



Building Resilience

2017 Summer Forum

**June 21-23, 2017
Samoset Resort**

Jointly provided by



Wednesday, June 21, 2017

12:30 p.m. - 2:30 p.m.

Associated Health Resources Board Meeting & Luncheon
Schooner Room

2:30 p.m. - 4:30 p.m.

Critical Access Hospital Meeting
Penobscot Bay Room

4:00 p.m. - 6:30 p.m.

Registration
Hotel Lobby

Opening Banquet

(business attire)

6:00 p.m. - 7:00 p.m.

Chairman's Reception

Outdoor Pool Area (weather permitting)

Honoring outgoing MHA Chair Chuck Hays, President and CEO, MaineGeneral Medical Center

7:00 p.m. - 9:00 p.m.

Dinner & Annual Meeting

Rockland/Rockport Rooms

Featuring the inauguration of **Peter Sirois**, CEO, Northern Maine Medical Center, as Chair of the 2017-2018 MHA Board of Directors and recognition of outgoing MHA board members.

2017 Caregiver of the Year Award

Please join us as we celebrate this year's recipient of the MHA Caregiver of the Year Award, given to a caregiver who demonstrates extraordinary commitment to patients and their families.

9:00 p.m.

Join us in the Samoset's lounge for networking with your peers following the banquet!
Enoteca Lounge

2017
Caregiver of the
Year Award



Thursday, June 22, 2017

7:00 a.m. - 8:00 a.m.

Breakfast Buffet

LaBella Vita Restaurant

7:00 a.m. - 8:00 a.m.

ACHE Members Breakfast Meeting

Sponsored by ACHE and its local chapter, The Northern New England Association of Health Care Executives

Penobscot Bay Room

Kris Doody, CEO, Cary Medical Center

Michelle Hood, President and CEO, Eastern Maine Healthcare Systems

Kris Doody and Michelle Hood will discuss their role on the American Hospital Association (AHA) Board during an era of healthcare reform.

Attendees will earn 1 hour of qualified education credit for attendance.

8:00 a.m. - 8:15 a.m.

Welcome/Opening Remarks

Rockland/Rockport Rooms

Peter Sirois, Chair, Maine Hospital Association and CEO, Northern Maine Medical Center

8:15 a.m. - 9:45 a.m.

Thriving vs. Surviving: Enhancing Caregiver Resilience

J. Bryan Sexton, PhD, Associate Professor and Director of Patient Safety Research and Training at Duke University Health System

Stressed? Anticipating even more work demands on your attention, time and energy? The growing consensus in peer-reviewed literature is that burnout levels in healthcare workers are reaching a breaking point. Against the backdrop of health reform and economic uncertainty, resilience is even further compromised. Before busy and often overwhelmed caregivers can care about

Thank you to our
brochure sponsor!



Thursday, June 22, 2017 (con't.)

quality, they need to care about their work; and before they can care about their work, they need to take better care of themselves. During our opening session, Dr. Bryan Sexton, one of the country's foremost experts on caregiver burnout and resilience, will review the prevalence and severity of burnout, describe approaches to fatigue management, and provide tools and tactics to enhance resilience.

9:45 a.m. - 10:00 a.m.

Refreshment Break

10:00 a.m. - 11:00 a.m.

Advocating for the Patient: Using My Story to Improve Patient Safety

Regina Holliday, author, artist, speaker, patient advocate and founder of the Walking Gallery

Regina Holliday, a Maryland-based patient advocate and artist known for painting a series of murals depicting the need for clarity and transparency in medical records, will share her experience caring for her husband Fred and his struggle to get appropriate care during a battle with cancer. Fred ultimately lost his life to cancer but never lost hope that patients and caregivers can help make the system better for other families. Backed by her own patient and caregiver experiences, Regina will address ways of improving the quality of healthcare delivery, as well as ways to enhance patient safety.

11:00 a.m. - 12:00 p.m.

Train as You Fight, Fight as You Train and Lead by Example

Keni Thomas, former United States Army Ranger, author and country music artist

As a former United States Army Ranger who served in the now famed "Blackhawk Down" mission, Keni Thomas will share his story of courage and leadership from the battlefield and beyond. His firsthand account of how extraordinary soldiers fought to bring each other home in the worst urban combat episode the United States has seen since World War II, illustrates the power of leading by example at all levels, regardless of rank or station. A powerful speaker, Keni captivates audiences as he tells his incredible story. Drawing from his experiences on the battlefield, Keni inspires people to achieve greatness by stressing the importance of outstanding leadership at every level, even if the only person you are leading is yourself. His message of "Train as You Fight, Fight as You Train and Lead by Example" epitomizes the Ranger motto "Rangers Lead the Way!" Keni sums it up like this, "Leadership has never been about the rank or the position you hold. It's about the example you set. There are people to your left and to your right who are counting on you and it's up to you to deliver. But you will only be as good as you prepared yourself to be."

12:00 p.m. - 1:30 p.m.

Twenty-Seventh Annual Allied Professional Societies Recognition Luncheon

Bay Point Ballroom

A special luncheon recognizing healthcare professionals who have made significant contributions to their hospitals and societies.

All conference attendees are welcome and encouraged to attend.

12:00 p.m. - 1:30 p.m.

CMO Luncheon Discussion:

A conversation with Bryan Sexton, PhD on caregiver burnout and resilience

LaBella Vita Restaurant - Breakout Room #2

At your leisure...

1:00 p.m.

Golf Challenge ~ 18 hole scramble (shotgun start)

Samoset Clubhouse

The tournament will feature an 18-hole scramble with a shotgun start. Foursomes may be formed up until the start of the program Thursday morning. Final foursomes will be displayed at the MHA registration table during the morning break.

1:30 p.m.

Allied Association Business Meetings

Life doesn't get
easier or more
forgiving, we get
stronger and more
resilient.
—Steve Maraboli

Thursday, June 22, 2017 (con't.)

1:30 p.m. - 6:30 p.m.

Free Time

Enjoy all the Samoset has to offer, including their outdoor pool area!
(please see **Recreation & Activities** page for more information)

6:30 p.m. - 7:30 p.m.

Reception

Outdoor Pool Area (weather permitting)

7:30 p.m. - 8:30 p.m.

Dinner Banquet

Rockland/Rockport Rooms

8:30 p.m. - 9:30 p.m.

Entertainment

Rockland/Rockport Rooms

THE PASSING ZONE

The Passing Zone is one of the most inventive, successful, and funny comedy/juggling duos working today. Since they teamed up in 1986, Jon Wee and Owen Morse have garnered more awards, accolades and experience than most performers achieve in a lifetime, including 18 gold medals from the International Jugglers' Association and five Guinness World Records.

In 2006, they were finalists on Season 1 of NBC's *America's Got Talent* where despite finishing as "the highest-rated comedy act," ultimately "lost one million dollars to an 11 year-old." They appeared again during the 11th season (2015-16) where they made it to the semi-finals.

They have opened for comedians Jay Leno, George Carlin, Bob Newhart, Bob Hope and Penn & Teller, and have made multiple television appearances, including regular returns to NBC's *Today Show*.

So prepare to be amazed as you get to know Jon and Owen and the things they do. It's not magic. It's juggling. But you won't believe your eyes!



Friday, June 23, 2017

7:00 a.m. - 8:30 a.m.

AHAPAC Appreciation Breakfast *By Invitation Only*

Featuring political analyst **Amy Walter** discussing the current political environment and the insights hospital leaders should gain going into the 2018 elections.



Over the past 14 years, Amy Walter has built a reputation as an accurate, objective and insightful political analyst with unparalleled access to campaign insiders and decision-makers. Known as one of the best political journalists covering Washington, she is the national editor of the Cook Political Report and the former political director of ABC News. She is a regular panelist on NBC's Meet the Press, PBS' Washington Week, and Fox News' Special Report with Bret Baier. She can also be seen on Face the Nation and Fox News Sunday. She provides political analysis every Monday evening for the PBS NewsHour.

This is Walter's second tour of duty with the Cook Political Report. From 1997 to 2007, she served as senior editor where she covered the U.S. House of Representatives. Walter was named one of D.C.'s "50 Top Journalists" by Washingtonian Magazine in 2009. Walter has provided election night coverage and analysis since 1998 and was a member of CNN's Emmy award-winning election night team in 2006.

Walter graduated summa cum laude from Colby College and serves as a member of its Board of Trustees. She was also a fellow in the fall of 2013 at the University of Chicago's Institute of Politics.

Friday, June 23, 2017 (con't.)

7:30 a.m. - 8:30 a.m.

Breakfast Buffet

LaBella Vita Restaurant

8:30 a.m. - 8:45 a.m.

Welcome/Opening Remarks

Rockland/Rockport Rooms

Peter Sirois, Chair, Maine Hospital Association and CEO, Northern Maine Medical Center

8:45 a.m. - 10:00 a.m.

The Journey to High Reliability

Craig Clapper, PE, CMO/OE, Partner, Strategic Consulting, Press Ganey and Founding Partner, Healthcare Performance Improvement (HPI)

At a time when healthcare consumers demand safety and quality, and payment is based on performance, eliminating avoidable suffering and harm is imperative. Improving patient safety and achieving consistent performance requires adopting a culture and processes that support high reliability. Join us as Craig Clapper shares his passion for eliminating harm and describes the key elements of becoming a high-reliability organization.

10:00 a.m. - 10:15 a.m.

Refreshment Break

10:15 a.m. - 11:30 a.m.

Courageous Leadership: Accelerating Results in Challenging Times

Chip Madera, MS, CSP, professional speaker and leadership development authority

With all the uncertainty in the healthcare marketplace, healthcare professionals are overwhelmed with fear and doubt about the future and its challenges. These tumultuous times call for leaders with courage and vision to lead others through this difficult period. During this closing keynote, Chip Madera will dynamically share the most significant roles leaders must master to inspire others in times of change.

11:30 a.m.

Wrap Up & Adjournment

It is not the strongest of the species that survive, nor the most intelligent, but the ones most **resilient** and responsive to change.

Darwin



Speakers



J. Bryan Sexton, PhD

J. Bryan Sexton, PhD, is one of the country's leading authorities on caregiver burnout and resilience. As Associate Professor of Psychiatry at Duke University School of Medicine and Director of the Patient Safety Center at Duke University Health System, Dr. Sexton has captured the wisdom of frontline caregivers through rigorous assessments of safety culture, teamwork and workforce resilience. His research instruments have been used around the world in over 2500 hospitals and in 20 countries. He has studied teamwork and safety practices in high-risk environments such as the commercial aviation cockpit, the operating room, and the intensive care unit, with funding from NASA, AHRQ, Robert Wood Johnson Foundation, Swiss National Science Foundation, and the Gottlieb Daimler and Karl Benz Foundation.

With specializations in organizational assessment, teamwork, survey development and quantitative methods, he spends his time teaching, mentoring, conducting research, and finding practical ways of getting busy caregivers to do the right thing by making it the easy thing to do. He has found that the teamwork and safety culture results across industries, work settings, shifts, professions, and countries highlight a great deal about reliability in high-risk environments – specifically, “you are better off changing the situation, than trying to change human nature.”



Regina Holliday

Regina Holliday is a Maryland-based patient advocate and artist known for painting a series of murals depicting the need for clarity and transparency in medical records. This advocacy mission was inspired by her husband Frederick Allen Holliday II and his struggle to get appropriate care. Afflicted with kidney cancer, Fred suffered poor care coordination, a lack of access to data and a series of medical errors, and ultimately lost his battle. During Fred's 11 weeks of continuous hospitalization in five facilities, Holliday learned that she would have to wait 21 days and would be charged 73 cents per page for Fred's medical records. In addition to already expensive care, the many necessary pages would have cost hundreds of dollars. These institutional flaws spurred Holliday to try to improve care for her husband, as well as other patients, and Fred's death inspired Holliday to use painting as a catalyst for change.

With her passion for patient advocacy, her artwork became part of the national healthcare debate. Reported on in the mainstream press, as well as in such journals as BMJ and APA, Holliday has earned a platform to push for legislation that would provide electronic healthcare records to patients. Continuing her advocacy through art, she also started the Walking Gallery movement, where more than 350 volunteer members don business suits or blazers with either their story or their loved one's story painted on their backs to attend public meetings. The jackets, which were painted by Holliday or one of 42 artists, depict a patient story. Members of Walking Gallery attend medical conferences with a powerful visual story painted on their back, giving the meeting a human touch. In addition, Holliday is a published author. *The Walking Wall: 73 Cents to the Walking Gallery*, her first work, is devoted to the stories that comprise her Walking Gallery campaign. Holliday has received many awards for her trailblazing vision and perseverance in advancing the adoption of health IT, innovation and best practices to improve healthcare. Backed by her own patient and caregiving experiences, she now travels the globe heralding her message of patient empowerment and inclusion in healthcare decision making, and offering guidance on crowd funding in healthcare. She fearlessly stands before officials and practitioners demanding a thoughtful dialogue on the role patients play in their own healthcare.



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Speakers, con't.



Keni Thomas

In the summer of 1993, Sergeant Keni Thomas was deployed to Mogadishu, Somalia with the 3rd Ranger Battalion as part of an elite special operations package called Task Force Ranger. Their mission was to find and capture a criminal warlord named Mohammed Farrah Aideed. On the 3rd of October, Keni and his fellow rangers distinguished themselves in an 18-hour firefight that would later be recounted in the highly successful book and movie "Blackhawk Down". Nineteen Americans gave their lives and 78 were wounded in the worst urban combat seen by US troops since WWII.

After Mogadishu, Sergeant Thomas volunteered for one more enlistment in the Army. He became an assistant team leader for a six-man ranger reconnaissance team. He earned his master parachutist rating with over 400 military free fall jumps. He completed the Special Forces Combat Diver course, became an Advanced EMT and was one of ten Americans to complete the Belgium Commando Course.

Keni left the Army to pursue his music career and now works full-time as an award-winning country music recording artist and songwriter in Nashville. He and his band, Cornbread, were featured in the movie "Sweet Home Alabama" and his music can be heard on country stations nationwide. Keni continues to serve our troops with regular tours to Iraq and Afghanistan and is most proud of his appointment as a national spokesman for the Special Operations Warrior Foundation, which provides college educations to the children of our special operations personnel killed in combat or training.

Keni Thomas is a graduate of the University of Florida, and the recipient of the bronze star for valor.



Craig Clapper, PE, CMQ/OE

Craig Clapper is Partner of Strategic Consulting at Press Ganey and was a founding Partner of Health-care Performance Improvement (HPI), a consulting firm that specialized in improving human performance in complex systems using evidence-based methods from high-reliability organizations.

Craig has over 25 years of experience improving reliability in nuclear power, transportation, manufacturing and healthcare. He specializes in cause analysis, reliability improvement and safety culture improvements. Currently, he is the lead consultant on several safety culture engagements for health-care systems. Prior to forming HPI, Craig was the Chief Operating Officer of Performance Improvement International, Chief Engineer for Hope Creek Nuclear Generating Station, and Systems Engineering Manager for Palo Verde Nuclear Generation Station. He is a registered professional engineer, has a Master in Business Administration, and is a Certified Manager of Quality and Organizational Excellence by the American Society for Quality (ASQ).



Chip Madera, MS, CSP

Today, many hospitals and healthcare entities are challenged with reducing reimbursements, market demands to produce quality outcomes and rising patient expectations within a very competitive industry. They need practical strategies that transform their organization's culture in an accelerated time frame. Chip Madera, MS, CSP, is respected within the healthcare industry for helping his clients significantly increase employee and patient satisfaction with his proven 90-Day Transformation Strategy. Known as "The Leadership Lion: The Healthcare Leader with a Heart of BOLD!" he presents over 120 keynotes and seminars annually in Canada, Australia, Europe, South America and throughout the U.S. His clients include the Mayo Clinic, Disney, AT&T, the FBI, Gatorade, Southern Company and hundreds more. Plus, he lists over 350 hospital and healthcare organizations on his speaking resume. An expert professional speaker and healthcare leadership authority, he works almost exclusively with hospitals and physician groups who want to advance employee engagement, accelerate patient satisfaction scores and ultimately create exceptional patient experiences. He has helped some organizations advance their patient satisfaction as high as 100-300% in just 90 days, sustaining those gains.

Recreation & Activities



18 Hole Annual Golf Challenge

MHA's golf tournament features a shotgun start at 1:00 p.m. and 18 holes of fun-filled golf. Don't miss the opportunity to spend the afternoon with your colleagues on the premier golf course of the Northeast! To register for the tournament, please sign up on MHA's registration form. We encourage you to make your foursome before arriving at the Samoset or we can match you with players if you prefer. Foursomes will be finalized and posted during our refreshment break on Thursday morning.

At Your Leisure

The Samoset Resort offers a variety of activities to enjoy including: indoor and outdoor swimming; tennis; croquet; shuffle board; beach volleyball; bocce; badminton; as well as a complete fitness center. Please contact the Health Club at 207-593-1545 if you are interested in any of these activities. If you're feeling adventurous, take a walk on the Breakwater or a shopping trip into Camden.



The Spa at The Samoset

Discover an indulgent collection of soothing treatments unique among Maine spas, from rejuvenating massages and facials to refreshing body treatments. Put the finishing touches on your spa day with a manicure and pedicure or take advantage of professional depilatory services. Between treatments, unwind in the relaxing spa lounge or discover the tranquility of the private outdoor patio and take in sweeping vistas of Penobscot Bay. To reserve an appointment, please contact: 207-593-1575.

Child's Play

A private babysitting service is available through the Samoset Resort. Contact the Samoset at 207-594-2511, ext. 545 for more information.

Other Attractions

Nearby Camden and Rockport harbors offer beautiful vistas, galleries, museums and fine restaurants.

General Information

Questions?

If you have any questions regarding registration or the golf tournament, please call Leslie Gagne at 207-622-4794 or email lgagne@themha.org.

Attire

Attire for the conference is "business casual", with the exception of our Opening Dinner Banquet on Wednesday, June 21, when "business attire" is appropriate.

PLEASE NOTE: The meeting room temperature may vary in terms of what someone may consider "comfortable." Please bring a light sweater or jacket as a precaution.

Continuing Professional Education Credit

Target Audience

This activity has been designed to meet the educational needs of Chief Executive Officers, Chief Operating Officers, Chief Financial Officers, Chief Medical Officers, Chief Nursing Officers, Quality Improvement professionals, physicians, trustees and other interested healthcare professionals.

Statement of Need/Program Overview

The Maine Hospital Association Summer Forum is designed to provide healthcare leaders from across Maine and the region the opportunity to gather to learn about the latest issues and trends affecting healthcare. The 2017 Summer Forum will focus on the tools and strategies required to build resilient, highly reliable organizations.

Conference Educational Objectives

After completing this activity, the participant should be better able to:

- Identify the prevalence and severity of burnout among healthcare professionals and acquire the tools necessary to enhance resilience;
- Discover strategies for improving the quality of healthcare delivery from the perspective of the patient and patient advocate;
- Recognize core concepts about human error in complex systems and identify things leaders can do to create a high reliability performance culture; and
- Discuss leadership strategies to facilitate success in challenging times.

Accreditation Statement



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and the Maine Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Physicians

AXIS Medical Education designates this live activity for a maximum of 6.0 *AMA PRA Category 1 Credit(s)*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 6.0 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Quality Professionals

This program has been approved by the National Association for Healthcare Quality for 6 CPHQ continuing education hours.

Healthcare Executives

ACHE Qualified Education credit must be related to healthcare management (i.e., it cannot be clinical, inspirational, or specific to the sponsoring organization). It can be earned through educational programs conducted or sponsored by any organization qualified to provide education programming in healthcare management. Programs may be sponsored by ACHE, chapters, or other qualified sources, whether the programming is face-to-face or distance offerings (webinars, online seminars, self-study courses, etc.). You will receive a certificate of completion for 6.0 hours.

AXIS Contact Information

For information about the accreditation of this program please contact AXIS at 954-281-7524 or info@axismeded.org.

Continuing Professional Education Credit (con't.)

DISCLOSURE OF CONFLICTS OF INTEREST

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The **faculty** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Reported Financial Relationship	Reported Financial Relationship
J. Bryan Sexton, PhD	Nothing to disclose
Regina Holliday	Pending
Keni Thomas	Pending
Craig Clapper, PE, CMQ.QE	Nothing to disclose
Chip Madera, MS, CSP	Nothing to disclose

The **planners and managers** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner/Manager	Reported Financial Relationship
Carol Sinclair, MPA	Nothing to disclose
Leslie Gagne	Nothing to disclose
Dee Morgillo, MEd., CHCP	Nothing to disclose
Holly M. Hampe, D.Sc., RN, MHA, MRM	Nothing to disclose
Ronald Viggiani, MD	Nothing to disclose

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact the Maine Hospital Association at 207-622-4794 before the meeting dates.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Attestation form online by 11:59 p.m. ET, July 31, 2017. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

Corporate Sponsors

MHA wishes to express its appreciation to the sponsors of this year's Summer Forum who have helped make our conference a success through their generous contributions. We extend a sincere thank you to the following organizations:

Baker Newman Noyes, LLC

Bank of America/Merrill Lynch

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WBRC Architects - Engineers

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**Thank you to our corporate sponsors
who help make these events possible!**

MHA**Maine Hospital
Association**

To Reserve A Room



**Maine Hospital Association
2017 Summer Forum Conference
Wednesday, June 21 - Friday, June 23, 2017
Samoset Resort, Rockport, Maine**

Reservation Deadline: May 19, 2017
(Reservations received after the deadline will be based on availability
and may also be subject to prevailing hotel room rate)

For Reservations Call 1-800-341-1650

Please ask for "Maine Hospital Association's Summer Forum Rate"

Reservations can also be made by reserving online at www.samosetresort.com under
BOOK A ROOM and enter in **Special Codes: Group/Block MEHOSP2017**

Room Rates Per Room Per Night *(Single or Double Occupancy):*

Subject to 9% State Tax and \$15 per night Resort Fee

Garden View Standard Room - \$226.00

Ocean View Standard Room - \$246.00

Deluxe Ocean View Room - \$277.00

Ocean View Suite - \$370.00*

**Please inquire about availability and rates for other types of suites*

A deposit equal to one night's room rate or credit card number is required to hold your reservation. No purchase orders will be accepted.

If a credit card is provided, the guest may use it for payment of stay upon check-in. Deposit is refundable if cancellation is received 72 hours prior to arrival date. Cancellations may be made by calling 1-800-341-1650. Reservations received after the Reservation Deadline will be based on availability. Bookings may also be subject to the prevailing hotel room rate.

Please note that the Samoset is a smoke free property.

(A room recovery fee of \$250 will be charged for tobacco use in a guest room.)

Check in time is 4:00 PM Check out time is 11:00 AM

**SAMOSET RESORT, ON THE OCEAN
200 WARRENTON STREET, ROCKPORT, ME 04856**

PLEASE RESPOND BY MAY 19, 2017



To Register

Maine Hospital Association 2017 Summer Forum Conference June 21-23, 2017 Samoset Resort, Rockport, Maine

REGISTRATION
DEADLINE:
JUNE 14

Please fill out and return to the Maine Hospital Association

You may also register with credit card (VISA and MasterCard accepted) online at www.themha.org.

Name: _____ Nickname for Badge: _____

Title: _____ Institution: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Email: _____

Guest Information: _____

Please Note: there is no registration fee for Guests; however, guests cannot be other organizational employees.

Registration Fee

Early Bird Registration (before June 1)

- \$275 MHA Member Hospitals and their Affiliates
- \$225 Trustee (volunteer members of hosp. board)
- \$400 MHA Corporate Affiliate Member
- \$575 Non-Member (payment required w/registration)

Regular Registration Rates (June 1 or after)

- \$300 MHA Member Hospitals and their Affiliates
- \$250 Trustee (volunteer members of hosp. board)
- \$425 MHA Corporate Affiliate Member
- \$600 Non-Member (payment required w/registration)

ACHE Breakfast Meeting (ACHE Members only)

- I plan to attend the **ACHE Member Breakfast meeting on Thursday, June 22.**
Please also check off the ACHE Breakfast Meeting option (\$20.00) listed below under Meals.

CMO Luncheon Discussion (MHA Hospital Members only)

A conversation with speaker **Bryan Sexton, Ph.D.** on caregiver burnout and resilience.

- I plan to attend the **CMO Luncheon Discussion on Thursday, June 22.**
Please also check off the CMO Luncheon option (\$25.00) listed below under Meals.

Meals for Hotel Guests and Commuters

All meals must be ordered below.

- \$45 Wednesday Dinner **Please indicate meal choice:** _____ Surf & Turf (Steak/Haddock) _____ Vegetarian

Thursday Breakfast Options:

- \$20 Group Breakfast
- \$20 ACHE Member Breakfast

Thursday Lunch Options:

- \$25 Allied Recognition Award and Group Luncheon
- \$25 CMO Luncheon
- \$22 Golfer's Boxed Lunch

- \$45 Thursday Dinner

- \$20 Friday Breakfast

\$_____ Total Meals (carry forward onto back page)

(Continued on Next Page)

Please list any special dietary needs: _____

Golf Tournament

18 Hole Golf Challenge - **\$85 per person** (Shotgun start at 1:00 p.m.)

MHA's golf tournament will feature a shotgun start and 18 holes of fun-filled golf! Registration fee includes 18 holes of golf (at a reduced rate thanks to our sponsor!), golf cart and prizes!

NOTE:

- You must be registered for the conference to participate in the tournament.
- Box lunches are available if ordered in advance. **Please order under Meals section.**
- Please specify a handicap. Maximum handicaps are **36** for men and **40** for women.

Please check one: ___ Please assign me to a team (my handicap is ____).

 ___ We have formed our own team (**LIST NAMES & HANDICAPS BELOW**).

1. _____ Handicap: ____ 3. _____ Handicap: ____
2. _____ Handicap: ____ 4. _____ Handicap: ____

If you are interested in golfing with specific people, we encourage you to make your foursome prior to arriving at the Samoset. If you are interested in golfing on Wednesday or Friday as well, please call the Pro-Shop at 207/594-1431 to reserve a tee time.

TOTALS for Registration, Meals & Golf

\$ _____ Total Registration Fee

\$ _____ Total Meals

\$ _____ Total Golf Tournament Fees

\$ _____ **TOTAL COST**

REGISTRATION & PAYMENT INFORMATION

Payment Method: Check Credit Card*

***If paying by credit card** (VISA or Mastercard), **you must register online here**. You may also access online registration via MHA's **website** by clicking on the Summer Forum Conference link on the main page.

If paying by check, you must register using this form. Please email or fax completed form to lgagne@themha.org or 207/622-3073 before mailing. Checks can be made payable to Maine Hospital Association. Mail payment and registration form to: Leslie Gagne, Maine Hospital Association, 33 Fuller Road, Augusta, Maine 04330.

Cancellation Policy:

Cancellations made prior to the registration deadline (June 14th) will be issued a refund, less a \$50 administrative fee. Cancellations made after June 14th will be charged 50% of the registration fee paid. No refunds will be issued for those who do not cancel in advance of the program. Participant substitution is permitted.

Questions:

Contact Leslie Gagne at lgagne@themha.org or (207) 622-4794.

REGISTRATION DEADLINE: Wednesday, June 14, 2017