



Breaking Barriers: Advocating for Everyone

2017 OSHCA Fall Conference

Thursday, September 28th - Friday, September 29th

Nationwide Hotel & Conference Center
100 Green Meadows Drive South, Lewis Center, Ohio
(440) 327-1220 (Hotel Reservations)

Overall Goal & Objective: To provide education, resources and support to Patient Advocates, Healthcare Providers, Patient Experience professionals and others that will enhance their careers. To improve our ability as advocates to interact with and support patients and families from a wide variety of cultures, generations, socio-economic statuses and familial structures. Empowering attendees to undertake difficult conversations with confidence, gain support from management, recognize and protect ourselves from compassion fatigue and staying current with grievance management criteria.

Thursday, September 28, 2017

8:00 - 9:00am Registration / Breakfast

9:00 – 10:00am ***Welcome / Introduction of Vendors***
Stephanie Lewis, OSHCA President
Michele Straight, OSHCA President-Elect
Ice Breaker – Recognition of New Members
Vendors' Pitch (5 minutes each)
Break

- 10:00- 11:00am ***Understanding Generational Differences***
Toya Gorley, MBA Strategic Advisor
NRC Health
- 11:00 - Noon ***Making it Safe to Talk About Almost Anything (Part 1)***
Karen Henry, RCC, Deployment Leader Organizational Effectiveness/Transformation
Akron Children's Hospital
- 12:15 - 1:00pm ***Lunch - Vendors, Silent Auction, Resource Table***
- 1:00 - 1:30pm ***Part 2: Making it Safe to Talk About Almost Anything (Recap / Part 2)***
Karen Henry, RCC, Deployment Leader Organizational Effectiveness/Transformation
Akron Children's Hospital
- 1:30 - 3:00 pm ***Bridges Out of Poverty***
Adrienne Bradley, MSOD, Dir. Financial Empowerment
Summit County United Way
- 3:00 - 3:15pm ***Break***
- 3:15 - 5:00pm
KEYNOTE ***Staff Burnout and Compassion Fatigue***
Sandy Johnson, RN, MA, Dir. Organizational Culture
Kettering Health Network
- 5:00pm ***Evaluations, Vendors, Silent Auction, Check into Hotel***
- 5:30pm ***Dinner with OSHCA (If you RSVP) or Dinner on your own!***

Friday, September 29, 2017

- 7:30 - 8:00am Registration / Breakfast
- 8:00 – 8:45am ***OSHCA Annual Membership Meeting***
Introduction of new board members
- 8:45 – 9:30am ***Data and Benchmarking Work Group Report***
Stefan Agamanolis, PhD., Senior Director Patient Experience
Akron Children's Hospital
Dawn Nebrig, MSW, LISW Director, Family Relations Cincinnati Children's
- 9:30 – 9:45am ***Break***

Note: Check-Out 11:00am
- 9:45 – Noon
KEYNOTE ***The Reality of Patient Grievances***
Brenda Radford, BS
Duke University
- 12:00 - 1:00pm **Lunch - Vendors, Silent Auction and Resource Table (silent auction closes at 1:00)**
- 1:00 - 2:15pm ***Drug Abuse***
Geneva Sanford, MSW, LSW, LICDC-CS
Substance Abuse Coordinator, Trauma Services
Grant Medical Center
- 2:15 - 3:15pm ***Creating a Culture of Compassion through Personal Accountability***
Carol Santalucia, Dir. Service Excellence & Culture
Cleveland Clinic
- 3:15 - 3:30pm ***Evaluations & Wrap Up***
Silent Auction Winners – Cash, Check, Credit Card & Carry
- 3:30pm ***Drive Carefully!***

Continuing Education Credit

Please check back regarding Continuing Education Credits for the Fall 2017 Conference

Registration

2-Day Program – OSHCA Members	\$280.00
2-Day Program – Non-Members	\$380.00 <i>(includes OSHCA membership dues for 2018)</i>
2-Day Program – Non-Members	\$280.00 (plus \$500 for corporate membership*)
1-Day Program – OSHCA Members	\$210.00
1-Day Program – Non-Members	\$270.00

This fee covers all handout materials, beverages, breaks, scheduled meal functions and administrative costs. Full fee payment must accompany registration. You may pay by check via mail or credit card online. Online payments must also include the registration form either by mail or email. Credit card payments can be made online at <https://squareup.com/market/oshca>.

Tip: Current members: Pay for next year's dues by choosing the non-member rate for the conference.

To register by mail, please complete the registration form and make checks payable and send registration form to: OSHCA | PO Box 475 | Elyria, Ohio 44036-0475

***Corporate Membership**

Corporate Memberships allow multiple members within one organization. We are happy to be able to make this option available for larger organizations in order to broaden both our appeal and our membership.

The cost is \$500 annually for up to ten (10) members from your organization. The membership is non-transferable and non-refundable if staff changes. A Corporate Contact list must be filled out and turned in with your dues, including a lead contact person. You may add up to a maximum of ten (10) total members during the year of membership if necessary.

Cancellations

A refund of registration fees will be made to those registrants notifying OSHCA (in writing) of cancellation fourteen (14) calendar days prior to program date. A \$40 processing fee will be assessed against each refund. No refunds will be made after that date.

Overnight Accommodations

We work with Touched by Travel travel agency to assist members in booking hotel rooms. Conference participants (and vendors) can call (440) 327-1220 or email touched2@windstream.net to book a room.

Rooms have been blocked for the nights of Wednesday, September 27th - Thursday, September 28th. We are guaranteed all of our conference attendees will receive the lowest rate in the house pending it is in our block of rooms. Once the blocked rooms are filled, attendees will likely have to pay the current rate so it is important to book early! Individuals are responsible for making their own overnight reservations. Rooms can be previewed by going to <http://www.nwhotelandconferencecenter.com/hotel/guest-rooms>.

When making your reservation with Touched by Travel, please identify yourself as attending this OSHCA conference. The room block will be held until Monday, September 4, 2017.

Registration: 2017 OSHCA Fall Conference

(Please Print or Type)



Name: _____

(Please include Mr., Mrs., Dr., Sister, etc.)

Position /Title _____

Certifications: _____

Organization: _____

Business Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ County: _____

Email Address: _____

Please select one:

_____ **2-Day Program-OSHCA Members \$280.00**
_____ Attend Dinner with OSHCA (cost included) _____ Dinner on my own

_____ **2-Day Program-Non-Members \$380.00***
_____ Attend Dinner with OSHCA (cost included) _____ Dinner on my own

_____ **2-Day Program-Non Members \$280.00 (plus \$500 for Corporate Membership)****

_____ **1-Day Program-OSHCA Members \$210.00**
Please indicate which day you will attend: _____ Day 1 _____ Day 2

_____ **1-Day Program-Non-Members \$270.00**
Please indicate which day you will attend: _____ Day 1 _____ Day 2

*Two-day registration fee for non-members includes the OSHCA membership dues for 2018.

** See agenda for additional details regarding Corporate Membership. All completed membership and/or conference registration forms must be submitted along with the corporate contact list.

A refund of registration fees will be made to those registrants notifying OSHCA (in writing) of cancellation fourteen (14) calendar days prior to program date. A \$40 processing fee will be assessed against each refund. No refunds will be made after that date.

Your Signature _____ Date _____

Please make checks payable to OSHCA. Tax ID #: 45-3815845

Mail registration form and payment to: OSHCA | PO Box 475 | Elyria, Ohio 44036-0475

Or make credit card payments online at <https://squareup.com/market/oshca>. If paying by credit card, please also submit this registration form via email to ohioshca@gmail.com.