations' hospitals and health systems. His trusted access to hospital leadership and government agencies enhances John's national perspective and ability to provide uniquely informed risk advisory services. John's unique national perspective is further informed by his direct role in assisting ransomware victim hospitals and health systems during and post attack.

He also served on the NY FBI SWAT Team for eight years. John 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 award in this category. John presents extensively on cybersecurity and risk topics and is frequently interviewed by the media.



## **RULON GARDNER** *Miracle on the Mat*

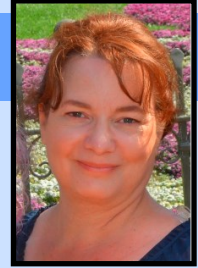
Rulon Gardner hooks his entire audience from the moment he starts speaking. Highly likable and down-to-earth, he shares fascinating stories about his childhood as an underdog; the extreme training sessions he underwent throughout his wrestling career; his historic Olympic match against Aleksander Karelin; and his incredible survival of two near-death experiences.

Rulon Gardner speaks on turning negative moments into character-building experiences. As a child, he did not have the easiest life. The family barn burnt down leaving him to milk the cows in below-freezing weather; he was often made fun of at school for his learning disability, and his teachers dissuaded him from going to college because they were sure he would fail.

Rulon breaks down the values that have kept him going through the best of times and the worst of times – basic principles that anyone can apply to their lives. Throughout his life, he had a caring family that instilled him with a high work ethic and impressive resilience. “I have a very strong core, a strong subconscious,” he explains. This enabled him “to focus and continue to push every day, not just in wrestling, but in life.”



**Laura Hudspeth /Pat Davis /Julia Van Dyke**  
**Wyoming Department of Health**



Healthcare Licensing and Surveys will discuss survey trends, Informal Dispute Resolution data, current CMS and CDC COVID-19 guidelines, and design/construction related guidance.

**Jan Ervin**  
**Provider Outreach & Education Representative**  
**Noridian**

Jan is a Provider Outreach and Education Representative at Noridian Healthcare Solutions LLC. Jan provides outreach and education to all Noridian States concentrating her attention on Part A. Primary responsibilities include offering educational instructions and direction to the Medicare community. Prior to joining Noridian, Jan worked at another Medicare Administrative Contractor, Wisconsin Physician Service, and brings over 13 years of Medicare understanding with her, all but one year was devoted to outreach and education. Jan serves on several CMS committees and advisory groups.



**Physicians and the “Great Resignation”**  
**Recruiting and Retaining Doctors in the Era of COVID-19**  
**Kurt Mosely**

The COVID-19 pandemic has profoundly altered the way many Americans view their jobs and their futures. Millions of Americans have chosen to leave their current employers in the pursuit of different paths – a trend known as the “Great Resignation.”

Physicians are no exception. Even prior to the pandemic, many physicians were experiencing burnout and reassessing their careers. The pandemic has only added accelerant to this trend. In a recent survey conducted by Merritt Hawkins on behalf of The Physicians Foundation, 39% of physician said they would like to retire as a result of COVID-19. How should hospitals, medical groups and other healthcare organizations respond to the current malaise affecting many of their key care providers? What can they do to ensure the effective recruitment and retention of physicians in today’s uniquely challenging market?

These questions are addressed in Physicians and the “Great Resignation,” a presentation of the nation’s leading physician search and consulting firm.

This timely and thought-provoking program traces the causes and consequences of physician dissatisfaction and examines how COVID-19 is contributing to the longstanding problems of low physician morale and high physician turnover. It places this trend in the context of a growing physician shortage that is compromising access to care in many parts of the nation.

It then focuses on best practices for recruiting and retaining physicians, using real world examples and data regarding the latest physician salary, signing bonus and other incentives health facilities are using to attract physicians. It also illustrates how the healthcare facilities can structure practice opportunities to both recruit and retain today’s physicians.

An engaging and instructive look at physician recruiting and retention during a unique time, Physicians and the Great Resignation is a presentation likely to interest hospital CEOs, CFOs, medical directors, urgent care administrators, physicians, recruiters, medical liaison officers, trustees, and anyone else who follows today’s evolving healthcare trends.

Physicians and the “Great Resignation” is presented by Kurt Mosley, Vice President of Strategic Alliances for Merritt Hawkins and its parent company, AMN Healthcare. Mr. Mosley has over 30 years of healthcare staffing and consulting experience and addresses dozens of healthcare professional organizations each year. Cited by U.S. News & World Report, USA Today, Modern Healthcare and many other publications, Mr. Mosley is nationally recognized for his healthcare staffing expertise and is a member of the globally recognized Executive Speakers Bureau.

**Registration Form**  
**Wyoming Hospital Association/LeadingAge Wyoming**  
**Annual Meeting & Convention**  
**September 7—September 8, 2022**

Participant Information

Name: \_\_\_\_\_ Nickname for Badge: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Title: \_\_\_\_\_ Institution: \_\_\_\_\_

Email Address \_\_\_\_\_

**Registration deadline is August 15, 2022**

Registration—\$250.00

Wyoming Hospital Association \_\_\_\_\_

LeadingAge Wyoming Registration \_\_\_\_\_

Registration—\$375.00

Non-Member \_\_\_\_\_

**Participants will receive a collectible preprinted name badge their registration.**  
**You must register by August 16 to receive the preprinted name badge**

Registration fees include: Exhibitor Strolling Lunch; Chairman's Reception; Awards Banquet, Breakfast on Thursday morning; Two (2) breaks on Thursday; Thursday Lunch and Educational meeting materials

There is no additional fee to attend these events, but you must state if you will be attending the following activities:

\_\_\_\_\_ Awards Banquet on Wednesday evening \_\_\_\_\_ Lunch on Thursday

Member registration is available only to those persons employed by an institution that is a member of the Wyoming Hospital Association.

**\*\*Cancellation Policy:** Registration fees are non-refundable unless WHA receives notice of cancellation by August 15, 2022. This applies to telephone/FAX registrations as well. You will be billed whether or not you attend the program. If after registering for the meeting, you find yourself unable to attend, you may send a person in your place provided they are employed by the same institution as you.

Please make checks payable to: Wyoming Hospital Association, 2005 Warren Avenue, Cheyenne, WY 82001

Please Note: If you pay by credit card and request a refund, the fees associated with the transaction will be credited from your payment.

**15<sup>th</sup> Annual  
Wyoming Hospital Association Golf Tournament  
Jacoby Golf Club  
September 6, 2022  
1 p.m. Start**

**Lunch provided beginning at 11:30 a.m.  
Awards Banquet immediately following**



Format: 4-person team at a cost of \$125 per player, or \$500 per team.

We are looking for sponsors for this event as well as contributions for hole prizes. If you have any questions regarding sponsorship, contributing hole prizes, or signing up for the event, please contact Rose Fishback at 307-632-9344.

Fee includes: 18-hole green fee, golf cart, prizes and dinner following play.

Hole Sponsor—\$200

Prize Donation (please specify) \_\_\_\_\_

Participants—Please print names—\$125/person or \$500/team

Name:	Handicap or Approximate 18-hole score
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Company Name: \_\_\_\_\_

Contact Name and Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_