

# HEALTH THE OPPORTUNITIES AWAKEN CARE

**Kentucky Hospital  
Association's  
87th ANNUAL  
CONVENTION  
May 12-13, 2016  
at the Lexington  
Center/Hyatt  
Regency Lexington**

Meeting in  
conjunction  
with KHA:



**hfma**  
kentucky chapter  
healthcare financial  
management  
association

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# PRESIDENT'S MESSAGE

**HEALTH CARE: THE OPPORTUNITIES AWAKEN!** During this time of rapidly changing technology, payment methodologies, government regulation and patient expectations, the opportunities seem endless, as do the challenges. This is a time when all levels of health care are striving to assure their role in the continuum of care is maintained, if not enhanced. Thus, all health care needs to use the force of coming together to seek innovations and maximize the quality service provided to patients at all levels of care.



**Michael T. Rust**

As our keynote speaker, Scott Burrows, will articulate at our Opening Session Breakfast on May 13, your focus becomes your reality. We must stay on target with a mindset and grit to see these challenges are met and conquered. "Do or do not. There is no try."

Our special thanks to our many sponsors for their support this year! Please visit with them during our convention. We encourage hospital chief executives, board members, senior management team members, physician leaders, nurse executives, finance officers, health attorneys and others to join us and re-connect with your colleagues from across the state.

We look forward to seeing you at KHA's 87th Annual Convention, May 12-13, 2016, in Lexington!

A handwritten signature in black ink that reads "Michael T. Rust". The signature is fluid and cursive.

Michael T. Rust, FACHE  
President, Kentucky Hospital Association

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# “Taking Responsibility: Using Vision, Mindset and Grit to Achieve Success”

Friday, May 13 – 8:00 a.m. - 9:15 a.m.

## Scott Burrows

**Scott Burrows** is living proof your life can change in an instant. By the age of 19, he was playing college football at Florida State University as a wide receiver and a top-ranked kick-boxing champion, with his last fight broadcast by ESPN.

On November 3, 1984, Scott's life took a dramatic and irreversible turn. He was involved in a serious automobile accident that left him paralyzed from the chest down and diagnosed a quadriplegic.

Despite his grim diagnosis, Scott refused to be sidelined. He made the decision to take action, to focus on the positives of the experience as opposed to dwelling on the obvious and overwhelming negatives.

With the tremendous clarity provided by his singular focus, Scott resolved to thrive in his life by using three principles:

**Vision** helped him see complete success in his mind's eye first.

Using **Mindset**, he let go of the past and focused 100% on what he could control.

With **Grit**, he determined to take action and persevere until he succeeded.

Scott's application of these innovative concepts boosted and enhanced his recovery, and he achieved results that astonished doctors, therapists, family and friends alike. After graduating from college, he qualified for the Million Dollar Round Table in the insurance and financial industry, a 100 percent commission-driven award achieved by fewer than 8 percent of agents worldwide. He also developed into a wheelchair athlete and became a best-selling author with his book, *Vision Mindset Grit: How to Stand Up When Life Paralyzes You*.

Employing his paralysis as a visual metaphor, Scott encourages his audiences to stand up to their challenges — regardless of circumstances — using the dynamic principles of Vision, Mindset and Grit. His presentations are inspirational, focused and enthusiastically received.

Scott has presented to hundreds of associations and corporations in the U.S. and around the globe. He has also shared the stage with iconic celebrities such as Rudolph Giuliani, Terry Bradshaw and Neil Armstrong. Speaking to more than 100,000 people a year, he influences the lives of millions as well through his keynote speeches, books, CDs and DVDs.



Please take time to visit with the sponsors at the Breakfast and Luncheon as well as the displays located in the Thoroughbred Pre-Function Area.

# GENERAL SESSIONS

Thursday, May 12

**9:30 a.m. – 12:30 p.m.**  
(ACHE/KHFMA Session)

*“Behavior Smarts: Increasing Health Care Leadership Performance”*

**Michael E. Frisina, PhD**

(Approved for 3.0 ACHE Face-to-Face Education credits)

Influential leadership is about inspiring and motivating performance excellence at all levels of the organization through a highly developed emotional intelligence (EQ) capacity. However, many health care executives do not have a clear idea of how their EQ measures up, nor do they understand why EQ is a competitive advantage for team performance. Participants will learn and practice the key behaviors necessary to connect with team members and build stronger personal relationships. This program identifies the cause and offers a remedy for closing the gap between consistent leadership behavior and sustained organizational performance.

At the end of the workshop, participants will be able to:

- Distinguish four key behavior types
- Apply the necessary attributes of self-awareness and self-management
- Match leading behavior types to optimize team performance
- Discover the power of collaboration and connection to drive performance through emotional intelligence

Expert faculty **Michael E. Frisina, PhD**, will help you link behavior patterns to leadership styles and understand how EQ allows for self-awareness and self-management of behavior to drive technical skills.

Frisina is founder and president of The Frisina Group, LLC., and The Center for Influential Leadership, responsible for teaching, publishing and speaking on the current trends in organizational performance. He is a former subject matter expert in leadership for the U.S. Army Medical Department and faculty member at The United States Military Academy at West Point and The Uniformed Services University of Health Sciences and School of Medicine in Bethesda, Maryland.

Frisina has authored numerous books, papers and published articles on leadership and organizational effectiveness.

**This session is brought to you by both the Kentucky Chapter of ACHE and the Kentucky Chapter of HFMA.**



**Frisina**

**2:00 p.m. – 5:00 p.m.**  
(ACHE/KHFMA Session)

*“Leading for Success: Creating a Committed Workforce”*

**Michael E. Frisina, PhD**

(Approved for 3.0 ACHE Face-to-Face Education credits)

**Michael E. Frisina, PhD**, will discuss new research on the science of change and adaptive human behavior. Deeply motivated staff transcends mere compliance and works harder and more effectively when there is a strong, positive and emotional connection with their leader. To influence this relationship, health care leaders must change their beliefs about how best to promote behavioral change. Future success is dependent on managing the relationships between interdependent parts, not on maximizing the performance of individual parts. This forward-looking seminar will address the key elements of change management and employee engagement.

At the end of the workshop, participants will:

- Discover why sustainable excellence rests on the adaptability of the workforce
- Understand the essential elements for leading transformational change — vision, dialogue and measurement
- Remedy the gap between leadership behavior and organizational performance
- Understand why autocratic structures fail to out perform horizontally structured organizations

**This session is brought to you by both the Kentucky Chapter of ACHE and the Kentucky Chapter of HFMA.**

Friday, May 13

**9:30 a.m. – 10:30 a.m.**

*“Closing the Knowing-Doing Gap in Health Care”*

**Craig Deao**

This session will describe and share evidence-based practices for closing the “Knowing-Doing Gap” in health care. Six frogs are sitting on a lily pad, and one decides to jump. How many frogs are left on the lily pad? You may assume the answer is five. Actually, it’s six.

Why? Because deciding to jump and jumping are two completely different things! Back in 2000, Jeffery Pfeffer and Robert I. Sutton published a book called *The Knowing-Doing Gap*. It pinpoints a challenge faced by organizations in all industries, including health care. We work really hard to figure out what we need to do, yet we fail to implement what we learn in the process.



**Deao**

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# GENERAL SESSIONS

Friday, May 13

In 2001, the Institute of Medicine published a report called Crossing the Quality Chasm. This report pointed out that it takes an average of 17 years for new (scientifically-generated) knowledge to be translated into practice. That's a long time between knowing and doing and we can no longer afford to wait for 17 years. Most health care organizations really want to leap off that lily pad; especially with value-based purchasing making it even more critical that we drastically improve clinical quality (and keep improving it).

The gap between knowing what we need to do and actually doing it is almost always a foundational issue.

At the end of this presentation, attendees will be able to:

- Describe the "Knowing-Doing Gap" in health care
- Implement three evidence-based strategic objectives in your health care organization

**Craig Deao** has been a member of the senior executive team for Studer Group since 2006. He is also a sought-after national expert and speaker on topics related to leadership, accountability, patient experience, quality and safety.

In addition to his full-time work with Studer Group, he has served as faculty for the Institute for Healthcare Improvement, the American College of Healthcare Executives and dozens of health care systems across the U.S. and Canada.

Deao served as one of the key leaders of Studer Group's Baldrige journey and now spends most weeks inside of health care organizations working with boards, medical staffs and executives to help architect their own journeys to excellence.

He received two bachelor's degrees from Louisiana State University and his master's degree in health care administration from the University of Minnesota.

## 10:45 a.m. – 11:15 a.m. Concurrent Sessions

Concurrent Sessions

### *"How Alternative Payment Methods (APM) Influence Health Care Delivery Patient Flow, Cost and Quality"*

**Lars Enstrom**  
**James Callanan**

HHS has set a goal of tying 50 percent of fee-for-service Medicare payments to quality or value through alternative payment models (APMs), such as Accountable Care Organizations (ACOs) or bundled payment arrangements by the end of 2018. As payers investigate alternative ways to transfer financial risk and



**Enstrom**

quality accountability to providers, providers need to develop approaches that break down the historic "silo" nature of treatment patterns and develop pathways that respond to the particular pressures of each type of APM while improving the outcomes for patients.

At the end of this presentation, attendees will be able to:

- Learn from early experiences about the necessary activities required to be successful
- Understand the investment required to be successful under APM

**Lars Enstrom** is a Managing Director with Alvarez & Marsal (A&M) Healthcare Industry Group, focusing on operational/clinical standardizations, health system shared service strategies, hospital joint venture strategies, alternative payment models, provider-sponsored health plans, capital strategies and mergers and acquisitions. Previously, Enstrom was a Managing Director in the Drawbridge Special Opportunities Fund at Fortress Investment Group. Enstrom earned a bachelor's in economics from Brown University and a master's degree in business administration from the Harvard Business School.

**Jim Callanan** is a Managing Director with Alvarez & Marsal Healthcare Industrial Group, specializing in strategic revenue growth, market share improvement, enterprise-wide change management, profitability improvement, alternative payment contracting and population health management – from design to implementation. Prior to joining A&M he served as a co-founder and chief executive officer of ImPART GROUP. Callanan earned a bachelor's degree in economics from Columbia College and a master's degree in business administration with a concentration in finance from the Wharton School of the University of Pennsylvania.



**Callanan**

Concurrent Sessions

### *"Medical Practice in America: Past, Present and Future"*

The roots of medical practice in the U.S. goes from colonial times to today's medical profession with its 200 certified specialties. This session will examine the current and historical physician supply and demand trends, training, compensation patterns and practice types. It will also project how health care reform and related changes will reshape the way physicians practice and are paid, with a look at value-based compensation, the team-based approach to care, medical homes, "complexivists," concierge practice and more.



**Mosley**



# GENERAL SESSIONS

Concurrent Sessions

At the end of this presentation, attendees will be able to:

- Comprehend the direction of emerging physician practice models and styles
- Acquire unrivaled insights into the practice plans, practice patterns, satisfaction levels, concerns and perspectives of the rapidly evolving physician workforce in Kentucky
- Learn the keys to successful physician recruitment and retention in the post-reform environment as the system shifts from a model that is driven by volume of services performed to a model driven by the value of such services

**Kurt Mosley** serves as Vice President of Strategic Alliances for Merritt Hawkins, the nation's leading physician search and consulting firm, and a company of AMN Healthcare, the largest health care staffing organization in the United States. With over 20 years of health care industry experience, Mosley is one of the nation's leading authorities on the evolving health care system, particularly the way physician supply, demand and access are changing. He served as Contributing Editor to Merritt Hawkins' highly regarded book *Will the Last Physician in America Please Turn off the Lights*, and was an expert adviser to the Health Care Advisory Board's white paper "Transforming Primary Care." A graduate of California State University, Fullerton, Mosley spent several years in professional baseball and now resides in Dallas, Texas.

## 11:20 a.m. – 11:50 a.m. Concurrent Sessions

*"The Clock Is Ticking: Next Steps After Discovering a Compliance Issue"*

**Christopher A. Melton, JD**  
**Jennifer L. Wintergerst, JD**

Every chief executive officer dreads the phone call that says, "We have a problem." Failure to investigate and remediate can result in exponential liability to the government. This session will discuss new "60-day Overpayment Rule" regulations and guide administrators in responding promptly to notice of potential billing problems.



Melton

At the end of this presentation, attendees will be able to:

- Understand the extreme possible consequences of failure to respond in a timely manner
- Provide a game plan for the CEO to consult after receiving the stomach-churning call

Concurrent Sessions

**Christopher Melton** and **Jennifer Wintergerst** are partners in the law firm of Wyatt Tarrant & Combs, LLP, with concentration in the area of health care law.

Melton's practice has an emphasis in Medicaid and Medicare claims litigation, including actions arising under the Federal False Claims Act. He represents clients in the areas of governmental investigations, long-term care investigations and defense and white-collar criminal defense. He received his bachelor's degree in economics from the University of Louisville and his juris doctorate from Washington University School of Law in St. Louis.

Wintergerst's practice concentrates on regulatory compliance, Medicare and Medicaid billing compliance and claims litigation, Medicare and Medicaid provider enrollment, governmental audits and investigations, RAC, MIC and ZPIC audits and appeals. Wintergerst received her bachelor's degree from Indiana University and juris doctorate from the University of Louisville Brandeis School of Law.

*"Engaging Physicians: Clinical Institute and Other Models that Promote Standardization of Care"*

**Ross Swanson, RN, MSN**

Several partnering models are being utilized by physicians and hospitals which aim to improve patient care and outcomes. This session will review these models, as well as present case studies focusing on the models involved, benefits, drawbacks and lessons learned to demonstrate a process to evaluate models for achieving initial and long-term success.



Swanson

At the end of the presentation, attendees will be able to:

- Evaluate industry and local market conditions that promote the integration of key physicians to deliver a unique service offering through partnership model development
- Articulate ways to create incentives for independent physicians to develop a common vision centered on best-practice and efficiency
- Understand the partnership models that drive the most success and the development of ways to overcome barriers for each potential model

- continued next page -

# GENERAL SESSIONS

Concurrent

**Ross Swanson** serves as Executive Vice President of Corazon, Inc., providing oversight for Corazon's consulting delivery team. He offers project leadership and knowledge related to the feasibility studies, business plans, operations assessments, service line expansions, facility design and the development of hospital/physician partnerships for clients. Swanson brings an advanced practice acute and critical care nursing background to Corazon, having worked at the busiest cardiology and heart surgery program in the world. In that role, he successfully promoted best practices in medical and nursing care models. Swanson earned his master's and doctor of nursing degrees from Frances Payne Bolton School of Nursing at Case Western Reserve University in Cleveland, Ohio.

**11:50 a.m. – 12:20 p.m.**

*“Don't Be Left Out: Thoughts on Collaboration with Post-Acute Care Providers”*

**C. Greg Gibbs, CPA**  
**Brandon W. Harlan, CPA**

While relationships between acute care and post-acute care providers have always existed, those relationships have changed dramatically and will continue to change. This session will highlight the importance of enhanced coordination of care between providers to improve overall quality of care and reduce health care costs.

At the end of this presentation, attendees will be able to:

- Better understand the strategic and financial importance of working with and properly aligning with post-acute providers in a fully integrated health care delivery system under new care delivery models
- Understand the legislative initiatives that impact both acute and post-acute care providers

**Greg Gibbs** is a partner and **Brandon Harlan** is a senior manager in the health care services practice at Arnett Carbis Toothman, LLP, one of the largest accounting firms in the country.

Gibbs is responsible for the coordination of services provided to hospitals, nursing homes, nursing home chains, hospital systems, home health agencies, medical groups, continuing care retirement centers and federal and state agencies. His over 38 years' experience includes a mixture of audit and consulting services. Gibbs received his bachelor's degree in business administration with a concentration in accounting from Marshall University.

Harlan has been a member of the firm for over nine years. His focus is on providing services tailored to meet the specific needs of health care clients. His experience includes

audits, reviews, preparation and analysis of Medicare and Medicaid cost reports, benchmarking and financial operational reviews, accounts receivable and revenue enhancement reviews and general consulting and accounting services for health care clients. He earned a bachelor's degree in business administration with a major in accounting from Geneva College.

**2:00 p.m. – 3:30 p.m.**

(ACHE Session)

*“Making Sense of Performance Transformation Methodologies”*

**Diane Egbers**  
**Mark Dooley**  
**Sher McClanahan**  
**Sue Kozlowski**

(Approved for 1.5 ACHE Face-to-Face Education credits)

As health care organizations are challenged to maximize clinical, operational and financial performance, many hospitals have chosen to employ transformational process improvement initiatives. These efforts include Six Sigma, Lean, Work-Out™ and Change Acceleration Process among others. Understanding the practical differences, barriers to use and realized organizational benefits can be challenging. Practitioners versed in the use of various performance transformation methodologies will provide an overview of the methodology and share their experience regarding the use of these approaches.

Learn from the panelist of C-suite (CEO, COO, CNO, etc.) executives of various organizations using differing performance transformation methodologies. Hear about current trends in performance transformation including opportunities and challenges. Learn from the panelists as they share their experience with how their process improvement methodology impacted their organizational culture and the lessons they learned regarding cultural change, operations and outcomes — including financial benefits.

At the end of this presentation, attendees will have learned:

- How Six Sigma, Lean and other process improvement methodologies are being used to accomplish the strategic goals of health care organizations
- Some of the greatest challenges encountered in implementing a process improvement methodology
- If process improvement methodologies have been effective in implementing cultural change

This session is brought to you by the Kentucky Chapter of ACHE with a special thanks to TechSolve, sponsor of the Kentucky Chapter of ACHE and Gold sponsor of KHA.



# KHA PROGRAM

## Thursday, May 12

- 8:00 a.m. - 5:00 p.m.** Thoroughbred Pre-Function  
**Registration**
- 9:30 a.m. - 12:30 p.m.** Bluegrass Ballroom 1  
**ACHE Session**  
**“Behavior Smarts: Increasing Health Care Leadership Performance”**  
*Speaker:* Michael E. Frisina, PhD  
Founder and President  
The Frisina Group, LLC  
Elgin, South Carolina  
  
(3.0 hours ACHE Face-to-Face Education credits)
- 12:45 p.m. - 1:45 p.m.** Bluegrass Pre-Function  
**ACHE Luncheon**
- 2:00 p.m. - 5:00 p.m.** Bluegrass Ballroom 1  
**ACHE Session**  
**“Leading for Success: Creating a Committed Workforce”**  
*Speaker:* Michael E. Frisina, PhD  
  
(3.0 hours ACHE Face-to-Face Education credits)
- 5:00 p.m. - 6:00 p.m.** Thoroughbred Pre-Function  
**Reception**

## Friday, May 13

- 7:30 a.m. - 2:00 p.m.** Thoroughbred Pre-Function  
**Registration**
- 8:00 a.m. - 9:15 a.m.** Bluegrass Ballroom 2  
**Opening Session/Breakfast**  
**“Take Responsibility: Using Vision, Mindset and Grit to Achieve Success”**  
*Speaker:* Scott Burrows
- 9:15 a.m. - 9:30 a.m.** Thoroughbred Pre-Function  
**Displays**
- 9:30 a.m. - 10:30 a.m.** Thoroughbred Room 1  
**General Session**  
**“Closing the Knowing-Doing Gap in Health Care”**  
*Speaker:* Craig Deao  
Member, Senior Executive Team  
The Studer Group  
Pensacola, Florida
- 10:30 a.m. - 10:45 a.m.** Thoroughbred Pre-Function  
**Refreshment Break/Displays**
- 10:45 a.m. - 11:15 a.m.** Thoroughbred Room 1  
**Breakout General Sessions**  
**“How Alternative Payment Methods Influence Health Care Delivery Patient Flow, Costs and Quality”**  
*Speakers:* Lars Enstrom  
Managing Director, and  
James Callanan  
Managing Director  
Healthcare Industry Group  
Alvarez & Marsal  
New York, New York and  
Boston, Massachusetts

- Thoroughbred Room 5  
**“Medical Practice in America: Past, Present and Future”**  
*Speaker:* Kurt Mosley  
Vice President of Strategic Alliances  
Merritt Hawkins  
Dallas, Texas

- 11:20 a.m. - 11:50 a.m.** Thoroughbred Room 1  
**Breakout General Sessions**  
**“The Clock Is Ticking: Next Steps After Discovering a Compliance Issue”**  
*Speakers:* Christopher A. Melton  
Partner, and  
Jennifer L. Wintergerst  
Partner  
Wyatt Tarrant & Combs, LLP  
Louisville

- Thoroughbred Room 5  
**“Engaging Physicians: Clinical Institute and Other Models that Promote Standardization of Care”**  
*Speaker:* Ross Swanson  
Executive Vice President  
Corazon, Inc.  
Pittsburgh, Pennsylvania

- 11:50 a.m. - 12:20 p.m.** Thoroughbred Room 1  
**General Session**  
**“Don’t Be Left Out: Thoughts on Collaboration with Post-Acute Care Providers”**  
*Speakers:* Greg Gibbs, CPA  
Partner, and  
Brandon Harlan, CPA  
Senior Manager  
Arnett Carbis Toothman  
Charleston, West Virginia and  
New Castle, Pennsylvania

- 12:30 p.m. - 2:00 p.m.** Bluegrass Ballroom 2  
**Awards Luncheon**

- 2:00 p.m. - 3:30 p.m.** Thoroughbred Room 1  
**General Session**  
**“Making Sense of Performance Transformation Methodologies”**  
*Moderator:* Diane Egbers  
Principle Partner  
Leadership Excelleration, Inc.

- Panel:* Mark Dooley  
President and Chief Executive Officer  
Wilson Memorial Hospital  
  
Sher McClanahan  
Former Senior Vice President  
Clinical and Operational Transformation  
TriHealth  
  
Sue Kozlowski  
Senior Director  
Lean Healthcare Solutions  
TechSolve

(1.5 hours ACHE Face-to-Face Education credits)

## SPECIAL EVENTS

Thursday, May 12

### ACHE Luncheon

12:45 p.m. - 1:45 p.m.

All ACHE members are invited to the Annual ACHE Luncheon on Thursday, May 12 at 12:45 p.m. Separate registration fee is required. See Section B of the registration form. Fee is \$30.

### ACHE Education Sessions

The convention will include two ACHE sessions presented by Michael E. Frisina, PhD. Both are approved for 3 hours of ACHE Face-to-Face Education credit. Also, the panel presentation on May 13 is approved for 1.5 hours of ACHE Face-to Face Education credit. These sessions are included in the General Registration Fee. Please indicate if you will attend in Section B of the registration form. These sessions are co-sponsored by Kentucky Healthcare Financial Management Association.

**Thursday, May 12, 9:30 a.m. - 12:30 p.m.** - "Behavior Smarts: Increasing Health Care Leadership Performance"

**Thursday, May 12, 2:00 p.m. - 5:00 p.m.** - "Leading for Success: Creating a Committed Workforce"

**Friday, May 13, 2:00 p.m. - 3:30 p.m.** - "Making Sense of Performance Transformation Methodologies"

(see pages 3 and 6 for additional details)

### Chairman's Reception

5:00 p.m. - 6:00 p.m.

All registrants are invited to a special reception honoring outgoing KHA Chair, **Kevin Halter**, and incoming Chair **Susan Starling**. The reception will be held in the Thoroughbred Pre-Function Area.



Kevin Halter



Susan Starling

Friday, May 13

### Opening Session Breakfast

8:00 a.m. - 9:15 a.m.

All registrants are invited to attend the Opening Session/Breakfast which will feature **Scott Burrows** and is included in the registration fee for all registrants.

The Opening Session/Breakfast will be held in Bluegrass Ballroom 2.

### Awards Luncheon

12:30 p.m. - 2:00 p.m.

The KHA Awards Luncheon is included in the registration fee for all registrants. The luncheon will feature:

- Installation of Susan Starling, Chief Executive Officer of Marcum and Wallace Hospital, Irvine, as Chair of the KHA Board
- Presentation of Special Awards by KHA Board Chair, Kevin Halter

The Awards Luncheon will be held in Bluegrass Ballroom 2.

## LOCATION AND RESERVATIONS



**Hyatt Regency Lexington**  
401 West High Street  
Lexington, Kentucky 40507

**Phone:** (859) 253-1234  
**Fax:** (859) 254-7430  
**Reservations:** (800) 233-1234  
**Rates:** \$154 single/double

A block of rooms has been reserved at the Hyatt Regency Lexington. Please make your reservations by April 20 to assure that you will receive the convention rate. Reservations requests after the cutoff date will be confirmed on an availability basis. Attendees are responsible for making their own reservations. When making your reservations, remember to mention the Kentucky Hospital Association Annual Meeting. You may also make reservations online at <http://lexington.regency.hyatt.com/content/propertywebsites/hotels/regency/lexrl/en/group-booking/lexrkyha2016.html>.

# GENERAL INFORMATION

## ■ Parking

Ample parking is available immediately across from the Hyatt Regency/Lexington Convention Center. The Daily Rate for the lot across the street is \$8 daily. Parking is complimentary for hotel guests.

## ■ Directions

**From I-75 or I-64 (any direction):** Take exit 113, the "Paris/Lexington" exit, and turn right onto Broadway. Follow the "Downtown Lexington" signs for three miles. Turn right onto High Street, and then make an immediate right into the driveway.

**From Frankfort, Bluegrass Parkway, or the Bluegrass Airport:** Follow the signs to US 60 East (Versailles Road), into Downtown Lexington. When you reach Downtown you will be on Maxwell Street. Turn left onto Broadway, and then make another left onto High Street. Make an immediate right into the driveway.

**From US 27 (Nicholasville Road) or US 68 (Harrodsburg Road):** Follow your route into Downtown Lexington. Turn left onto High Street and then make a right into the driveway.

## ■ Special Needs

KHA wishes to take all steps necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any such assistance or services, please contact KHA at (800) 945-4542 by April 29.

## ■ Dress

During the 2016 KHA Annual Convention business casual will be appropriate dress for all events.

Keep in mind that it is difficult to regulate temperature in meeting rooms. We suggest a sweater or jacket.

## ■ Continuing Education Credit - Specific sessions of the KHA Annual Convention may be approved by various accrediting bodies. Please check individual sessions for hours and compliance requirements.

### ACHE

The sessions on Thursday, May 12 qualify for 3.0 hours of ACHE Face-to-Face Education credit each. Attendee must sign in, attend the entire session and complete the evaluation to receive the three hours credit.

The session on Friday, May 13 from 2:00 p.m. - 3:30 p.m. qualifies for 1.5 hours of ACHE Face-to-Face Education credit.

The Kentucky Hospital Association is authorized to award 3.5 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for the May 13 program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

### Kentucky Board of Nursing

The following sessions are approved by the Kentucky Board of Nursing for contact hours as indicated. Program offering numbers are listed, expiration date December 31, 2017. The Kentucky Board of Nursing approval of an individual nursing education provider does not constitute endorsement of program content. Participants must attend the entire session and complete the evaluation.

Those desiring continuing education credit must have their nursing license number or social security number at registration.

### Sessions

- Behavior Smarts: Increasing Health Care Leadership Performance  
Offering #: 5-0023-1-18-135 - Contact hours: 3.6
- Leading for Success: Creating a Committed Workforce  
Offering #: 5-0023-1-18-136 - Contact hours: 3.6
- Take Responsibility: Using Vision, Mindset and Grit to Achieve Success  
Offering #: 5-0023-1-18-137 - Contact hours: 1.0
- Closing the Knowing-Doing Gap in Health Care  
Offering #: 5-0023-1-18-138 - Contact hours: 1.0
- How Alternative Payment Methods Influence Health Care Delivery Patient Flow, Costs and Quality  
Offering #: 5-0023-1-18-139 - Contact hours: 0.6
- Don't Be Left Out: Thoughts on Collaboration with Post-Acute Care Providers  
Offering #: 5-0023-1-18-140 - Contact hours: 0.6
- Outstanding Kentucky Nursing Research: Being Stewards of Leadership and Evidence-Based Practice  
Offering #: 5-0023-1-18-141 - Contact hours: 1.0



## FINANCIAL OFFICER TRACK

### Kentucky Healthcare Financial Management Association

Thursday, May 12

8:00 a.m. - 5:00 p.m. Thoroughbred Pre-Function  
Registration

9:30 a.m. - 12:30 p.m. Bluegrass Ballroom 1  
HFMA/ACHE Session

***“Behavior Smarts: Increasing Health Care Leadership Performance”***

Speaker: Michael E. Frisina, PhD  
Founder and President  
The Frisina Group, LLC  
Elgin, South Carolina

(3.0 hours ACHE Face-to-Face Education credits)

**(Session co-sponsored by Kentucky Chapter, ACHE and KHfMA)**

12:45 p.m. - 1:45 p.m. Bluegrass Pre-Function  
ACHE Luncheon

2:00 p.m. - 5:00 p.m. Bluegrass Ballroom 1  
HFMA/ACHE Session

***“Leading for Success: Creating a Committed Workforce”***

Speaker: Michael E. Frisina, PhD

(3.0 hours ACHE Face-to-Face Education credits)

**(Session co-sponsored by Kentucky Chapter, ACHE and KHfMA)**

5:00 p.m. - 6:00 p.m. Thoroughbred Pre-Function  
Reception

Friday, May 13

7:30 a.m. - 2:00 p.m. Thoroughbred Pre-Function  
Registration

8:00 a.m. - 9:15 a.m. Bluegrass Ballroom 2  
Opening Session/Breakfast

***“Take Responsibility: Using Vision, Mindset and Grit to Achieve Success”***

Speaker: Scott Burrows

9:15 a.m. - 9:30 a.m. Thoroughbred Pre-Function  
Displays

9:30 a.m. - 10:30 a.m. Thoroughbred Room 1  
General Session

***“Closing the Knowing-Doing Gap in Health Care”***

Speaker: Craig Deao  
Member, Senior Executive Team  
The Studer Group  
Pensacola, Florida

10:30 a.m. - 10:45 a.m. Thoroughbred Pre-Function  
Refreshment Break/Displays

10:45 a.m. - 11:15 a.m. Thoroughbred Room 1  
General Session

***“How Alternative Payment Methods Influence Health Care Delivery Patient Flow, Costs and Quality”***

Speakers: Lars Enstrom  
Managing Director, and  
James Callanan  
Managing Director  
Healthcare Industry Group  
Alvarez & Marsal  
New York, New York and  
Boston, Massachusetts

11:20 a.m. - 11:50 a.m. Thoroughbred Room 1  
General Session

***“The Clock Is Ticking: Next Steps After Discovering a Compliance Issue”***

Speakers: Christopher A. Melton  
Partner, and  
Jennifer L. Wintergerst  
Partner  
Wyatt Tarrant & Combs, LLP  
Louisville

11:50 a.m. - 12:20 p.m. Thoroughbred Room 1  
General Session

***“Don’t Be Left Out: Thoughts on Collaboration with Post-Acute Care Providers”***

Speakers: Greg Gibbs, CPA  
Partner, and  
Brandon Harlan, CPA  
Senior Manager  
Arnett Carbis Toothman  
Charleston, West Virginia and  
New Castle, Pennsylvania

12:30 p.m. - 2:00 p.m. Bluegrass Ballroom 2  
Awards Luncheon

2:00 p.m. - 3:30 p.m. Thoroughbred Room 1  
General Session

***“Making Sense of Performance Transformation Methodologies”***

Moderator: Diane Egbers  
Principle Partner  
Leadership Excelleration, Inc.

Panel: Mark Dooley  
President and Chief Executive Officer  
Wilson Memorial Hospital  
  
Sher McClanahan  
Former Senior Vice President  
Clinical and Operational Transformation  
TriHealth

Sue Kozlowski  
Senior Director  
Lean Healthcare Solutions  
TechSolve

(1.5 hours ACHE Face-to-Face Education credits)

## LEGAL TRACK

Kentucky Academy of Hospital Attorneys

Friday, May 13

- 7:30 a.m. - 2:00 p.m. Thoroughbred Pre-Function  
**Registration**
- 8:00 a.m. - 9:15 a.m. Bluegrass Ballroom 2  
**Opening Session/Breakfast**  
**“Take Responsibility: Using Vision, Mindset and Grit to Achieve Success”**  
*Speaker:* Scott Burrows
- 9:15 a.m. - 9:30 a.m. Thoroughbred Room 2  
**KAHA Annual Meeting**
- 9:30 a.m. - 10:30 a.m. Thoroughbred Room 2  
**Case Law Update**  
*Speakers:* Christopher O’Bryan and  
Andie Camden  
O’Bryan Brown & Toner  
Louisville
- 10:30 a.m. - 10:45 a.m. Thoroughbred Pre-Function  
**Refreshment Break/Displays**
- 10:45 a.m. - 11:15 a.m. Thoroughbred Room 2  
**Legislative Update**  
*Speaker:* Sarah S. Nicholson  
Vice President/Government Relations  
Kentucky Hospital Association  
Louisville
- 11:15 a.m. - 12:15 p.m. Thoroughbred Room 2  
**Defending Your Case Against the Pro Se Litigant**  
*Speakers:* Victoria Boggs  
Kristen Fowler  
Napier Gault Schupbach & Stevens,  
PLC  
Louisville
- 12:30 p.m. - 2:00 p.m. Bluegrass Ballroom 2  
**Awards Luncheon**
- 2:00 p.m. - 3:00 p.m. Thoroughbred Room 2  
**“Lawyer Professional Responsibility in Representing the Corporate Health Care Client: How to Survive a DOJ Inquiry in Five Not-So-Easy Steps”**  
*Speaker:* Rick King, Attorney  
Vice President/Legal Affairs  
Appalachian Regional Healthcare  
Lexington

## MEDICAL OFFICER/ PHYSICIAN TRACK

Thursday, May 12

- 8:00 a.m. - 5:00 p.m. Thoroughbred Pre-Function  
**Registration**
- 5:00 p.m. - 6:00 p.m. Thoroughbred Pre-Function  
**Reception**

Friday, May 13

- 7:30 a.m. - 2:00 p.m. Thoroughbred Pre-Function  
**Registration**
- 8:00 a.m. - 9:15 a.m. Bluegrass Ballroom 2  
**Opening Session/Breakfast**  
**“Take Responsibility: Using Vision, Mindset and Grit to Achieve Success”**  
*Speaker:* Scott Burrows
- 9:15 a.m. - 9:30 a.m. Thoroughbred Pre-Function  
**Displays**
- 9:30 a.m. - 10:30 a.m. Thoroughbred Room 1  
**General Session**  
**“Closing the Knowing-Doing Gap in Health Care”**  
*Speaker:* Craig Deao  
Member, Senior Executive Team  
The Studer Group  
Pensacola, Florida
- 10:30 a.m. - 10:45 a.m. Thoroughbred Pre-Function  
**Refreshment Break/Displays**
- 10:45 a.m. - 11:15 a.m. Thoroughbred Room 5  
**“Medical Practice in America: Past, Present and Future”**  
*Speaker:* Kurt Mosley  
Vice President of Strategic Alliances  
Merritt Hawkins  
Dallas, Texas
- 11:20 a.m. - 11:50 a.m. Thoroughbred Room 5  
**“Engaging Physicians: Clinical Institute and Other Models that Promote Standardization of Care”**  
*Speaker:* Ross Swanson  
Executive Vice President  
Corazon, Inc.  
Pittsburgh, Pennsylvania
- 11:50 a.m. - 12:20 p.m. Thoroughbred Room 1  
**General Session**  
**“Don’t Be Left Out: Thoughts on Collaboration with Post-Acute Care Providers”**  
*Speaker:* Greg Gibbs, CPA  
Partner, and  
Brandon Harlan, CPA  
Senior Manager  
Arnett Carbis Toothman  
Charleston, West Virginia and  
New Castle, Pennsylvania
- 12:30 p.m. - 2:00 p.m. Bluegrass Ballroom 2  
**Awards Luncheon**

# NURSING OFFICER TRACK

Kentucky Organization of Nurse Leaders

Thursday, May 12

8:00 a.m. - 5:00 p.m. Thoroughbred Pre-Function  
Registration

5:00 p.m. - 6:00 p.m. Thoroughbred Pre-Function  
Reception

Friday, May 13

7:30 a.m. - 2:00 p.m. Thoroughbred Pre-Function  
Registration

8:00 a.m. - 9:15 a.m. Bluegrass Ballroom 2  
**Opening Session/Breakfast**  
**“Take Responsibility: Using Vision, Mindset  
and Grit to Achieve Success”**  
Speaker: Scott Burrows

9:15 a.m. - 9:30 a.m. Thoroughbred Pre-Function  
Displays

9:30 a.m. - 10:30 a.m. Thoroughbred Room 1  
**General Session**  
**“Closing the Knowing-Doing Gap in Health Care”**  
Speaker: Craig Deao  
Member, Senior Executive Team  
The Studer Group  
Pensacola, Florida

10:30 a.m. - 10:45 a.m. Thoroughbred Pre-Function  
Refreshment Break/Displays

10:45 a.m. - 11:30 a.m. Thoroughbred Room 4  
**“Outstanding Kentucky Nursing Research:  
Being Stewards of Leadership and  
Evidence-Based Practice”**

**“Oral Intake During Labor: Evidence-Based  
Practice Change”**  
Speaker: Cathy O’Nan, DNP, RN-BC and  
Pat Jackson, BSN, RN  
Methodist Hospital  
Henderson

**“The Utilization of the STOP-Bang Tool and  
Its Impact on Nursing Airway Management  
in the Post Anesthesia Care Unit”**  
Speakers: Amy Shofner, BSN, RN  
Cathy O’Nan, DNP, RN-BC and  
Hope Weaver, BSN, RN  
Methodist Hospital  
Henderson

**“Smoking Cessation Study in a Rural Community  
Family Medicine Residency Clinic”**  
Speakers: Lacey Hutchinson, D.O. and  
Cathy O’Nan, DNP, RN-BC  
Methodist Hospital  
Henderson

11:30 a.m. - 12:15 p.m. Thoroughbred Room 4  
**KONL Business Meeting**

2:30 p.m. - 2:00 p.m. Bluegrass Ballroom 2  
**Awards Luncheon**

## Mark Your Calendars

KHA Health Care  
Leadership Conference  
November 11, 2016  
Marriott Louisville East

Kentucky Hospital  
Association  
88th Annual Convention  
May 18-19, 2017  
Lexington Convention  
Center



# VOLUNTEERS / DIRECTORS OF VOLUNTEERS / GIFT SHOP MANAGERS

Kentucky Hospital Auxiliaries/Volunteers  
 Kentucky Society for Hospital Gift Shop  
 Managers  
 Kentucky Society for Directors of Volunteer  
 Services

Thursday, May 12

8:00 a.m. - 10:00 a.m. Thoroughbred Pre-Function  
**Registration**

8:00 a.m. - 10:00 a.m. Thoroughbred Pre-Function  
**Auxiliary Exhibits/Continental Breakfast**

8:30 a.m. - 9:30 a.m. Thoroughbred Room 7  
**KSDVS General Membership Meeting**

8:30 a.m. - 9:30 a.m. Thoroughbred Room 8  
**Gift Shop Managers Meeting**

10:00 a.m. - 11:00 a.m. Thoroughbred Room 1-3  
**"Can't We All Just Get Along"**  
*Speaker:* Suzette Brawner

11:00 a.m. - 11:15 a.m. Thoroughbred Pre-Function  
**Refreshment Break/Auxiliary Exhibits**

11:15 a.m. - 11:45 a.m. Thoroughbred Room 1-3  
**"Recognizing Threats: How Volunteers Can  
 Be Better Prepared"**  
*Speaker:* Joe Magana  
 System Director for Safety, Security and  
 Emergency Preparedness  
 Baptist Health  
 Louisville

11:45 a.m. - 1:15 p.m. Regency Ballroom  
**Auxiliary/Volunteer Luncheon**  
**Presentation of HANDS Awards**

1:30 p.m. - 2:30 p.m. Thoroughbred Room 1-3  
**Round Table Discussions**

**"Recruiting New Volunteers"**  
 (helpful suggestions to attract new volunteers)  
*Table Leader:* Linda Dockery  
 Sts. Mary & Elizabeth Hospital  
 Louisville

**"Auxiliary Officers"**  
 (share your challenges/questions with other auxiliary  
 officers)  
*Table Leaders:* Judy Albrecht  
 Saint Joseph Hospital  
 Lexington  
 and  
 Rhonda Krumm  
 HealthSouth Cardinal Hill  
 Rehabilitation Hospital  
 Lexington

**"Volunteer Rounding"**  
 (learn how a volunteer rounding program can improve  
 the hospital's HCAHPS scores)  
*Table Leader:* Dolly Anderson  
 Baptist Health Louisville  
 Louisville

**"New Service Ideas for Your Hospital and  
 Community"**  
 (exchange ideas for new services volunteers can  
 offer in their community and hospital)  
*Table Leaders:* Adele DeFossett  
 Ephraim McDowell Fort Logan Hospital  
 Stanford  
 and  
 Kathy Simpson  
 Ephraim McDowell Regional Medical  
 Center  
 Danville

**"Yellow Dot Program"**  
 (share ideas on how to promote Yellow Dot in  
 local communities)  
*Table Leader:* Clara Druen  
 Hardin Memorial Health  
 Elizabethtown

**"Gift Shop Security/Shoptlifting"**  
 (exchange ideas on best practices for gift shop  
 security and how to minimize shoptlifting)  
*Table Leader:* Debbie Skaggs  
 Baptist Health Louisville  
 Louisville

**"Gift Shop Special Promotions"**  
 (what are your most successful promotions)  
*Table Leader:* Tricia Payne  
 Hardin Memorial Health  
 Elizabethtown

**"Motivating Gift Shop Volunteers"**  
 (share how you motivate your gift shop volunteers  
 and also share job descriptions and duties)  
*Table Leader:* Lisa Ackley  
 St. Elizabeth Healthcare  
 Edgewood, Florence, Fort Thomas

2:30 p.m. - 2:45 p.m. Thoroughbred Room 1-3  
**Wrap-Up and Adjournment**

## Volunteer Sponsors/Vendors

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### Vendor Displays

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Just Jewelry/JJ Boutique..... Booth #1

R Jazzy Jewelry..... Booth #4

Kentucky Transportation Cabinet

Yellow Dot Program ..... Booth #14

# HOW TO REGISTER

Complete the Advance Registration Form on page 15.

With the exception of a spouse or guest, each person registering should use a separate registration form. If additional forms are needed, feel free to copy.

## Fees

**Early Bird Discounted Rate** ..... \$200  
(Rate will apply to registrations postmarked on or before April 29, 2016)

**Regular Rate** ..... \$225  
(After April 29, the regular rate will be charged)

**Registration fee includes** ACHE sessions on May 12 and 13 and the Opening Breakfast and Awards Luncheon on May 13, all other sessions and tracks, reception and refreshment breaks.

## Payment

Payment can be made by using cash, check, American Express, VISA or MasterCard. Onsite registration must be paid at the time of registration. KHREF will not bill for onsite registration.

## Return completed form(s) with check payable to:

**KHREF**  
(Kentucky Hospital Research and Education Foundation, Inc.)  
**P. O. Box 436629**  
**Louisville, KY 40253-6629**

or

Credit card registrations **must be** completed online at: [http://www.kyha.com/CM/Events/Evts\\_List.aspx](http://www.kyha.com/CM/Events/Evts_List.aspx) using your American Express, MasterCard or VISA.

## ACHE

**Registration fee includes** the ACHE sessions on May 12 and 13.

**ACHE Luncheon, May 12** ..... \$30

**Use Section B** of the registration form to register for the ACHE Sessions and ACHE Luncheon.

## Spouse/Guest

**Spouse/Guest Registration Fee** ..... \$50  
(Includes the Breakfast and Lunch on May 12)

**The spouse or guest registration fee does not apply to employees of the hospital.**

## Sponsor Registration

Sponsor registration is outlined in the Sponsorship information. Sponsors wishing to register additional attendees should use the Advance Registration Form and pay the Individual Registration Fee.

## Volunteer/Auxiliary

To register for the Annual Volunteer/Auxiliary Convention, see Volunteer/Auxiliary registration on page 16.

## Online Registration

Register online at [http://www.kyha.com/CM/Events/Evts\\_List.aspx](http://www.kyha.com/CM/Events/Evts_List.aspx) using your American Express, MasterCard or VISA.

## Request for Refunds

Refund requests must be received in writing before 4:00 p.m. on May 5, 2016, and a \$50 service fee will be charged. **No refunds will be made AFTER May 5, 2016. There will be NO exceptions.**

## Name Badges and Tickets

Name badges and tickets must be picked up at the KHA Convention registration desk, located at the entrance to the Thoroughbred Suites in the Lexington Convention Center. Materials will not be mailed in advance.

## Registration Desk Hours

**Thursday, May 12** ..... 8:00 a.m. - 5:00 p.m.

**Friday, May 13** ..... 7:30 a.m. - 2:00 p.m.

# ADVANCE REGISTRATION FORM

## KHA Annual Convention Advance Registration Form

**Note:** The early discounted registration fee of \$200 applies to all registrations postmarked on or before April 29, 2016. For registrations postmarked after April 29, the general registration fee of \$225 will apply. See "How to Register" on page 14 for additional details.

**Please print or type all information.** This information will be used to prepare your convention name badge. **USE ONLY ONE FORM FOR EACH REGISTRANT.** Copies may be made.

Name \_\_\_\_\_

First Name for Badge \_\_\_\_\_

Title \_\_\_\_\_

Hospital/Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Spouse or Guest \_\_\_\_\_

### A. Required Registration for all Attendees (please select one or more)

#### Individual Registration

- \$200 Early Bird KHA Member Registration \$\_\_\_\_\_ (prior to April 29, 2016)
- \$225 KHA Member Registration \$\_\_\_\_\_ (after April 29, 2016)
- \$50 Spouse/Guest Registration \$\_\_\_\_\_ (does not apply to hospital employees)

#### Sponsor Registration

- \$200 per registrant over number allowed with Sponsorship Package \$\_\_\_\_\_

**Total Section A** \$\_\_\_\_\_

#### Indicate Meal function(s) you will attend

- Breakfast, May 13       Lunch, May 13
- Indicate if vegetarian meals are required.
- Indicate if gluten-free meals are required.

### B. ACHE Session

- \$30 ACHE Luncheon on May 12 \$\_\_\_\_\_
  - vegetarian meal     gluten-free meal
- I will attend the morning ACHE Session on May 12
- I will attend the afternoon ACHE Session on May 12
- I will attend the afternoon ACHE Session on May 13  
(The ACHE Sessions are included in the Individual Registration fee of \$200)

**Total Section B** \$\_\_\_\_\_

**Amount Enclosed** \$\_\_\_\_\_ (add totals from Sections A & B)

#### Indicate Method of Payment

- Check enclosed payable to KHREF  
Return to: **KHREF**  
**P. O. Box 436629**  
**Louisville, KY 40253-6629**
- American Express
- MasterCard
- VISA

Person to contact for card number:

Name \_\_\_\_\_

Phone # \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

**Registrations must be mailed with payment to:**

**KHREF**  
**P. O. Box 436629**  
**Louisville, KY 40253-6629**  
**or**  
**for credit card payment, register online at:**  
**[http://www.kyha.com/CM/Events/Evts\\_List.aspx](http://www.kyha.com/CM/Events/Evts_List.aspx)**

**Refund Policy:** Requests for refunds must be received in writing before 4:00 p.m. on May 5, 2016. A \$50 service fee will be charged. There will be no refunds after May 5, 2016.



# VOLUNTEER/AUXILIARY REGISTRATION

## Advance Registration Form For Volunteers/Auxilians, Directors of Volunteer Services and Gift Shop Managers

**Note:** The early discounted registration fee applies to all registrations postmarked on or before April 29, 2016. For registrations postmarked after April 29, the general registration fee will apply.

**Please print or type all information.** This information will be used to prepare your convention name badge. **USE ONLY ONE FORM FOR EACH REGISTRANT.** Copies may be made.

Name \_\_\_\_\_

First Name for Badge \_\_\_\_\_

Title \_\_\_\_\_

Hospital/Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

### C. Required Registration for all Attendees (please select one or more)

- \$60 Volunteer/Auxilian Registration (includes luncheon) (Early Bird — prior to April 29, 2016) \$\_\_\_\_\_
- \$68 Volunteer/Auxilian Registration (includes luncheon) (after April 29, 2016) \$\_\_\_\_\_
- \$75 Director of Volunteer/Gift Shop Manager Registration (includes luncheon) (Early Bird — prior to April 29, 2016) \$\_\_\_\_\_
- \$85 Director of Volunteer/Gift Shop Manager Registration (includes luncheon) (after April 29, 2016) \$\_\_\_\_\_
- \$35 Volunteer Luncheon Guest \$\_\_\_\_\_

**Total Section C/Amount Enclosed** \$\_\_\_\_\_

- Indicate if vegetarian luncheon is required.
- Indicate if gluten-free luncheon is required.

### Indicate Method of Payment

- Check enclosed payable to KHREF  
Return to: **KHREF**  
**P. O. Box 436629**  
**Louisville, KY 40253-6629**
- American Express
- MasterCard
- VISA

Person to contact for card number:

Name \_\_\_\_\_

Phone # \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

**Registrations must be mailed with payment to:**

**KHREF, P. O. Box 436629, Louisville, KY 40253-6629**  
**or**  
**for credit card payment, register online at:**  
**[http://www.kyha.com/CM/Events/Evts\\_List.aspx](http://www.kyha.com/CM/Events/Evts_List.aspx)**

**Refund Policy:** Requests for refunds must be received in writing before 4:00 p.m. on May 5, 2016. A \$25 service fee will be charged. There will be no refunds after May 5, 2016.

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