Today's Challenges, Tomorrow's Opportunities

A Future Leader's Guide to Wisconsin Health Care

The first in a series of leadership development programs sponsored by WHA and the Wisconsin Forum for Healthcare Strategy

Wednesday, November 5, 2014
Glacier Canyon Lodge at The Wilderness Resort, Wisconsin Dells

Program Description

Wisconsin is home to some of the most notable health care leaders in the country. The Wisconsin Hospital Association is committed to continuing this tradition by helping foster the next generation of leaders, the “rising stars” in health care.

WHA and the Wisconsin Forum for Healthcare Strategy have partnered to bring one of Modern Healthcare’s 100 Most Powerful People, Jamie Orlikoff, to Wisconsin. In a one-day event focused on the role the next generation of health care leaders will play in effectively addressing the current health care trends, Orlikoff will outline strategies that will ensure Wisconsin continues to be a “leader” state. Orlikoff will describe the forces that are driving revolutionary change in health care, provide examples of the impact these trends are now having on hospitals and physicians, and strategic approaches to effective and transformative leadership.

The day will also include a moderated panel discussion that features three of Wisconsin’s health care leaders. The panelists will share their experiences in addressing challenges they have faced during their career, discuss how they have prepared their organizations to be ahead of the curve, and describe how they are responding to the fast-changing environment.

Who Should Attend

Executive and mid-level leaders, directors and managers who are the next generation of administrative leaders in Wisconsin hospitals and health systems, including:

- Strategy & Planning leaders/managers
- Business and/or Strategic Development leaders
- Chief Innovation Officers
- Senior Marketing professionals
- Senior Communications professionals
- Senior Public Relations professionals
- Senior Human Resources professionals
- Chief Administrative Officers
- Chief Financial Officers
- Assistant Administrators
- Chief Nursing Officers
- Directors of Nursing and Charge Nurses
- Chief Operating Officers / VP of Operations
- Quality Managers
- Risk Managers
- Service Line managers
- Hospital lobbyists
Today’s Challenges, Tomorrow’s Opportunities
*A Future Leader’s Guide to Wisconsin Health Care*

9:00 am **The State of Wisconsin Health Care**
*Eric Borgerding, Executive Vice President, Wisconsin Hospital Association*

9:30 am **Seeing Beyond Reform: A Future Leader’s Guide to the Emerging New Normal in Health Care**
*James E. Orlikoff, President, Orlikoff & Associates, Inc., and Senior Consultant, Center for Healthcare Governance, Chicago, IL*

The new normal of health care is here. Turmoil is everywhere with depressed hospital volumes, declining physician reimbursement, increasing mergers and affiliations, fiscal cliffs, hospital layoffs and much more. The challenges, risks and tasks facing health care leaders are monumental and difficult to overstate.

To survive in this environment, current leaders and future leaders must first recognize that the changes confronting health care are transformational and are NOT simply transactional. This means that leaders must drive their organizations to become something different, as opposed to simply doing old things better or incrementally different.

To do this, leaders must work on the system as opposed to only working in the system; and they must work on themselves to leverage best practice leadership at all levels. As a future health care leader, now is the time to pay attention to your organization’s leaders and observe how they employ best practice leadership.

This presentation will outline the forces driving revolutionary change, the impact these trends are having on hospitals and physicians, challenges leaders and future leaders face in confronting them, and suggest approaches to effective, transformative leadership to insure organizational survival.

12:00 pm **Networking Luncheon**

1:00 pm **Staying Ahead of the Curve: Successfully Navigating a Path Forward**
Moderator: *Jamie Orlikoff*
Panelists:
Nicole Clapp, RN, MSN, FACHE, President/CEO, Grant Regional Health Center, Lancaster
Daniel E. Neufelder, FACHE, Senior Vice President and Chief Operating Officer, Ministry Health Care
Michael Wallace, MHA, FACHE, President and CEO, Fort HealthCare, Fort Atkinson

Moderated by Jamie Orlikoff, this panel discussion will include three Wisconsin health leaders sharing the challenges they’ve faced during their careers, discuss how they have prepared their organizations to be ahead of the curve, and how they each are responding to the fast-changing environment.

2:30 pm **Preparing Yourself to be a Next Generation Health Care Leader**
*Jamie Orlikoff*

A discussion of the role the next generation of health care leaders play in effectively addressing the current health care trends, and strategies they can enlist to position themselves for the new environment.

3:30 pm Adjourn
James E. Orlikoff

James (Jamie) Orlikoff is the president of Orlikoff & Associates, Inc., an international consulting firm specializing in health care governance and leadership, quality, safety, strategy and organizational development. He is the national advisor on governance and leadership to the American Hospital Association and Health Forum, and is the senior consultant to the Center for Healthcare Governance. He was named one of the 100 most powerful people in health care in the inaugural list by Modern Healthcare magazine.

Orlikoff has been involved in leadership, quality and strategy issues for over 30 years. He has consulted with hospitals and health systems in 11 countries, and since 1985 has worked with hospital and system governing boards to strengthen their overall effectiveness and their oversight of quality, safety and strategy. He has worked extensively on improving the relationship between boards, medical staffs and management. He has served on hospital, college and civic boards, and is currently a member of the Virginia Mason Health System Board in Seattle, Washington, and is chair of their governance committee.

Orlikoff has written 15 books and over 100 articles during his career. He is the author of the book “Board Work: Governing Health Care Organizations,” which won the ACHE James A. Hamilton Book of the Year award for 2000. He is the primary author of “The Future of Health Care Governance: Redesigning Boards for New Era;” and the primary author of the best-selling book “The Board’s Role in Quality Care: A Practical Guide for Hospital Trustees.” He is also the author of “Quality From the Top: Working With Hospital Governing Boards to Assure Quality Care.”

Orlikoff received his Bachelor of Arts degree from Pitzer College in Claremont, California, and his Master of Arts degree in social and organizational psychology from the University of Chicago.

Register online today at:
http://events.SignUp4.net/14TCTO-1105
Nicole Clapp, RN, MSN, FACHE

Nicole Clapp is the President and CEO of Grant Regional Health Center in Lancaster. She is board certified in health care management, is a Fellow of the American College of Healthcare Executives (ACHE), and was named the ACHE Wisconsin Chapter’s Young Healthcare Executive of the Year in 2004. Clapp originally joined Grant Regional Health Center in 1996, where she previously held the positions of quality improvement coordinator and, more recently, vice president of professional services from 1998 until her promotion to CEO in April 2006. She also worked for HealthTech Management Services (formerly Brim Healthcare) during that time period as a senior professional service consultant, traveling to affiliated hospitals around the United States focusing on productivity management, clinical resource utilization, survey preparation, delivering presentations, and in the role as an interim CEO.

Clapp has led Grant Regional’s collaborative effort to create service excellence by working with the Disney Institute in Orlando, Florida since 2002. She was instrumental in Grant Regional being recognized as a Solucient’s Top 100 Performance Improvement Leader Hospital in 2004. Under her leadership, Grant Regional obtained the Wisconsin Forward Award in 2010 and 2011. In 2014, Grant Regional was recognized as an iVantage Top 100 Hospital along with Becker’s 100 Great Hospitals. Also, in 2014, Clapp was recognized as a Becker’s 50 Rural Hospital CEOs to Know.

Clapp serves as board member for the Wisconsin Hospital Association and the Rural Wisconsin Health Cooperative. She chairs WHA’s Workforce Development Council. Clapp is also a volunteer for the Lancaster Lion’s Club, Lancaster Chamber of Commerce, the Lancaster PEO Chapter X, and the National American Legion Auxiliary. She is a graduate of the University of Iowa, where she received her Bachelor of Science degree in nursing, as well as her Master of Science degree in nursing administration.

Daniel E. Neufelder, FACHE

Dan Neufelder is the senior vice president and chief operating officer for Ministry Health Care. Neufelder joined Ministry Health Care in 2006 as the president and chief executive officer for the Affinity Health System. He was promoted to senior vice president of hospital operations of Ministry Health Care in 2012, and to his current position in 2013. Prior to Ministry, he served in executive positions with the Memorial Health System in South Bend, Indiana; the Community Health Network of Indianapolis, Indiana; and the St. Vincent Health System in Indianapolis. He began his career as a health care management consultant and auditor with Ernst & Young.

Neufelder has been active in professional organizations and has served in leadership capacities with the American College of Healthcare Executives and the Healthcare Financial Management Association. He currently serves as Immediate Past Chairman of the Wisconsin Hospital Association board of directors, and is on the board of directors for Secura Insurance.

He is the recipient of the Wisconsin 2012 Senior Healthcare Executive of the Year Award from the American College of Healthcare Executives (ACHE) and of the 1997 Young Healthcare Executive of the Year Award for Northern Indiana from ACHE. He is a Fellow of the American College of Healthcare Executives and a Certified Public Accountant. Neufelder holds a bachelor’s degree from the University of Southern Indiana and his master’s degree from the University of Indianapolis.

Michael Wallace, MHA, FACHE

Mike Wallace joined Fort HealthCare as president and chief executive officer in June 2006. Wallace came to Fort HealthCare from Trinity Regional Health System, located in Rock Island, Illinois and Bettendorf, Iowa. Previously, he was the chief executive officer at Lucas County Hospital in Chariton, Iowa. He also held similar positions while employed with HealthSouth Corporation, serving as chief executive officer of two hospitals in Phoenix, Arizona.

Wallace was recently appointed to the Wisconsin Public Health Council. He serves as a board member for the Wisconsin Hospital Association, Rural Wisconsin Health Cooperative, and is a member of the Johnson Bank Advisory Board. He is also a member of the Fort Atkinson Rotary Club.

Wallace has achieved Fellow status with the American College of Healthcare Executives (ACHE) and is Board certified in health care management. He is a two-time winner of the ACHE Regents Award-Early Career Healthcare Executive, and is a past winner of the Iowa Hospital Association Young Executive Achievement Award. Wallace is a graduate of the University of Pittsburgh, where he received a Master of Health Administration degree. He received his bachelor’s degree from DePauw University in Greencastle, Indiana.
Program Registration

Registration Fee: $225 per person $150.00 per person

The discounted registration fee for this event is possible through the generous support of the Wisconsin Forum for Healthcare Strategy.

All registrations can be made online at http://events.SignUp4.net/14TCTO-1105

After you have registered online, you will receive a receipt, which you can print out and use to submit to your organization for payment or reimbursement.

Payment Information:
- Credit Card: Payment accepted online via credit card - Visa or MasterCard only
- Check: Payment is accepted via check payable to “Wisconsin Hospital Association.” Print the registration confirmation you receive via email and mail it, along with your payment check, to:

  Wisconsin Hospital Association, Attn: 14TCTO
  P.O. Box 259038, Madison, WI 53725-9038

Conference Cancellation Policy: Cancellations received in writing up to five business days prior to an event will be given a full refund less a $50 processing fee. No refunds will be given for cancellations received less than five business days prior and day-of-program no-shows. Substitutions are accepted. Please note that hotel reservation cancellations must be made directly with the conference hotel.

Special Needs: In accordance with the Americans with Disabilities Act, the Wisconsin Hospital Association seeks to make this conference accessible to all. If you require any special accommodations or have any dietary restrictions, please email your needs to Jenna Hanson at jenna.hanson@wha.org or call 608-274-1820 at least five business days prior to the event.

Questions: For questions about registration, contact Jenna Hanson at 608-274-1820 or jenna.hanson@wha.org.

Program Information

Hotel Accommodations:
Glacier Canyon Lodge at The Wilderness Resort
45 Hillman Road, Wisconsin Dells, WI 53965
Phone: 1-800-867-9453

Hotel Reservation Cut-off Date: October 14, 2014

A block of rooms has been reserved for the evening of Tuesday, November 4, at Glacier Canyon Lodge at The Wilderness Resort. To make a reservation, call 1-800-867-9453 by October 14, 2014. When making a reservation, request a room in the WHA group block #469704 at Glacier Canyon Lodge. Rate is $99.99 per night, plus tax and a $12.95 nightly resort fee for a single room with two queen beds. Rooms at the group rate are limited and available on a first-come basis.

The hotel’s deposit and cancellation policy for room reservations is as follows:
- Deposit policy for individual reservations: One night (plus tax) at the time the reservation is made.
- Hotel reservation cancellations made 72 hours prior to the reservation date will be charged a $20 cancellation fee. Reservations cancelled less than 72-hours prior forfeit entire room rate.
- Hotel cancellations must be made DIRECTLY with the hotel.

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