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Tuesday, June 27, 2023

10:00 – 10:30 a.m. **Welcome – NDHA & NDONL**
Presentation of the North Dakota Daisy Award

10:30a.m. - Noon **Secrets of the Staffing Fix**
Presented by: Brian Lee, CSP, Custom Learning Systems

Content: Healthcare leaders and their staff are in pain, desperately trying to cope with an unprecedented labor shortage, epidemic-level resignations, and pressing need for an immediate and long-term staffing fix. Audiences will learn how to stop the bleeding, find, and retain quality staff. This presentation contains 35+ best practices, tools, skills, and creative solutions to overcome the despair of today's healthcare leaders. When it comes to recruiting staff, it is not the concept of "finders' keepers", it's "keepers who deserve to be found". For hospitals facing these issues: costly employee turnover, increasing requests for employee overtime, excessive agency costs, too many vacancies, or poor morale, this presentation provides solutions. You will walk away with so many new and unique strategies for how to recruit and retain highly qualified employees and at the same time, be reminded of the importance of supporting and recognizing current employees who will be part of the solution to the staffing crisis. This presentation will be customized to your specific state-wide issues and a number of complimentary bonus resources will be offered as a way to support the strategies from this keynote while improving individual leadership skills and hospital-wide staff education on key patient satisfaction ideas. Morale and community reputation will go up, excessive agency costs will go down, and staffing shortages will be eliminated.

Noon – 12:45 p.m. **Lunch**

1:00 – 4:00 p.m. **Cultivating the Soil for Nurses to Grow: The Future of the Health Care Workforce**
Presented by: Benjamin Anderson, VP, Colorado Hospital Association

Content: Hospitals face a challenging labor environment as nearly 20 percent of the workforce has left the industry since the outset of COVID-19. What if we process this long-term, daunting issue through an environmental lens? With communities in mind, what if we liken our most needed workers to seedlings, that require a healthy environment at work and home to grow and thrive? In this session, Benjamin Anderson will introduce a change management model designed around the USDA's Four Principles of Soil Health, resulting in several interventions that are already yielding fruit.

5:00 – 7:30 p.m. **Reception – Radisson Inn, New York Rooms (main level of hotel)**
Join NDHA , NDONL, and colleagues for some food and networking, and still have time to explore downtown Bismarck!

Wednesday, June 28, 2023

9:00 – 10:00 a.m. **The Power of Inclusive Benefits**
Presented by: Whitney White, Sr. Culture & DEI Consultant, Marsh McLennan Agency

Content: In Glassdoor's 2020 Diversity Hiring Survey, more than three out of four job seekers and employees (76%) report that a diverse workforce is an important factor when evaluating companies and job offers. If your organization's benefits offerings are not perceived as inclusive, you may be missing out on talent or failing when it comes to retention. As well as being a part of benefits offerings, inclusive benefits can be a key metric for empowering and establishing an actionable Diversity, Equity, and Inclusion strategy.

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Closing Keynote

10:15 – 11:45 a.m. **Building Resilience: One Thought at a Time**

Presented by: Terry Eckmann, Ph.D., Professor, Minot State University

Content: Explore the physiology and power of thoughts-negative and positive. Understand common characteristics of a resilient person and identify strategies to develop and strengthen neuropathways of resilience. Put these muscles to work one thought at a time to overcome challenges, face change, and live life to the fullest.

OUR SPEAKERS

Whitney White has over ten years' experience utilizing best practices to develop, lead, market, and implement corporate diversity, equity, and inclusion (DE&I) strategies, programs, and events. Since joining Marsh McLennan Agency, Whitney has leveraged her skills to enhance the value proposition of the MMA MI Health Benefits practice by understanding and applying leading-edge thinking around employee culture and DE&I strategy. Whitney is a graduate of Grand Valley State University with a Bachelor of Science degree in Criminal Justice and has completed graduate-level courses in Public Administration, Human Resources, and Public Policy. She is a certified facilitator for Implicit Bias and Cultural Intelligence, and a Certified Diversity and Inclusion Recruiter.

As Vice President for Rural Health and Hospitals at the Colorado Hospital Association, **Benjamin Anderson** provides leadership and direction in the development and execution of the association's rural strategies, advocates on behalf of rural hospitals and health systems and works to develop strategic partnerships with organizations that affect the health of rural Coloradans. He has 20 years of experience in health care and non-profit administration and is a nationally recognized leader in health equity and transforming rural health care through an innovative approach to attracting physicians to diverse, underserved areas with a generous paid time off package to be used for international volunteer work. Benjamin is Co-Principal Investigator of a nationally released toolkit and playbook called, "Redefining Leadership: A Pathway for Rural Health to Thrive in a COVID-19 World." Prior to joining CHA, he spent six years serving as the CEO of Kearny County Hospital in Lakin, Kan. Benjamin earned a Bachelor of Arts in English and an MBA from Drury University as well as a Master of Health Care Delivery Science from Dartmouth College.

Terry Ferebee Eckmann, Ph.D. is a Professor Teacher Education and Kinesiology at Minot State University (MSU). Eckmann is an award-winning presenter, author, and researcher. She presents internationally on topics related to effects of lifestyle choices on the brain, movement that matters, healthy aging, brain and learning, stress management, worksite wellness and the power of choice. Eckmann and her daughter, Katie, coauthored "101 Mindfulness and Meditation Practices" Terry's other two books "101 Ways to Age Gracefully" and "101 Brain Boosters" are used in schools and active aging communities nationally. She and her husband have two grown children and two grandchildren. Her current favorite role – grandparenting! She has a passion for family, friends, traveling, entertaining, hiking, golf, group exercise, yoga, teaching, and learning. Eckmann believes in living life to the fullest!

Brian Lee, CSP, is one of North America's leading experts in the field of World-Class patient experience, staff engagement and culture change. He is a recognized author on HCAHPS improvement and Value-Based Purchasing. Brian is known for his passion and enthusiasm in delivering inspirational keynote presentations that create impact and bring transformation to healthcare organizations. This internationally acclaimed and bestselling author has been featured as the keynote speaker at conferences in more than 14 countries. He travels 150,000 miles every year and has spoken in every state and province in North America.

Hotel:

Radisson Hotel, 605 E. Broadway Ave, Bismarck, ND **Phone:** 701-255-6000
Room Block under ND Hospital Association **Rate:** \$110 plus tax
(Room block release date is May 27, 2023)