

2019

ICAHN
ANNUAL
CONFERENCE



RURAL HEALTH:
EXPLORING THE POSSIBILITIES

NOVEMBER 13-14 | I-HOTEL & CONFERENCE CENTER



WWW.ICAHNANNUALCONFERENCE.COM

WELCOME TO OUR ANNUAL CONFERENCE

Rural Healthcare: Exploring the Possibilities

During this year's conference, we invite you to connect with colleagues, participate in interactive educational workshops, visit with more than 50 corporate exhibitors, and help us improve the future of rural healthcare by exploring all the possibilities.

Our nationally-known keynote speakers will focus on the topics of teamwork, recruitment and retention, quality, collaboration, communication, and leadership within Illinois'

small and rural hospitals, while the Board Governance Track will offer strategies for an effective rural hospital board plus best practices for making your hospital a community champion.

New this year is a Hospital Marketing Track, which will feature insight on the value of comprehensive marketing plans and strategic planning, innovative fundraising, and ADA compliance for both your website and social media marketing.

We will also announce our 2019 IMPACT Awards, highlighting our member hospitals' most innovative projects or programs from this past year, and our '4 Under 40' award winners, who make up our member hospitals' most influential and up-and-coming young leaders.

All in all, we hope this conference provides value in its education and tools, but also inspires you to put your own ideas and goals into motion.



DOUG FLORKOWSKI
BOARD PRESIDENT



PAT SCHOU
EXECUTIVE DIRECTOR



SPECIAL THANKS TO OUR PARTNERS AND SPONSORS



RECEPTION SPONSOR



LUNCH SPONSORS



SPEAKER SPONSORS



BREAKFAST SPONSOR



ENTERTAINMENT SPONSORS



TOTE BAG AND LANYARD SPONSORS



PREFERRED PARTNERS

Consociate Health
efficientC
Intalere
Midwest Energy
Unified Trust Company, N.A.

BLUE STAR PARTNERS

Anders CPAs+Advisors
The Compliance Team
Hinshaw & Culbertson LLP
HIPAAtrek
Magnet Solutions
Pinnacle Healthcare Consulting
Rectangle Health
Stericycle
The Joint Commission
UltraGroup LLC
Vizient Insurance Services
Wipfli

ORGANIZATION SPONSORS

Blue & Co., LLC
CastiaRx
CliftonLarsonAllen
Community Infusion Solutions
Eide Bailly LLP
HealthTechS³
Integritas
LP Management Services
Medefis, Inc.
O'Shea Builders
Pain Management Group
P.J. Hoerr, Inc.
Relias
RSRH Consulting, LLC
Shive-Hattery
Systemax
TAG Communications, Inc.

WEDNESDAY, NOVEMBER 13 – AFTERNOON SESSION

11:30AM	Member Luncheon / Annual Member Meeting	Chancellor
12:15PM	Welcome – Pat Schou, Executive Director, and Doug Florkowski, Board President	Chancellor
1:30PM	Opening Remarks – Dr. Ngozi Ezike, Illinois Department of Public Health Director	Chancellor
1:45-3:00PM	No More Team Drama – SPONSORED BY TAG COMMUNICATIONS, INC. Joe Mull, Healthcare Leadership Speaker	Chancellor
3:00-3:15PM	Break / Refreshments – SPONSORED BY ARHPC Magician Preview! Meet and greet entertainer Rob Thompson – SPONSORED BY NATIONWIDE PRESCRIPTION CONNECTION & SENEX	Chancellor
GENERAL SESSION		
3:15-4:00PM	Evolving Healthcare Environment: New Collaborative Approaches to Meet New Market Demands – SPONSORED BY MANAGED CARE PARTNERS Eric Shell, CPA, MBA, Chairman, Stroudwater & Associates	Chancellor
MARKETING TRACK		
3:15-4:00PM	Strategic Planning Without Marketing Isn't Strategic Cheryl Powers, Founder, The Research Edge	Alma Mater
	Marketing's contribution to strategic planning begins with knowledge of the patient experience and your community's perceptions of your hospital. Learn about your peers' perspectives on current marketing expertise, skills, and connections to the planning process and the gaps that exist, based on a pre-conference survey taken by ICAHN hospital marketing leaders and CEOs.	
SPEAKER PANEL		
4:05-4:45PM	Recruitment and Retention: The Real Story <i>Moderated by Joann Emge, CEO, Sparta Community Hospital</i> Mark Kuhn, CEO, Hammond-Henry Hospital Sue Odle, CEO, St. Joseph Memorial Hospital Andrew Buffenbarger, CCO, Kirby Medical Center	Chancellor
4:45PM	2019 IMPACT AND '4 UNDER 40' AWARDS	Chancellor

5:15PM EVENING RECEPTION



Located in the Illinois Ballroom Lobby, the evening reception will include a light buffet with hors d'oeuvres and complimentary beer and wine. Exhibitors, attendees, and award recipients are invited to attend, and 'The Funny Guy' Magician Rob Thompson will perform. Morgan Henton of MHP Media Group is sponsoring one free Doctor Intro Video for one lucky attendee. Must be present to win.

RECEPTION SPONSOR: LEGATO HEALTHCARE MARKETING

ENTERTAINMENT SPONSORS: NATIONWIDE PRESCRIPTION CONNECTION & SENEX RMC | CREDENTIALING | A/R+



'The Funny Guy'
Magician Rob Thompson

SPEAKER BIOGRAPHIES



DAY ONE

1:30PM DR. NGOZI EZIKE, Director, Illinois Department of Public Health

Dr. Ngozi Ezike was appointed by Governor J.B. Pritzker to serve as Director of the Illinois Department of Public Health. Prior to joining the Department, Dr. Ezike worked for over 15 years with Cook County Health. As a board-certified pediatrician and internist, Dr. Ezike delivered inpatient care at Stroger Hospital, formerly known as Cook County Hospital, as well as primary and preventive care in community and school-based clinics. As Medical Director for the Austin Health Center, located on the west side of Chicago, she saw patients of all ages and engaged with the community through health initiatives involving obesity, diabetes, and breastfeeding. In her last role with Cook County Health, she served as Medical Director at the Cook County Juvenile Detention Center, the largest single site juvenile detention facility in the country. She was instrumental in creating and implementing the facility's health policies as the first step of many for coming out of federal receivership and achieving national accreditation for the detention center.



1:45PM JOE MULL, Healthcare Leadership Speaker

Gossip. Infighting. Complaints. Cliques. Drama is what occurs when team members aren't given the tools or support they need to rise above stress, selfishness, and disagreements. Team drama wreaks havoc on organizational health. It damages morale, productivity, engagement, and retention. Drama leads to customer complaints, lost revenue, and a talent exodus. It also sucks the life out of every manager it touches, monopolizing their time, and obliterating their spirit. Joe Mull's "No More Team Drama" program will help you transform your employees into a band of collaborators committed to working hard, getting along, and wowing customers. Joe is the former head of Learning and Development for Physician Services at the University of Pittsburgh Medical Center.



3:15PM ERIC SHELL, CPA, MBA, Chairman, Stroudwater & Associates

As the payment system continues to evolve from volume to value, the functional imperatives required for rural health systems to be successful have fundamentally changed. New collaborative approaches are critical to address these changes. This presentation will discuss evolving market changes and provide examples of collaborative approaches used successfully in other rural communities. Eric has been an industry leader in supporting rural healthcare in its transition to population health for the past 30 years and has assisted hundreds of hospitals during this time.



THURSDAY, NOVEMBER 14 – MORNING SESSION

7:30-8:30AM Registration / Breakfast – **SPONSORED BY THE MEDPRO GROUP** Illinois Lobby
 Exhibits open in Illinois Ballrooms A-B-C
\$100 Visa Gift Card Give-Away – SPONSORED BY CLIFTON LARSON ALLEN
Belkin Boost Up Wireless Charging Dock for iPhone and Apple Watch Give-Away
 – **SPONSORED BY UNIFIED TRUST COMPANY**
Must be present to win

8:30-9:30AM **Creating an Environment of Trust through Compassion** Chancellor
 Karen Cook, RN, BSN, The Studer Group – **SPONSORED BY nTHRIVE**

BREAK-OUT SESSIONS – Choose One

9:35-10:25AM • **Option 1: The Millennial Multiplier: How to Recruit, Engage, and Retain the Burgeoning Physician Population** Chancellor
 Kathy Jordan, Founder/CEO, Jordan Search Consultants
Millennials are expected to account for 75% of the workforce by 2030 – many on track to be in medicine. This increase is good news at a time when there's a shortage of nearly 105,000 physicians by 2030. Thus, for older generations responsible for attracting, retaining, and mentoring this workforce segment, understanding the millennial mindset is critical. To successfully recruit, engage, and retain millennial physicians, healthcare systems must ask the right questions.



• **Option 2: Chargemaster Compliance and Revenue Capture** Loyalty
 Scott Treida, CPC, MT (ASCP), Director, Blue & Co. LLC
In today's world of regulation and specialized coverage rules, maintaining an up-to-date chargemaster, or CDM, with trained staff can be a significant challenge. This presentation will help critical access hospital leaders understand best practices for effective CDM management. Revenue capture opportunities and strategies for mitigating compliance risk will also be discussed.



• **Option 3: What Works for Health: Igniting Action in Rural Communities** Alma Mater
 Joe Hinton, Action Learning Coach, County Health Rankings & Roadmaps
This session will explore evidence-based strategies that are proven to improve health in rural communities. Attendees will examine how to select the best strategy and move to community action. Participants will be encouraged to think broadly about the factors that influence health, focus on community needs and assets, and choose the right policies and programs for your community.



• **Option 4: Marketing Plans for the Small, Smart, and Savvy (MARKETING TRACK)** Quad
 Jennifer Bender, Director of Marketing for a 'Top 20' rural community hospital in South Dakota for three years running
Marketers at small and rural healthcare organizations have FOMO (fear of missing out) when it comes to data, trends, and resources. Fear not! During this session, participants will learn tips on how to plan marketing around your organization's unique, competitive edge. Discussions will touch on the barriers marketers encounter at small and rural healthcare organizations, conceptualization of ideas to help you create value for your organization, and take-away tips to develop effective marketing plans.



10:30-11:05AM **Exhibits open** – complete your trek around the ICAHN Treasure Map Illinois Ballroom
 to collect your pirate booty and have a chance at real riches...\$200 in cash!

SPEAKER BIOGRAPHY



DAY TWO

8:30AM KAREN COOK, RN, BSN, The Studer Group

While every organization strives to deliver exceptional, trusted, safe, patient-centered quality care – do they really? Can we honestly say that every patient would say their experience is one they would definitely recommend to their family and friends? Are the employees and physicians “proud” of where we work and of the results achieved? And perhaps the most important, is compassion a platform for all interactions? ‘Compassionomics’ is the scientific evidence that caring makes a difference. A consumer’s perception of quality at an organization is impacted by moments of truth – *those moments that form an impression*. This session will build skills in compassionate communication and the behaviors and processes that lead to a culture of higher clinical quality and reliability, safe and efficient care delivery, and operational excellence from the patient, employee, and physician perspective. Participating in early focus groups with the Agency for Healthcare Research and Quality on the development of the HCAHPS survey, Karen Cook is the co-author of *The HCAHPS Handbook*. Karen is one of the first coaches to join The Studer Group, and she has been an RN for over 39 years.



Illinois’ Premier Energy Supply and Management Resource for Healthcare Energy Buyers



Since 2006, Midwest Energy has worked with **20 ICAHN hospitals** to help them save as much as 35%, compared to their regulated electric and natural gas utilities. Our 98% customer retention rate shows our commitment to excellence and superior service levels.

MIDWEST ENERGY • 559 S. Frontage Rd., Burr Ridge, IL 60527 • 630.887.8881 • mbeci@midwestenergyinc.com

BOARD GOVERNANCE TRACK

9:35-
10:05AM

Top Ten Strategies to Build an Effective Board Stephen T. Moore, Partner, Hinshaw & Culbertson LLP

Lincoln

Even the most talented CEO and management team can fail without an effective Board. Multiple effective strategies must be deployed to select and develop Board members who support management in establishing and achieving organizational goals. This presentation will outline key drivers of success in developing an effective Board and will encourage the sharing of experiences of all attendees.



10:10-
11:10AM

The Importance of Data Strategies for the Rural Hospital Board Ralph Llewellyn, CPA, CHFP, Partner, Eide Bailly LLP

Lincoln

Financial and operational success is not guaranteed in the rural healthcare setting. Healthcare is a process where stakeholders need actionable information to be successful and deliver effective patient care. Even talented leaders can fail if they lack the information to make the necessary decisions in a timely manner. However, existing data collection systems are complicated and that can lead to confusion. As systems of record, they sometimes can miss the mark when it comes to helping teams learn. This session will explore an improved path to engage teams, drive success, and help healthcare board members and leaders perform at higher levels with more confidence.



11:15-
12:00PM

Community Health Needs Assessments: Their Potential to Make Your Hospital a Community Champion Terry Madsen, ICAHN CHNA Consultant

Lincoln

2019 brought the end of the third round of the Community Health Needs Assessment (CHNA) process mandated by the Patient Protection and Affordable Care Act. The initial doubts about the impact of CHNAs on critical access and other small hospitals that prevailed nearly 10 years ago have been replaced by evidence of positive change. In many places, actions based on the implementation strategies from CHNAs have moved hospitals from community partners to recognition as community champions. This program will discuss programs, projects, and initiatives developed by ICAHN members in response to CHNAs. ICAHN's CHNA consultant will explain some of the trends in CHNAs, and two member CEOs will share solutions initiated within their communities, outside of their facilities, that are changing the quality of life.



BREAK-OUT SESSIONS – Choose One (Options Continued on Next Page)

11:05AM-
12:00PM

- **Option 1: Overcoming Quality Issues in Illinois Critical Access Hospitals**
Chad Larson, Executive Director, Hospital Accreditation Program
The Joint Commission

Chancellor

By learning what critical access hospitals have specifically struggled with during the accreditation process, participants can use the information presented to take back to their facilities and see if they are in compliance or need to make some improvements. Because there are portals and tools available to help with key issues, such as environment of care, Illinois hospitals should feel confident they can tackle compliance issues for everyday patient care.



- **Option 2: Continuing on the Road to Value**
Dr. Keith Mueller, Gerhard Hartman Professor of Health Management and Policy, College of Public Health, University of Iowa

Loyalty

Critical access hospitals will continue to best serve their communities by participating in new programs and finance models that advance intrinsic value for their communities. Doing so requires adaptations by CAHs and their partners, including clinicians and community-based organizations. This presentation discusses the realities of the policy environment and pathways to change.



11:05AM-
12:00PM

• **Option 3: A Well-Trained Staff is Your Best Tool**

Rhonda Stringfellow, Senior Manager, TruBridge Education and Development

Hospitals around the country struggle with efficiency in the revenue cycle as well as training new employees to work at their highest level. This session will discuss how TruBridge, a leader in revenue cycle management, harnessed the power of training to produce results and sustainable return on investments.



Alma Mater

• **Option 4: Healthcare Philanthropy 101 (MARKETING TRACK)**

Beverly Neisler, CFRE, HSHS St. John's Foundation

In today's healthcare environment, leaders are seeking ways to understand how philanthropy works – from managing the donor relationship to how to make the "ask" and beyond. This session will discuss the importance of philanthropic support and will provide the necessary tools to increase participants' knowledge in the areas of how to approach potential donors, conversation starters, how to make the philanthropic ask, and what's next after the gift has been made.



Quad

12:00-
1:00PM

Lunch – SPONSORED BY CONSOCIATE / IRONSHORE / VIZIENT

Please dine in one of the following lunch rooms:

Humanities – **SPONSORED BY HIV CARE CONNECT / IPHA**

Knowledge – **SPONSORED BY ADKISSON SEARCH CONSULTANTS**

Innovation – **SPONSORED BY TECH ELECTRONICS**

Illinois Lobby

Humanities

Knowledge

Innovation

12:00-
1:00PM

Is Your Website a Litigation Target? (MARKETING TRACK / LUNCH ROOM)

Randy "RJ" Jacobs, President, TAG Communications, Inc.

In recent years, dozens of brands have been hit with significant lawsuits for their websites not being ADA compliant. At this session, we will explore the national and international regulatory trends in web content accessibility that have already cost Target Corporation over \$6 million. Understanding these issues now could save you time and money later.



Quad



RSRH Consulting, LLC

Reimbursement Studies for Rural Hospitals

Critical Reviews of Cost Reports

Audits of Payor Reimbursements

Cost Report Model[®]

Successful Efforts Basis

Visit us at <https://rsrhconsultingllc.com/>

THURSDAY, NOVEMBER 14 – AFTERNOON SESSION

1:00- 2:00PM	National Rural Health Policy Perspective– SPONSORED BY THE JOINT COMMISSION Alan Morgan, MPA, CEO, National Rural Health Administration	Chancellor
2:00- 3:10PM	Improv Skills for Work and Life: Fun, Fast and Flexible Sarah Marie Curry, Performer, Corporate Trainer	Chancellor
3:10- 3:30PM	Closing / Final Prize Give-Aways / Evaluations	Chancellor

SPECIAL THANKS TO THE ILLINOIS AREA HEALTH EDUCATION CENTER FOR ITS EVENT DONATION AND ALSO TO CLIFTON LARSON ALLEN AND MEDICAL ELECTRONICS FOR THEIR SPONSORSHIP OF THE LANYARD/NAME BADGES AND TOTE BAGS

ACHE Credit will be awarded for participation in conference sessions. Criteria for successful completion includes attendance at the entire session for which you are requesting credit and submission of a completed evaluation form. The evaluation form will be emailed to you after the event. You will receive your certificate by email after you complete the evaluation.

ICAHN is authorized to award hours of pre-approved ACHE Qualified Education credit for this 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 the application to the American College of Healthcare Executives for advancement or recertification. For more information, contact Kathy Fauble at kfauble@icahn.org or Liz Swanson at lswanson@icahn.org.



FORTY - FIVE YEARS OF
Building Leaders | Transforming Hospitals | Improving Care

HealthTechS3 is a 45 year old, award-winning healthcare consulting and strategic hospital services firm based in Brentwood, Tennessee with clients across the United States.

We are dedicated to the goal of improving performance, achieving compliance, reducing costs and ultimately improving patient care. Leveraging consultants with deep healthcare industry experience, HealthTechS3 provides actionable insights and guidance that supports informed decision making and drives efficiency in operational performance.



5110 Maryland Way, Suite 200, Brentwood, TN 37027
Phone: 615.309.6053
www.healthtechs3.com

SPEAKER BIOGRAPHIES



DAY TWO

1:00PM ALAN MORGAN, MPA, CEO, National Rural Health Association

This session will cover national trends, policy, and legislation impacting our rural healthcare landscape. Recognized among the top 100 most influential people in healthcare by *Modern Healthcare Magazine*, Alan Morgan has more than 28 years of experience in health policy development at the state and federal level. He previously worked for US Congressman Dick Nichols and former Kansas Governor Mike Hayden. Alan's experience also includes tenures with the American Society of Clinical Pathologists and the Heart Rhythm Society, where he established a D.C.-based government affairs office.



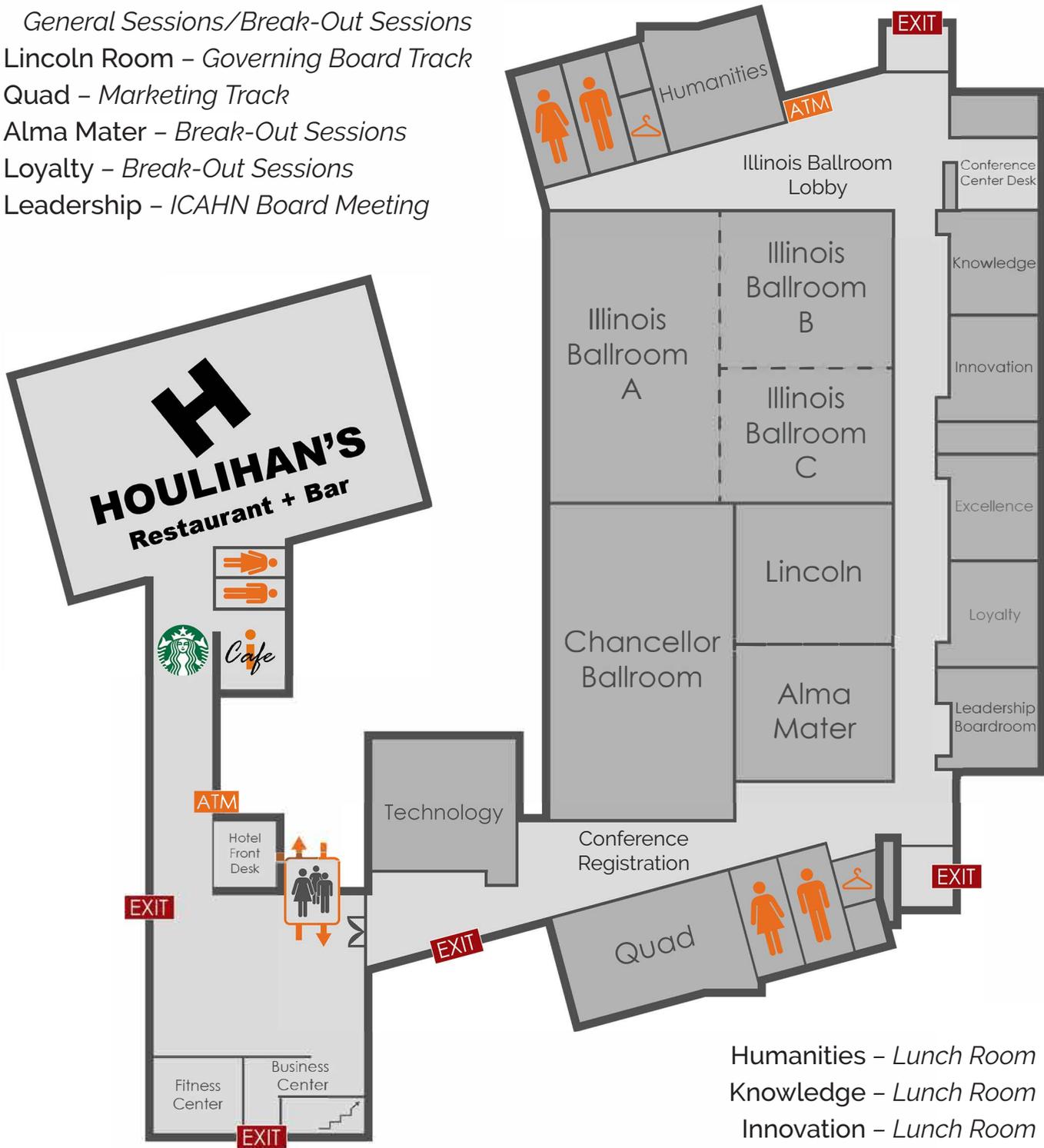
2:00PM SARAH MARIE CURRY, Performer, Corporate Trainer

If we had enough time, information, and resources, we would all be amazing at our jobs – and enjoy them thoroughly. But in the real world, we are all working under the gun, having to move forward without all the information we would like or the support we need. How can we learn to perform better under these circumstances and even maybe start to enjoy it? By becoming an improviser! Shana Merlin, at Merlin Works Improv says, "You improvise every day. Why not get good at it?" With all the laughter from interactive exercises, it will be hard to tell that you are actually discovering how to work more harmoniously and efficiently, be more present and positive, communicate better, and ultimately build on others' ideas. Sarah is an award-winning performer, specializing in improvisational and musical theatre. She has traveled nationally in the field as a corporate trainer, educator, and artists since 2011.



CONFERENCE CENTER LAY-OUT

- Illinois Ballrooms A-B-C – *Vendor Exhibits*
- Illinois Ballroom Lobby – *Reception/Buffer*
- Chancellor Ballroom – *Annual Meeting/General Sessions/Break-Out Sessions*
- Lincoln Room – *Governing Board Track*
- Quad – *Marketing Track*
- Alma Mater – *Break-Out Sessions*
- Loyalty – *Break-Out Sessions*
- Leadership – *ICAHN Board Meeting*



- Humanities – *Lunch Room*
- Knowledge – *Lunch Room*
- Innovation – *Lunch Room*
- Excellence – *Lunch Room*



Together, proudly supporting ICAHN.



Consociate is a Third Party Administrator (TPA) who, for nearly 40 years, has partnered with employers of all sizes and has built a reputation for providing exceptional and custom healthcare benefit management solutions to self-insured employers throughout Illinois and beyond. Our specialty markets include hospitals, schools, municipalities, manufacturers, Taft-Hartley plans, and association marketing.

Consociate is proud to serve as the preferred Benefits Partner for the Illinois Critical Access Hospital Network. As a result of this partnership, we are the Claims Administrator and Benefits Consultant for 13 of their member hospital systems and six other larger systems.

To learn how we can better serve you, please contact us.

2828 N. Monroe St. • Decatur, IL 62526 • 217.423.7788

452 North Main St. • East Peoria, IL 61611 • 309.694.5002

Proud to be an ICAHN Preferred Partner



Vizient is the largest member-owned, member minded health care company in the country representing \$100 billion in annual purchasing volume. Vizient's unprecedented size, national scale, and market leverage allows Vizient Insurance Services to create and manage employee benefits and property & casualty pooled programs designed to spread risk and deliver savings. By purchasing insurance coverages as a group, we dramatically increase our leverage with insurance carriers to obtain better pricing, stable rates, and enhanced policies for our members. Over 500 hospitals representing nearly \$400 million in paid premiums are currently participating in Vizient Insurance Services.

If you are interested in learning how Vizient Insurance Services can save your organization money, please contact David Smith, Associate Vice President, Insurance Services at 913.319.6202 or at david.smith@vizientinc.com.

Proud to be an ICAHN Blue Star Partner

www.consociate.com

www.vizientinc.com

Adkisson Search Consultants – Lunch Room Sponsor
Anders CPA + Advisors – Booth 28
 Beth Interactive Inc. – Booth 8
Blue & Co., LLC – Booth 18
CastiaRx – Booth 26
CliftonLarsonAllen (LANYARD SPONSOR) – Booth 48
 Collection Professionals, Inc. – Booth 39
The Compliance Team, Inc. – Booth 14
 Connected Healthcare Solutions – Booth 49
Consociate (LUNCH SPONSOR) – Booth 23
efficientC – Booth 32
Eide Bailly – Booth 34
 Evident – Booth 37
 E.W. McDaniels Inc. – Booth 45
 Farnsworth Group, Inc. – Booth 41
Hinshaw & Culbertson LLP – Booth 29
HIPAAtrek – Booth 17
HIV Care Connect / Illinois Public Health Association
 – Lunch Room Sponsor
 Illinois Department of Public Health – Excellence
 Illinois Health & Hospital Association – Booth 7
Intalere – Booth 51
Integritas Emergency Physician Services – Booth 16
The Joint Commission (SPEAKER SPONSOR) – Booth 50
LP Management Services – Booth 47
Magnet Solutions – Booth 21
Managed Care Partners (SPEAKER SPONSOR)
 – Booth 24
Medefis – Booth 35
 MedHost – Booth 6
 Medical Business Bureau – Booth 5
Medical Electronics (TOTE BAG SPONSOR)
 – Booth 2
 Medical Outsourcing Solutions – Booth 3
MedPro Group (BREAKFAST SPONSOR) – Booth 25
Midwest Energy, Inc. – Booth 30
 Midwest Health Care Inc. – Booth 46
 MHP Media Group – Booth 40
nThrive (SPEAKER SPONSOR) – Booth 43
 Nutrition Care Systems – Booth 38
O'Shea Builders – Booth 33
Pain Management Group – Booth 20
 PharmaForce – Booth 10
 Pilot Digital Marketing – Booth 9
Pinnacle Healthcare Consulting – Booth 22
P.J. Hoerr, Inc. – Booth 1
Rectangle Health – Booth 36
Relias – Booth 19
RSRH Consulting LLC – Booth 12
Shive-Hattery Architecture-Engineering
 – Booth 27
 Survey Solutions – Collaborative Booth
 STL Communications, Inc. – Booth 11
TAG Communications Inc. (SPEAKER SPONSOR)
 – Booth 15
Tech Electronics – Lunch Room Sponsor
 Ten Broeck Healthcare – Booth 4
 TruBridge – Booth 42
UltraGroup LLC – Illinois Ballroom Lobby Table
Unified Trust Company – Booth 31
 USDA Rural Development – Booth 44
Wipfli – Booth 13



ICAHN Preferred Partner



ICAHN Blue Star Partner



ICAHN Conference Sponsor



ICAHN Organization Sponsor



IDEAS THAT WORK

Hospital IMPACT Award Nominees

- **Abraham Lincoln Memorial Hospital** partners with the City of Lincoln to provide free fitness for all
- **Carlinsville Area Hospital** provides a Congestive Heart Failure (CHF) Clinic
- **Carlinsville Area Hospital** creates the 'Lean Project'
- **Crossroads Community Hospital** establishes an Employee Engagement Committee
- **Fairfield Memorial Hospital** creates a multi-disciplinary feeding program for children with sensory needs
- **Graham Hospital** creates a Stroke Measures Improvement Project
- **Hammond-Henry Hospital** completes ISO 9001: 2015 Implementation
- **HSHS St. Joseph's Hospital-Highland** establishes a Parkinson's Discovery Group
- **Lawrence County Memorial Hospital** creates a Daytime Acute Care Clinic
- **Northwestern Medicine Valley West Hospital** improves patient outcomes through use of Tele-Stroke
- **OSF HealthCare Holy Family Medical Center** offers 'Healthy Meals on a Budget' program
- **OSF Healthcare Holy Family Medical Center** offers 'Be WELL' (Women Enjoying Living and Learning) Program
- **OSF HealthCare Saint Luke Medical Center** creates a Fall Prevention - Best Practice program
- **Perry Memorial Hospital** establishes Inpatient Customer Experience Improvement Project
- **St. Joseph Memorial Hospital** offers 'Micro Market'
- **Sparta Community Hospital** creates a 'Community Approach to Sepsis' program
- **Taylorville Memorial Hospital** creates 'Go Steady: A Community-Based Prevention Initiative'
- **Warner Hospital & Health Services** opens Warner Wellness Center & Wellness Services

2019 IMPACT AWARD WINNERS

Finding creative ways to motivate staff, initiating a new approach to improve patient relationships, and implementing successful community projects are the precursors to innovation! Explore how your peers transformed their ideas into programs and services that work and inspire.

GIBSON AREA HOSPITAL & HEALTH SERVICES' DENTAL CLINIC

Area physicians and representatives from its local school system informed Gibson Area Hospital Health Services' staff of the need for access to dental care. Patients had been on a waiting list for up to six months or were forced to go to the University of Illinois-Chicago for care. In response to this need, GAHHS opened a dental clinic within its facility to provide dental care to those who struggle to find services and those who cannot afford to pay for these services. As oral disease affects overall health and well-being, lack of access to dental care had an adverse impact on oral health and was a factor in both high rates of preventable emergency department use and the opioid epidemic. With GAHHS' new dental clinic, many of these issues have been alleviated.

HORIZON HEALTH'S PATIENT SERVICES DEVELOPMENT

To make the patient experience as convenient as possible, Horizon Health created what has affectionately been deemed a "one stop shop," entitled Patient Services. The creation

of one centralized location for patient services streamlined a number of services into one location for staff, department, and leadership. The creation of Patient Services also helped to improve staff operations. The previous area comprising what is now Patient Services included 50 employees parceled over four departments with four managers operating independently of one another. Now, working together is greatly facilitated.

GENESIS MEDICAL CENTER-ALEDO'S MERCER COUNTY MENTAL HEALTH ACTION PROGRAM (MHAP)

The MHAP program established a nurse navigator at the Mercer County Health Department and coordinated care with behavioral health providers at GMC-Aledo. The program's goal was to increase new/enhanced mental health services and decrease delays in service. Specific objectives included documenting 30 MHAP referrals, with 10 in navigation; bridging primary and behavioral health; increasing the number of adults 19 years and older who are screened for depression by their PCP; and reducing the wait time to access behavioral healthcare.

'4 UNDER 40' WINNERS



JENNIFER BERNING, Director of Physical Therapy
Midwest Medical Center – *Nomination by Tracy Bauer*

Jennifer runs one of the most dynamic departments within Midwest Medical Center. Her greatest leadership trait is the ability to build a cohesive team that is always striving to exceed expectations. Jennifer consistently demonstrates her leadership by spearheading record-breaking months with a staff that is still willing to do more. Jennifer also communicates extremely well within her department and has secured a key senior therapist that can take over in her absence. Jennifer demonstrates leadership within the organization by problem-solving with multiple departments.

She is the one that other leaders reach out to if they can't solve a problem. She also rewards her staff with great activities throughout the year to keep them motivated. She has grown her department by adding an additional physical therapist and hiring an occupational therapist. She was also instrumental in implementing Cerner not only once in her department, but twice, and she was still able to motivate her staff to see the many benefits of the second implementation. This was a true success. Jennifer has also been key in adding several new service lines to the department and she has built a reputation for having the best therapy department in the tri-state area. Her name is associated with the therapy and the success of her department's treatment of patients. In addition to this, Jennifer has taken her department and increased revenue, visits, and services, but most importantly, the quality of the services provided. She is a walking billboard for therapy services. Jennifer's accomplishment also shows through in the respect she has gained from every physician within our organization, which is an incredible feat in itself. I can think of no other person more deserving of this award.



DR. VALERIE BURNS, Family Practice Physician
Lawrence County Memorial Hospital – *Nomination by Gene Allen*

Dr. Valerie Burns goes above and beyond for not only her patients, but her colleagues and staff. Dr. Burns collaborates for multiple Nurse Practitioners, sees a high majority of our nursing home patients, and has a robust RHC practice while still seeing her own patients in the hospital. Dr. Burns has been our Medical Director for the last two years, and our hospital has flourished under her reign. We have had several improved quality scores, and she has been instrumental in the growth of our RHC.

She has made a positive influence on our Nurse Practitioners and instilled in them the importance of great patient care, kindness, and hard work. We have added two providers and three new RHC programs during her time here, and she continues to be the top revenue generator for our organization. Dr. Burns also does something that most providers don't do anymore. She calls all of her own patients with results from their lab, radiology, or any other test they may have had. It does not matter if the test is negative or positive, she always calls. She does this so if her patients have questions, they will get an answer from their physician. She often stays after hours for as long as it takes. This, to me, is the quality of a leader.



JOHNNA SMITH, Nurse Executive

St. Joseph Memorial Hospital – *Nomination by Sue Odle*

Johnna is a transformational leader who has a passion for her work. She has brought her experience as a nurse manager to engage staff and build accountability. As Nurse Executive, she has developed a trust and camaraderie among staff who have been through tough changes. She has encouraged staff to solve problems, and they know they can count on her to support their decisions. We have experienced 100 percent turnover of unit nurse managers in a 2-year period. Johnna has shown resiliency and has been able to lead. She has restructured departments, mentored new leaders, and grown supervisory staff so that they will be successful in their roles. Some of her most recent projects have been the redesign of the House Supervisor role, the bed utilization project, system-wide mentoring for new leaders, development of the Swing Bed Coordinator role, ANCC Pathways to Excellence preparation and submittal, and system oversight for flex pool and infusion services. Reorganization of the system flex pool staffing model has resulted in the ability to allocate staff to areas of greatest need, which has resulted in fewer closed beds and saved the organization loss of revenue from closed beds and decreasing agency use. Under Johnna's leadership, St. Joseph has significantly improved its HCAHPS scores for 'Recommend this Hospital' from the 50th percentile in CY 2018 to the 80th percentile in CY to date 2019. Current quarterly score is the 87th percentile. Increased employee satisfaction and engagement on the nursing units and decreased turnover have led to this increase of patient satisfaction, and Johnna and her team can certainly be celebrated for this success.



KARISSA TURNER, President / CEO

Wabash General Hospital – *Nomination by Danielle Stevens, Kim Pearson, and Tamara Gould*

Karissa is motivated, determined, honest, loyal, compassionate, strategically focused, and always has a vision for the employees and families of Wabash General Hospital, along with the patients and communities we serve. Karissa provides leadership to the largest employer in Wabash County. She has led us through significant growth, expansion, and change. She is always looking for new ways to ease the access of care to patients and fill the gaps of care needed in our community and the surrounding area. Karissa is extensively involved with all of the hospital activities, as well as community events. She has expanded our orthopaedic and sports medicine services in six counties and provides free athletic services to seven high schools and two junior colleges. WGH is now able to provide easier access to care with many specialties. We are able to provide primary care services in Edwards County, as well as x-ray and laboratory services. We now have a 5-Star HCAHPS rating and have sustained it, which demonstrates our continued commitment to high quality care. Since January 1, 2019, under her leadership, we have received the Becker's Healthcare 'Critical Access Hospitals CEOs to Know' and 'Best Places to Work in Illinois' by the Daily Herald Business Ledger. In Karissa's previous role as the Chief Operating Officer, WGH received multiple ICAHN quality awards and ICAHN's 'Excellence of Innovation' Award. Before that, in her role as Director of Physician Offices, WGH received the Press Ganey 'Guardian of Excellence' Award and the Leapfrog 'Top Hospital' Award. We are very proud of all she has done for her staff, her hospital, and her community.



2019 MBQIP QUALITY AWARDS

The Medicare Beneficiary Quality Improvement Program (MBQIP) began back in 2011 as part of a capacity building program to demonstrate the quality of care provided within critical access hospitals. Illinois had achieved 100% agreement from all CAHs to participate in this program, making Illinois one of only eight states at that time providing 100% participation.

In 2016, the Federal Office of Rural Health Policy deemed it necessary for CAHs to participate in at least one measure in one domain in order to receive Flex funding opportunities. As of 2017, this number had increased to one measure in at least two domains, which continued into 2018 and 2019.

ICAHN recognizes the following hospitals for **quality of care as demonstrated by participating in all four domains:**

- Advocate Eureka Hospital
- Carlinville Area Hospital
- Crawford Memorial Hospital
- Fairfield Memorial Hospital
- Franklin Hospital
- Hamilton Memorial Hospital
- Hillsboro Area Hospital
- Horizon Health
- HSHS St. Francis Hospital
- Illini Community Hospital
- Kirby Medical Center
- Mason District Hospital
- Massac County Hospital
- Midwest Medical Center
- Northwestern Medicine Valley West Hospital
- OSF Holy Family Medical Center
- OSF Saint Luke Medical Center
- Perry Memorial Hospital
- Pinckneyville Community Hospital
- Red Bud Regional Hospital
- Sparta Community Hospital
- St. Joseph Memorial Hospital
- Taylorville Memorial Hospital
- Union County Hospital
- UnityPoint Health Memorial Hospital-Carthage
- Wabash General Hospital
- Washington County Hospital

The following hospitals have demonstrated **most improved over one year in any domain:**

- Clay County Hospital
- Community Hospital of Staunton
- Ferrell Hospital
- Franklin Hospital
- Hammond-Henry Hospital
- Hillsboro Area Hospital
- Hopedale Medical Complex
- Illini Community Hospital
- Kirby Medical Center
- Lawrence County Memorial Hospital
- Massac Memorial Hospital
- Memorial Hospital-Chester
- Midwest Medical Center
- OSF Saint Luke Medical Center
- OSF Saint Paul Medical Center
- OSF Holy Family Medical Center
- Pana Community Hospital
- Red Bud Regional Hospital
- Rochelle Community Hospital
- Union County Hospital
- UnityPoint Health Memorial Hospital-Carthage

HCAHPS Star Rating Performers

What is the purpose of HCAHPS Star Ratings?

CMS created the HCAHPS Star Ratings to allow consumers to more quickly and easily access the patient experience of care information on the Hospital Compare website. Star ratings, which CMS plans to roll-out on other Compare websites as well, will also allow consumers to more easily compare hospitals.

Which hospitals are included in HCAHPS Star Ratings?

All hospitals that participate in the HCAHPS Survey are eligible to receive HCAHPS Star Ratings. This includes both Inpatient Prospective Payment System (IPPS) hospitals and Critical Access Hospitals (CAH). IPPS hospitals are required to report HCAHPS as part of the Inpatient Quality Reporting program, and CAHs voluntarily participate. Additionally, hospitals must have at least 100 completed surveys in a 12-month reporting period to be eligible for HCAHPS Star Ratings.

The following hospitals are recognized for achieving 4- or 5-star ratings in HCAHPS scores:

4-STAR RATING

- Ferrell Hospital
- Gibson Area Hospital & Health Services
- Hammond-Henry Hospital
- Hillsboro Area Hospital
- Horizon Health
- Massac Memorial Hospital
- Northwestern Medicine Valley West Hospital
- OSF Saint Paul Medical Center
- Perry Memorial Hospital
- Red Bud Regional Hospital
- St. Joseph Memorial Hospital
- Taylorville Memorial Hospital

5-STAR RATING

- Crawford Memorial Hospital
- Hopedale Medical Complex
- HSHS St. Francis Hospital
- HSHS St. Joseph's Hospital
- Memorial Hospital-Chester
- Midwest Medical Center
- Salem Township Hospital
- UnityPoint Health Memorial Hospital-Carthage
- Wabash General Hospital

MBQIP Eligibility Criteria for Flex and SHIP participation

FY 2010-2015:
Building capacity

FY 2016:
CAHs required to report at least one measure in any domain

FY 2017:
CAHs required to report at least one measure in two domains

FY 2018:
CAHs required to report at least one measure in two domains

FY 2020:
Reporting all measures

2019 EXHIBITOR LISTING (IN ALPHABETICAL ORDER)

ADKISSON SEARCH CONSULTANTS

– Lunch Room Sponsor (Knowledge)

Address: 3901 General Electric Road
Bloomington, IL 61704

Contact: Shannon McKay, Vice President

Email: shannon@adkissonsearch.com

Phone: 866.311.0000

Website: www.adkissonconsultants.com

Adkisson Search Consultants is a nationwide search firm specializing in the recruitment of executive, physician, advanced practitioner, and allied health professionals to small and rural environments. Adkisson has over 17 years of experience and prides itself on the ability to successfully place candidates in the right cultural environment.

ANDERS CPA – Booth 28

Blue Star Partner

Address: 800 Market Street, Suite 500
St. Louis, MO 63101

Contact: Brian McCook, Partner, Health Care Services

Email: bmccook@anderscpa.com

Phone: 314.655.5564

Website: www.anderscpa.com

Anders is a dedicated team of CPAs and industry-focused advisors. For over 50 years, Anders has delivered full service accounting, tax, audit, technology and advisory services to growth-oriented, closely-held companies, organizations, and individuals. The Anders healthcare team specializes in diagnosing issues related to revenue cycles in both hospitals and medical practices and identifying opportunities to improve profitability. Anders' comprehensive view of the healthcare industry recognizes how everything you do in your organization impacts your bottom line, and will help you succeed in today's healthcare environment.

BETH INTERACTIVE INC. – Booth 8

Address: 4657 N. Ravenswood Avenue, Suite B
Chicago, IL 60640

Contact: Beth Hatcher, Principal / CEO

Email: beth@bethinteractive.com

Phone: 773.332.4022

Website: www.bethinteractive.com

Beth Interactive is a digital marketing and fundraising agency, specializing in online strategy and consultation, email marketing, e-fundraising, content marketing, and analytics. We create cost-effective comprehensive marketing campaigns with full-service support for strategy, writing, design, and digital work. We pride ourselves on building dynamic partnerships with hospitals and medical groups that result in service line growth and patient acquisition.

BLUE & CO., LLC – Booth 18

Organization Sponsor

Address: 500 N. Meridian
Indianapolis, IN 46204

Contact: Shawn Williams, Director

Email: swilliams@blueandco.com

Phone: 317.713.7954

Website: www.blueandco.com

Blue & Co., LLC is an independent accounting and advisory firm with more than 450 associates in 10 offices across Indiana, Ohio, and Kentucky. Blue has over 120 associates exclusively serving the healthcare industry and specializing in reimbursement, audit and assurance, revenue cycle, tax, long-term care, business valuation and physician services. Blue works with over 1,500 healthcare providers, including more than 350 hospitals throughout the United States.

CASTIARx – Booth 26

Organization Sponsor

Address: 2275 Half Day Road, Suite 210
Bannockburn, IL 60015

Contact: Burt Schmidt, SVP Sales

Email: bschmidt@castiarx.com

Phone: 715.370.2797

Website: www.castiarx.com

CastiaRx unifies a solid foundation in specialty pharmacy, with deep expertise in pharmacy benefit management. As a Specialty Benefit Manager, we offer full service PBM capabilities, finding innovative ways to solve healthcare challenges so payers can offer a high value pharmacy benefit.

CLIFTONLARSONALLEN – Booth 48

Organization Sponsor / Lanyard Sponsor

Address: 600 Washington Avenue, Suite 1800
St. Louis, MO 63101

Contact: Joshua Wilks, Principal

Email: joshua.wilks@claconnect.com

Phone: 314.925.4309

Website: www.claconnect.com

CliftonLarsonAllen (CLA) is a professional services firm delivering integrated wealth advisory, outsourcing, audit, tax, and consulting services to help clients succeed professionally and personally. Their industry-focused teams offer services that support clients locally, nationally, and globally. Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor.



CPAs / ADVISORS

 **blue**

**WE ARE HEALTHCARE
ACCOUNTING AND
CONSULTING.**

Healthcare is our largest niche. It's what we're known for. And that's why so many providers choose Blue & Co.

Assurance Services

We do more than simply audit financial statements. We seek meaningful, practical, and profitable solutions.

Consulting Services

Our experienced healthcare advisors are dedicated exclusively to serving healthcare providers in specific, functional areas.

340B Consulting Services

Our team of 340B Apexus Certified Experts can assist your covered entity with everything from implementation and compliance to revenue optimization.

Medical Coding/Billing Services

From revenue optimization and compliance to technology, reporting, and more, we've got you covered.

Tax Services

Understanding IRS Tax Code, staying abreast of changes, and finding opportunities takes a full-time commitment — we have that commitment.

450+ Professionals | 10 Offices | 3 States
Todd Schiavone | 502-992-3506 | Shawn Williams | 317-713-7954
blueandco.com

2019 EXHIBITOR LISTING

COLLECTION PROFESSIONALS, INC. – Booth 39

Address: 723 First Street
LaSalle, IL 61301

Contact: Greg Himelick, COO

Email: cpils1@ivnet.com

Phone: 815.223.0804

Website: www.collprofinc.com

Collection Professionals, Inc. serves all credit grantors, large or small, in a manner that returns the maximum amount possible on bad debt dollars. They take the time necessary to fully understand your needs and office procedures, helping you better manage your receivables. With offices in Macomb, Joliet, and LaSalle, Collection Professionals provides receivable management for bad debt recovery, pre-collections services, payment monitoring, early-out programs, and litigation by assignment.

THE COMPLIANCE TEAM – Booth 14

Blue Star Partner

Address: P.O. Box 160
Spring House, PA 19477

Contact: Kate Hill, Vice President Clinical Services

Email: khill@thecomplianceteam.org

Phone: 215.654.9110

Website: www.thecomplianceteam.org

The Compliance Team has partnered with ICAHN to implement our CMS-approved PCMH model into their clinics and primary care practices. We are now celebrating our 25th year of accrediting facilities and providers. Our MACRA-approved PCMH program was written with small to medium practices in mind to ensure your success at every level. Ask about combining your PCMH and RHC accreditations for a winning result at a lower cost.

CONNECTED HEALTHCARE SOLUTIONS – Booth 49

Address: 705B SE Melody Lane #347
Lee's Summit, MO 64063

Contact: Lance Keilers, President

Email: lwkeilers@connectedhcsolutions.com

Phone: 816.272.5300

Website: www.connectedhcsolutions.com

Connected Healthcare Solutions, LLC (CHCS) is a healthcare consulting company focusing on small rural and critical access hospital operations and management. CHCS works nationwide and provides the following services: employee satisfaction surveys (ICAHN partner), hospital market analysis, community focus groups, board strategic planning, chronic care management implementation (ICAHN partner), interim management services, and director/manager level and C-suite recruiting.

CONSOCIATE HEALTH – Booth 23

Preferred Partner

Address: 2828 N. Monroe Street
Decatur, IL 62526

Contact: Darren Reynolds, CEO / President

Email: darrenr@consociate.com

Phone: 217.520.1518

Website: www.consociate.com

Consociate Health partners with employers as a trusted advisor to deliver innovative employee benefit programs, healthcare plan administration, healthcare management, and wellness initiatives. Consociate Health is a leading expert in the healthcare industry - providing high-tech, high-touch personalized service guided by proprietary data and analytics.

EFFICIENTC – Booth 32

Preferred Partner

Address: W237 N2920 Woodgate Road #100
Pewaukee, WI 53072

Contact: Dave Glyzewski, Operations Director

Email: dglyzewski@os-healthcare.com

Phone: 262.544.4442

Website: www.os-healthcare.com

efficientC is ICAHN's preferred clearinghouse and RCM tool. An EMR agnostic, single sign-on software with clearinghouse, claim scrubbing, user-friendly account work queues, remittance management, and analytics on one platform, we provide hospitals with a more comprehensive handle on their organization's A/R. We're proud to serve members of ICAHN, including Rochelle Community Hospital, Advocate Eureka Hospital, Midwest Medical Center, Massac Memorial Hospital, Kirby Medical Center, and more.

EIDE BAILLY – Booth 34

Organization Sponsor

Address: 1545 Associates Drive, Suite 101
Dubuque, IA 52002

Contact: Jared Heim, Partner

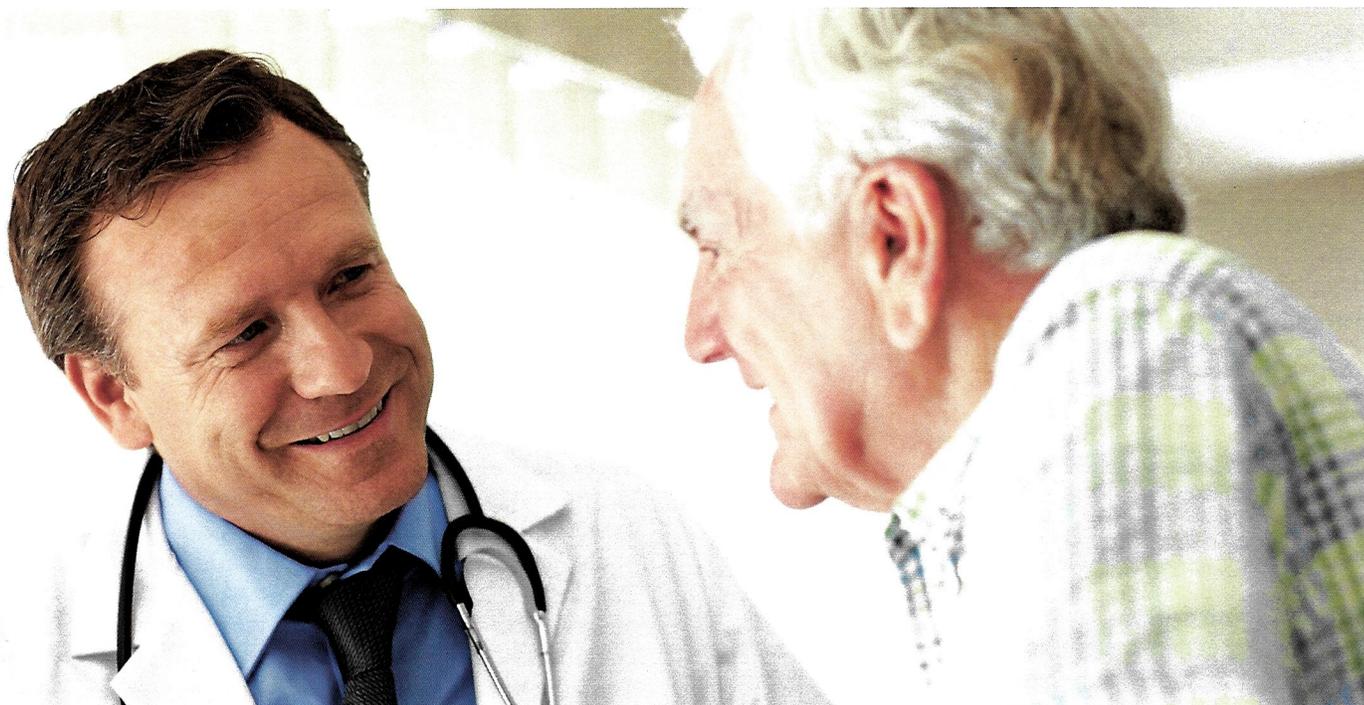
Email: jheim@eidebailly.com

Phone: 563.557.6169

Website: www.eidebailly.com/healthcare

Eide Bailly is a CPA and business and advisory firm with 44 offices across the nation. By embracing change and innovation, Eide Bailly has grown, along with our clients, to become one of the top 20 accounting firms in the U.S. Eide Bailly prides itself on being leaders in the healthcare industry, offering valuable perspectives beyond our core strength of accounting and tax compliance. Eide Bailly's business advisors want to help guide the strategy and operations of your organization.

Exemplary Provider® PCMH Accreditation



Introducing the first Patient-Centered Medical Home (PCMH) accreditation model that builds upon existing day-to-day primary care practice routines while incorporating simplified measures to account for today's payment transformation realities. The Compliance Team's operations-based Exemplary Provider® accreditation is CMS accepted for MACRA and meets the PCMH Joint Principles put forward by the American Academy of Family Physicians, American Academy of Pediatrics, American College of Physicians and the American Osteopathic Association.

The Compliance Team's PCMH accreditation incorporates the same industry leading features found in our Medicare-approved programs for Part A—Rural Health Clinic and Part B—DMEPOS providers. Process simplification is the key.

Expert-led implementation webinars guided by our plain language Safety-Honesty-Caring® quality standards help providers streamline their patient care

practices and improve overall operational efficiencies through a user-friendly value-packed program.

The Compliance Team's operations-based PCMH accreditation is also scalable and can be customized to include health maintenance, diagnostic preventative screening and multi-specialty medical services; allowing primary care practitioners to achieve and maintain healthcare excellence without disrupting their existing everyday work environments to do so.

Advantages of The Compliance Team's Exemplary Provider Accreditation:

- CMS accepted for MACRA
- Meets all PCMH practice principles
- Nationally recognized Exemplary Provider® quality branding
- Day-to-day operations streamlined
- Improves patient/ practice experience
- Benchmarks patient satisfaction
- Positions your organization for long-term growth


The Compliance Team™
Exemplary Provider® Accreditation

P.O. Box 160
905 Sheble Lane, Suite 102
Spring House, PA 19477
(215) 654-9110
www.TheComplianceTeam.org
info@TheComplianceTeam.org

2019 EXHIBITOR LISTING

EVIDENT – Booth 37

Address: 6600 Wall Street
Mobile, AL 36695

Contact: Andre Moore, Account Manager

Email: marg.louwagie@cpsi.com

Phone: 800.711.2774

Website: www.evident.com

As part of the CPSI family of companies, Evident prepares our customers for the future of community healthcare by offering advanced EHR solutions, data analytics, and a collaborative support model purpose-built for rural and community hospitals and physician practices.

E.W. MCDANIELS INC. – Booth 45

Address: 11 Olt Avenue
Pekin, IL 61554

Contact: Shana Osborne, Marketing Specialist and
New Business Development

Email: sosborne@mcdmarketing.com

Phone: 309.346.6974

Website: <https://mcdanielsmarketing.com/>
McDaniels Healthcare Marketing and McD Digital specialize in branding and marketing hospitals, health systems, and physician practices. Services include internal and external marketing strategy development, research, corporate identity, advertising, public relations, patient literature, displays, website development, SEO/SEM, and social media.

FARNSWORTH GROUP, INC. – Booth 41

Address: 200 W. College Avenue, Suite 301
Normal, IL 61761

Contact: David Burnison, Principal

Email: dburnison@f-w.com

Phone: 309.663.8436

Website: www.f-w.com

Farnsworth Group is a full-service architectural and engineering firm that offers a single source for hospital, clinic, and long-term care design services for both large and small healthcare facilities. We are committed to providing creative, practical, and knowledgeable services to hospitals throughout Illinois. Our experience with acute care and outpatient healthcare design, CMS, IDPH, NFPA Life Safety Code, infection control, and codes and regulations has been a great value to our clients.

HINSHAW & CULBERTSON LLP – Booth 29

Blue Star Partner

Address: 100 Park Avenue, P.O. Box 1389
Rockford, IL 61105

Contact: Stephen T. Moore, Partner

Email: smoore@hinshawlaw.com

Phone: 815.490.4903

Website: www.hinshawlaw.com

Hinshaw is a national law firm with approximately 425 lawyers. We offer a sophisticated legal practice, with an emphasis in litigation, consumer financial services, corporate and business law, environmental, healthcare law, labor and employment law, professional liability defense, and wealth preservation and taxation matters. Our attorneys provide services to a range of for-profit and non-profit clients in industries that include construction, financial services, healthcare, insurance, legal, manufacturing, real estate, retail, and transportation. Our clients also include government agencies, municipalities, and schools.

HIPAAATREK – Booth 17

Blue Star Partner

Address: 144 Lincoln Place Court
Belleville, IL 62221

Contact: Sarah Badahman, CEO

Email: sarah@hipaatrek.com

Phone: 314.272.2600

Website: www.hipaatrek.com

HIPAAAtrek is a provider of HIPAA compliance services and software. HIPAAAtrek was founded in 2014 on a radical premise. HIPAA implementation doesn't have to be terrible, painful, or even difficult. HIPAAAtrek works with hundreds of hospitals, clinics, urgent cares, business associates, and pharmacies on solving HIPAA compliance needs. HIPAAAtrek's newly released contract management platform allows you to ensure your vendors are meeting your compliance standards.

HIV CARE CONNECT / IPHA

– Lunch Room Sponsor (Humanities)

Address: 500 W. Monroe Street, Suite 1E
Springfield, IL 62704

Contact: Michael Maginn, HIV Program Manager /
Prevention Lead Agent

Email: mmaginn@ipha.com

Phone: 217.522.5687

Website: www.ipha.com & <https://hivcareconnect.com>

HIV Care Connect is a statewide network providing medical case management, healthcare, and support services to people living with HIV. It is coordinated by eight regional administrative offices covering all of Illinois' 102 counties. Enrolling in Illinois HIV Care Connect will enable People Living with HIV (PLWH) to receive the care and support needed to live full, busy lives in good health.

To preserve and enhance access to healthcare in rural America.

Success in healthcare isn't mandated by the size of your hospital, but by your strategic planning and operations.

– Lance W. Keilers, MBA, CAPP



Connected Healthcare Solutions is a proud partner with ICAHN for Employee Satisfaction Surveys and Chronic Care Management implementation.

Chronic Care Management Services

Provides all the resources to help you manage a CCM program at your facility
Provides training in evidence-based protocols
Helps recruit Medicare beneficiaries
Provides ongoing reviews and support

Employee Satisfaction Surveys

Honest and open feedback from staff
Hands-on, consultative approach
Actionable data to identify problems
All responses administered by ICAHN and kept anonymous

Other Services Offered

Board Strategic Planning
Marketing Assessment and Evaluation
Focus Groups
Hospital Operational Analysis Program



For more information, call **816-272-5300**
or contact Lance Keilers at
lwkeilers@connectedhcsolutions.com

www.connectedhcsolutions.com

2019 EXHIBITOR LISTING

ILLINOIS DEPARTMENT OF PUBLIC HEALTH – Excellence

Address: 535 W. Jefferson Street
Springfield, IL 62701

Contact: Julie Casper, SORH Director

Email: julie.casper@illinois.gov

Phone: 217.782.1624

Website: www.dph.illinois.gov

The Illinois Department of Public Health Center for Rural Health serves as the Illinois State Office of Rural Health, the Illinois Primary Care Office, and the State Loan Repayment Program as well as grantee for the Medicare Rural Hospital Flexibility Program and the Small Hospital Improvement Program. It is also the state point of contact for rural recruitment and the J-1 Visa Waiver program and other scholarship programs, all benefiting critical access hospitals.

ILLINOIS HEALTH & HOSPITAL ASSOCIATION BUSINESS RESOURCES – Booth 7

Address: 1151 E. Warrenville Road
Naperville, IL 60563

Contact: Matthew Angela, Senior Director,
Marketing and Customer Relations

Email: mangela@team-iha.org

Phone: 630.276.5582

Website: www.compdatainfo.com

IHA offers a comprehensive portfolio of business resources to help hospitals, health systems, and other healthcare organizations compete in today's ever-changing healthcare market. We strive to offer competitive pricing and unmatched customer service that comes from our relentless focus on serving healthcare organizations for over 40 years.

INTALERE – Booth 51 Preferred Partner

Address: Two CityPlace Drive, Suite 400
St. Louis, MO 63141

Contact: Stacey Fiddes, Director of Account
Management

Email: stacey.fiddes@intalere.com

Phone: 309.339.3720

Website: www.intalere.com

Intalere's mission focuses on elevating the operational health of America's healthcare providers by designing tailored, smart solutions that deliver optimal cost, quality, and clinical outcomes. Intalere strives to be the essential partner for operational excellence in healthcare through customized solutions that address customers' individual needs. Intalere assists its customers in managing their entire spend, providing innovative technologies, products and services, and leveraging the best practices of a provider-led model.

INTEGRITAS – Booth 16 Organization Sponsor

Address: 2250 N. Illinois Avenue
Carbondale, IL 62901

Contact: Tiffany Hunter, VP of Clinical Operations
and Client Relations

Email: thunter@iephysicians.com

Phone: 618.833.1691

Website: www.iephysicians.com

Integritas is a physician-owned staffing company based in southern Illinois that brings physicians and hospitals together to provide efficient, effective, and compassionate care to Illinois communities. Integritas tailors its services to its clients' needs and currently provides the following staffing services to hospitals throughout southern Illinois: emergency department, hospitalist, urgent care, critical care medicine, sleep medicine, and specialist.

IRONSHORE – Lunch Sponsor (Not Exhibiting)

Address: P.O. Box 170, 605 Renaissance Way
Ridgeland, MS 39458

Contact: David Johnson, VP Marketing

Email: david.johnson@ironshore.com

Phone: 601.427.0235

Website: www.ironshore.com

Ironshore is a managing general underwriter that specializes in the employer stop-loss insurance sector.

THE JOINT COMMISSION – Booth 50 Blue Star Partner / Speaker Sponsor

Address: 1 Renaissance Boulevard
Oakbrook Terrace, IL 60181

Contact: Chad Larson, Executive Director

Email: clarson@jointcommission.org

Phone: 630.621.0425

Website: www.jointcommission.org

Achieving critical access hospital accreditation from The Joint Commission is a demonstration of a hospital's commitment to providing quality care and continuously improving that care.



INTALERE®

ELEVATING THE HEALTH OF HEALTHCARE

PROUD SUPPORTER OF THE ICAHN ANNUAL CONFERENCE

Designing tailored, smart solutions
that deliver optimal cost, quality
and clinical outcomes.

At Intalere our services extend beyond a GPO to your entire organization. From purchased services to item master optimization and robotic process automation, we listen and work with your organization to tailor solutions specifically for your needs.

Visit **Intalere.com** or contact Stacey Fiddes at **stacey.fiddes@intalere.com** or 309-339-3720 or Marcus Simpson at **marcus.simpson@intalere.com** or 312-965-0137 to learn about our vast array of offerings.

2019 EXHIBITOR LISTING

LEGATO HEALTHCARE MARKETING – Not Exhibiting *Reception Sponsor*

Address: 2200 Dickinson Road, Unit 4C
DePere, WI 54115

Contact: Mike Milligan, President

Email: mikem@golegato.com

Phone: 920.544.8102

Website: www.legatohealthcaremarketing.com

Many agencies market healthcare, some even specialize in it, but few focus on rural health. Legato Healthcare Marketing is a full-service healthcare marketing firm, actively engaged in identifying solutions to address the unique challenges faced by rural health facilities. From traditional advertising to digital strategies, Legato has real world experience – and success – in helping rural and critical access hospitals build patient volumes, increase revenue, and develop strong community relationships.

LP MANAGEMENT SERVICES – Booth 47

Organization Sponsor

Address: 15B Pasfield Park Place
Springfield, IL 62704

Contact: John Kovalan, President

Email: jkovalan@lpmgmtservices.com

Phone: 217.306.0446

Website: www.lpmgmtservices.com

The professional consulting team at LP Management Services is dedicated to providing quality operational and safety consultation services at all levels in critical access and mixed-use facilities, manufacturing plants, and healthcare facilities. LP Management Services partners with financial institutions, property management companies, and electrical/mechanical contractors to develop comprehensive loss prevention programs.

MAGNET SOLUTIONS – Booth 21

Blue Star Partner

Address: P.O. Box 1826
Scottsbluff, NE 69363

Contact: Richard Rogers, Vice President
of Strategic Services

Email: richard.rogers@ar-solutions.biz

Phone: 414.690.6099

Website: www.magnetsolutions.biz

Magnet Solutions serves the 501(r) compliant self-pay needs of critical access hospitals to medium-sized providers. Magnet Solutions' rural roots gives them a unique perspective when exceeding the customer service intensive requirements of providers in small communities. Its approach helps to transform the business relationship between providers and patients into one of mutual respect and understanding of the financial obligations of each.

MANAGED CARE PARTNERS – Booth 24 *Speaker Sponsor*

Address: 875 N. Addison Avenue, Suite 200
Elmhurst, IL 60126

Contact: Keith Leitzen, President

Email: kleitzen@mngdcare.com

Phone: 630.936.4211

Website: www.managedcarepartners.net

Founded in 1994, Managed Care Partners provides outsourced managed care and revenue enhancement services to acute care and critical access hospitals, health systems, and affiliated practitioners, single and multi-specialty physician practices, and integrated provider networks (e.g. PHOs) throughout the United States.

MEDEFIS – Booth 35

Address: 2121 N. 117th Avenue, Suite 200
Omaha, NE 68164

Contact: Chris Olmscheid

Email: chris.olmscheid@medefis.com

Phone: 402.315.1119

Website: www.medefis.com

Designed exclusively for healthcare systems, the Medefis Vendor-Neutral Managed Services Program is the quickest and easiest-to-use, clinical and non-clinical vendor and talent management solution for healthcare providers.

MEDHOST – Booth 6

Address: 6550 Carothers Parkway, Suite 160
Franklin, TN 37067

Contact: Justin Harding, Senior Solution Specialist

Email: justin.harding@medhost.com

Phone: 615.761.1000

Website: www.medhost.com

MEDHOST has been providing products and services to healthcare facilities of all types and sizes for over 30 years. Today, more than 1,000 healthcare facilities are partnering with MEDHOST and are enhancing their patient care and operational excellence with its fully integrated clinical and financial solutions. Additionally, its unparalleled support and hosting solutions make it easy to focus on what's important for healthcare facilities, their patients, and business.

START WITH POSSIBILITIES, FINISH WITH RESULTS

Legato Healthcare Marketing Knows Rural Healthcare

When you have limited resources to devote to your marketing, it's essential to put what you do have into the areas that will achieve the greatest results. Legato Healthcare Marketing can help you identify where and how to optimize your marketing resources to build a competitive advantage, and ultimately, add to your bottom line.

- **MARKETING PLANNING**
- **SERVICE LINE PRIORITIZATION**
- **BRANDING**
- **CREATIVE DEVELOPMENT**
- **SEARCH ENGINE OPTIMIZATION**
- **PAY-PER-CLICK ADVERTISING**
- **SOCIAL MEDIA MANAGEMENT**
- **WEB DEVELOPMENT**



Proud sponsor of ICAHN.
Exclusive marketing partner of the
National Rural Health Association.

Call Mike Milligan at 920.544.8102 ext.101 today to learn more and schedule your free digital audit.
Check out our blog at legatohealthcaremarketing.com/blog.

2019 EXHIBITOR LISTING

MEDICAL BUSINESS BUREAU – Booth 5

Address: 1460 Renaissance Drive
Park Ridge, IL 60068

Contact: Randy Gelb, Director of Business Development

Email: rgelb@mbb.net

Phone: 847.528.8207

Website: www.mbb.net

Medical Business Bureau's compassionate collection approach increases patient satisfaction and increases revenues. A unique approach to agency relationships, we work shoulder-to-shoulder with each client to build the relationship that you want. Because at MBB, excellence is defined by the client. MBB combines technology with humanity.

MEDICAL ELECTRONICS – Booth 2

Tote Bag Sponsor

Address: 1525 E. Edinger Avenue
Santa Ana, CA 92705

Contact: Richard Luna, Market President

Email: richard.luna@tenacore.com

Phone: 714.795.3093

Website: www.medicalelectron.com

Medical Electronics is a clinical equipment asset management company specializing in lifecycle management programs, biomedical engineering, preventive maintenance, and repair services. Since 1986, Medical Electronics' qualified technicians have been delivering outstanding service to hospitals, surgery centers, long-term care facilities and clinics. Resident and non-resident programs are custom designed to meet client needs, including annual certification services, preventive maintenance programs, and more.

MEDICAL OUTSOURCING SOLUTIONS – Booth 3

Address: 1735 DeKalb Avenue
Sycamore, IL 60178

Contact: Janet Hausenbauer, Regional Sales Manager

Email: jhausenbauer@micmos.com

Phone: 815.895.4381

Website: www.micmos.com

Medical Outsourcing Solutions provides turnkey solutions for diagnostic imaging services. We provide state-of-the-art diagnostic imaging within your medical practice. Our unique program is designed to partner with hospitals and medical practices across the country interested in developing and improving their diagnostic imaging service.

MEDPRO GROUP – Booth 25

Breakfast Sponsor

Address: 5814 Reed Road
Fort Wayne, IN 46835

Contact: Jennifer Offutt, Market Manager

Email: jennifer.offutt@medpro.com

Phone: 800.463.3776

Website: www.medpro.com

As the nation's first provider of healthcare liability insurance, MedPro Group has protected the assets and reputations of the healthcare community since 1899. With over 240,000 insured, MedPro is the U.S. leader in customized insurance, claims, and risk solutions. MedPro also holds the highest financial strength rating in the industry, an A++ from A.M. Best, and is proud to be part of the Berkshire Hathaway family of companies.

MIDWEST ENERGY, INC. – Booth 30

Preferred Partner

Address: 16W559 S. Frontage Road
Burr Ridge, IL 60527

Contact: Mark Beci, Principal

Email: mbeci@midwestenergyinc.com

Phone: 630.887.8881

Website: www.midwestenergyinc.com

Midwest Energy is Illinois' premier energy supply and management resource for business energy buyers. Midwest Energy has been involved in electricity and natural gas deregulation since its inception in Illinois. Midwest Energy, Inc. assists its customers in lowering their energy costs through the purchasing of low cost energy supply and optimizing utility rates.

MIDWEST HEALTH CARE INC. – Booth 46

Address: 326 S. Mt. Auburn, Suite 201
Cape Girardeau, MO 63703

Contact: Scott Robbins, Manager of Clinic Development

Email: srobbins@mwhc.net

Phone: 573.335.4715

Website: www.mhwc.net

Midwest Health Care, Inc. specializes in services to hospitals and physician practices. We provide medical practice billing services, credentialing enrollment services, and rural health clinic consulting, with 20-plus years' experience. We strive to provide quality consulting and management services to the medical community, which enables essential functions of underserved areas.

YOU WORK HARD FOR YOUR MONEY AND SO DO WE!



**PROVIDING RECEIVABLE
MANAGEMENT SOLUTIONS
FOR OVER 60 YEARS**

- **Bad Debt Recovery**
- **Pre-Collections Services**
- **Payment Monitoring**
- **Early Out Programs**
- **Litigation by Assignment**



Collection Professionals, Inc.

Your Collection Service Center
www.collprofinc.com

Serving Illinois with Offices in: Macomb • LaSalle • Joliet

Joliet Office
1256 W. Jefferson
Joliet, IL 60435
815-722-7152

LaSalle Office
723 First Street
LaSalle, IL 61301
815-223-0804

Macomb Office
400 N. Dudley St.
Macomb, IL 61455
309-836-7766

collprofinc.com

2019 EXHIBITOR LISTING

MHP MEDIA GROUP – Booth 40

Address: 1000 N. East Street
Olney, IL 62450

Contact: Morgan Henton, President

Email: morgan@mhpmediagroup.com

Phone: 618.302.0515

Website: www.mhpmediagroup.com

MHP Media Group are experts in video production, with an emphasis in the healthcare industry. We are dedicated to helping rural hospitals build relationships with their patients through the power of video marketing.

nTHRIVE – Booth 43

Address: 200 North Point Center E
Alpharetta, GA 30022

Contact: Kevin Scott, Director of Sales

Email: kevin.scott@nthrive.com

Phone: 417.830.1062

Website: www.nthrive.com

nThrive assists healthcare providers with performance and system improvement and is the first company of its kind to offer comprehensive Patient-to-Payment solutions to the healthcare arena. nThrive provides all the technology, advisory expertise, services, analytics, and education programs healthcare organizations need to thrive in the communities they serve. The nThrive solutions are unbiased and aimed solely at what's best for our clients.

NUTRITION CARE SYSTEMS – Booth 38

Address: 8770 W. Bryn Mawr
Chicago, IL 60631

Contact: Staci Bettiker, Senior Vice President / COO

Email: sbettiker@nutritioncaresystems.com

Phone: 847.910.2323

Website: www.nutritioncaresystems.com

Nutrition Care Systems, Inc. provides nutrition consultation services for healthcare providers. Offering both onsite consultations and HIPAA compliant telehealth nutrition assessments, our registered and licensed dietitians have the focused knowledge and experience to provide education to patients, families, and employees. We seamlessly adapt to your organization and help to solve your toughest challenges and improve your competitiveness in the market.

O'SHEA BUILDERS – Booth 33

Organization Sponsor

Address: 3401 Constitution Drive
Springfield, IL 62711

Contact: Tyler Cormeny, Vice President

Email: tyler@osheabuilders.com

Phone: 217.836.4953

Website: www.osheabuilders.com

O'Shea Builders is a leading healthcare construction firm in Illinois that provides general contracting, construction management, design-build, and master planning services. The O'Shea team is committed to helping ICAHN hospital leaders make informed decisions that drive best value.

PAIN MANAGEMENT GROUP – Booth 20

Organization Sponsor

Address: 123 E. Crawford Street
Findley, OH 45840

Contact: Jason Berkhalter, West Region COO

Email: jberkhalter@painmgmtgroup.com

Phone: 260.414.7097

Website: www.painmgmtgroup.com

Pain Management Group partners with hospitals to implement and manage socially and medically responsible pain management programs. Through our hospital-based model, balanced treatment approach and commitment to creating sustainable programs, we provide our partners with the necessary resources to grow an outpatient pain service line that delivers outstanding clinical care with quantifiable outcomes to their patients and communities. PMG currently has over 50 hospital-based partner locations in six different states. To learn more about PMG, visit www.painmgmtgroup.com.

PHARMAFORCE – Booth 10

Address: 225 Wilmington-West Chester Pike, Suite 202
Chaddsford, PA 19317

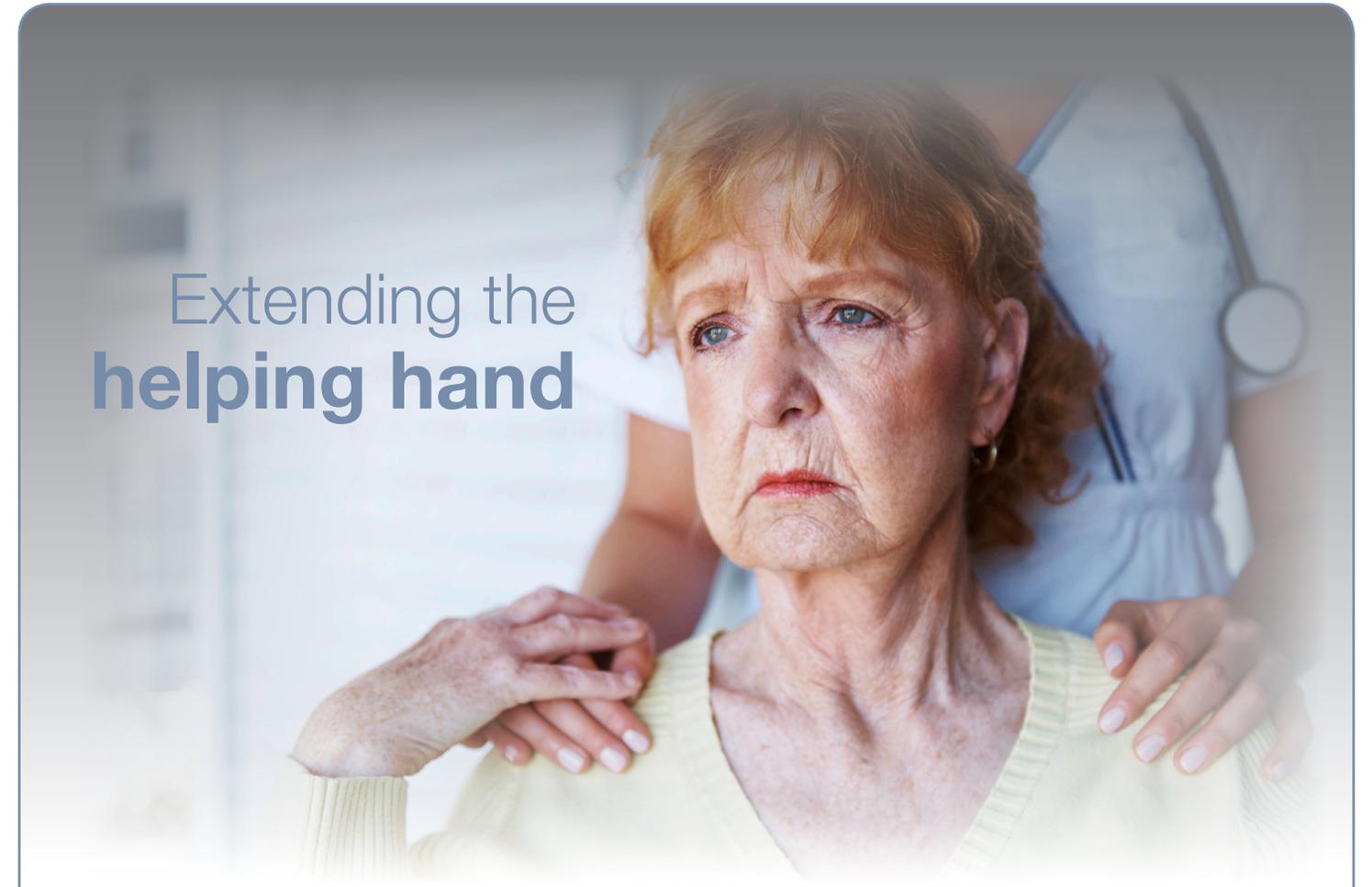
Contact: Rebecca Runyan, Sales Executive

Email: jeanettej@thepharmaforce.com

Phone: 610.880.8127

Website: <https://www.thepharmaforce.com/>

PharmaForce provides a refreshing approach to 340B Third Party Administration.



Extending the
helping hand

Depression and anxiety among seniors send healthcare expenses soaring, **yet 80% of seniors go untreated.**

UltraGroup offers a comprehensive solution for geriatric behavioral health, reducing the length of hospital stays and healthcare costs overall.

UltraGroup provides an extensive range of services to more than a dozen ICAHN hospitals, alleviating the burden for resources and expertise.
Contact Teresa Miller, MSW, LCSW, for more information.

ULTRA  GROUP

UltraGroupHealthcare.com | 618.237.2906

2019 EXHIBITOR LISTING

PILOT DIGITAL MARKETING – Booth 9

Address: 4619 N. Ravenswood, Suite 104
Chicago, IL 60640

Contact: Rod Holmes, Managing Partner

Email: rod@pilotdigital.com

Phone: 773.840.0578

Website: www.pilotdigital.com

Pilot Digital Marketing has provided SEO, PPC, web development, and email and text marketing services of all types of businesses for 11 years. We have focused on the healthcare industry for more than eight years – especially hospitals, large and small. We have proven strategies for new patient acquisition as well as patient retention. A few hospitals we work with include Advocate Aurora Health Care, Children's of Omaha, and University of Maryland Health Services.

PINNACLE HEALTHCARE CONSULTING – Booth 22

Blue Star Partner

Address: 9085 E. Mineral Circle, Suite 110
Centennial, CO 80112

Contact: Christopher Fete, Manager

Email: cfete@askphc.com

Phone: 303.801.0121

Website: www.askphc.com

Pinnacle Healthcare Consulting provides clients with focused resources in strategy, service line planning, transaction support – compensation/valuation, supply chain, feasibility analysis, medical staff planning, physician compensation planning, telemedicine, and operations.

P.J. HOERR, INC. – Booth 1

Organization Sponsor

Address: 107 N. Commerce Place
Peoria, IL 61604

Contact: Scott Rinkenberger, Vice President /
Director of Healthcare

Email: scott@pjhoerr.com

Phone: 309.688.9567

Website: www.pjhoerr.com

P.J. Hoerr, Inc., was established in 1914 and has been involved in healthcare construction for over 30 years. Its resume of past and current healthcare projects numbers well into the thousands. P.J. Hoerr has partnered with many healthcare providers to develop increased efficiencies in the planning, design, and construction process. Along the journey, they have established a track record of trust, value, service, trouble-shooting ability, and quality workmanship that is unrivaled in the industry.

RECTANGLE HEALTH – Booth 36

Blue Star Partner

Address: 115 E. Stevens Avenue
Valhalla, NY 10595

Contact: Brian Doyle, Enterprise Sales Director

Email: bdoyle@rectanglehealth.com

Phone: 331.625.0648

Website: www.rectanglehealth.com

Rectangle Health has been providing award-winning service to healthcare professionals for more than 25 years, but now also serves the needs of an expanded market within this growing and ever-changing industry. What began as an exclusive credit card processing program solely for medical and dental offices now also meets the healthcare payment technology needs of any healthcare facility. Whether you are a private medical practice, hospital, dental practice, insurance company, or any other healthcare agency, Rectangle Health will provide you with best-in-class services and solutions to help your business grow.

RELIAS – Booth 19

Organization Sponsor

Address: 12250 Weber Hill Road
St. Louis, MO 63127

Contact: Tony Frierdich, Acute Care Sales Manager

Email: tfrierdich@relias.com

Phone: 314.279.4654

Website: www.relias.com

Relias helps critical access hospitals deliver better clinical and financial outcomes by reducing variation in care. Our platform employs performance metrics and assessments to reveal specific gaps in clinical knowledge and addresses them with personalized, engaging learning. We can help improve your hiring, onboarding, and learning programs all in one place with our comprehensive platform. In turn, you build highly reliable teams that deliver quality and consistent care.

RSRH CONSULTING, LLC – Booth 12

Organization Sponsor

Address: 16016 Vale Ridge Drive
Charlotte, NC 28278

Contact: Bill Garry, Principal

Email: wjgarry@rsrhconsultingllc.com

Phone: 843.298.6172

Website: www.rsrhconsultingllc.com

RSRH Consulting, LLC (Reimbursement Studies for Rural Hospitals) specializes in critical reviews of cost report data as a complement to the work done by your cost report preparer. Our goal is to improve Medicare reimbursement by identifying improved or corrected data to be used in the cost report. Our work is done on a successful effort basis and you do not pay a fee unless we recommend and you adopt our findings.



MANAGED CARE

PARTNERS

*We are Experts at Managing Managed Care
and Building Market Share*



An Aggressive Advocate for Small City and Rural Providers

Your Managed Care and Revenue Enhancement Department

We serve you by...

- Evaluating and negotiating new at-risk and non-risk payer contracts
- Modeling impact of payer offers and developing counteroffers
- Managing day-to-day communications with payers
- Negotiating renewals on existing contracts
- Auditing payer remittances for compliance with contract terms
- Credentialing providers into payer networks
- Enhancing revenue through contracting with area employers
- Providing education for hospital staff, board members and your communities

Since 1994 Managed Care Partners has been assisting physicians, hospitals, integrated provider networks and other health care organizations with the negotiation and administration of their managed care contracts.

A very cost-effective, ICAHN-negotiated fixed monthly fee for professional services ensures no surprises. No long-term commitment is required.

We welcome the opportunity to tell you more about Managed Care Partners and to answer your questions about our services.

Please contact:

Keith Leitzen
President
Managed Care Partners
630.936.4211
kleitzen@mngdcare.com
managedcarepartners.net

Curt Zimmerman
ICAHN Director of Business
Services & Development
815.875.2999
czimmerman@icahn.org
www.icahn.org

managedcarepartners.net • 630.936.4211



2019 EXHIBITOR LISTING

SHIVE-HATTERY – Booth 27 *Organization Sponsor*

Address: 1701 River Drive
Moline, IL 61265

Contact: Bill Groh, Architect

Email: bgroh@shive-hattery.com

Phone: 309.764.7650

Website: www.shive-hattery.com

Shive-Hattery's client-first culture and multi-disciplinary experts recognize the power of design in transforming the human experience. From client-inclusive idea generation to collaborative community engagement, Shive-Hattery is grounded in the belief that design-thinking is a collaborative act. Our real-time approach to listening and problem-solving offers direct communication and feedback, allowing more time for aligning beauty, function, sustainability, and cost.

STL COMMUNICATIONS, INC. – Booth 11

Address: 100 Chesterfield Business Parkway
Chesterfield, MO 63005

Contact: Sean Benson, Account Manager

Email: kimkelley@stlcom.com

Phone: 314.205.7100

Website: www.stlcom.com

Founded in 1989, STL Communications is a Business Services Partner (BSP) specializing in voice, networking, storage, and managed service/cloud services. We are an Avaya Diamond Partner and are the exclusive West Call nurse call distributor for Illinois, Missouri, and Kansas. STL offers a unique blend of industry experience (over 800 combined years) and personal attention to service rarely found in today's business climate. At STL Communications, we make technology easy.

TAG COMMUNICATIONS INC. – Booth 15 *Organization Sponsor / Speaker Sponsor*

Address: 230 E. Second Street
Davenport, IA 52801

Contact: Randy "RJ" Jacobs, President

Email: rj@tagteam.agency

Phone: 563.355.2200

Website: www.tagteamagency.com

Combining traditional and digital marketing innovation that leads to long-term partnerships is what TAG Communications is all about. At TAG, we build brands. Through research, creativity, and determination, we create your website, email strategy, mobile strategy, talent recruitment campaign, paid search tactics, TV production, and more. And we're good at it. The TAG team working with you is full of experienced talent. We collaborate every day. With unified commitment, uncommon energy, and an adventurous spirit, there is no limit.

TECH ELECTRONICS – Lunch Room Sponsor *(Innovation)*

Address: 623 Touhy Avenue
Elk Grove Village, IL 60007

Contact: Mike Banach, Vertical Market Account Manager

Email: julie.hetherington@techelectronics.com

Phone: 708.564.5087

Website: www.techelectronics.com

Tech Electronics has been working with the healthcare industry since opening our doors in 1963. We have the expertise to deliver fully-integrated life safety and communications solutions that increase patient satisfaction, improve HCAHPS scores and increase CMS reimbursements. Our industry certified experts can even provide assistance when preparing for the Joint Commission. For more information on our healthcare solutions, contact us at 1.800.TECH.789 or contactus@techelectronics.com.

TEN BROECK HEALTHCARE – Booth 4

Address: 603 Main Street
Windermere, FL 34786

Contact: Patty Mitchell, Director of Business Development

Email: pmitchell@unitedmedical.com

Phone: 407.876.2200

Website: www.unitedmedical.com

Ten Broeck is a provider of various behavioral health services at host hospitals. Our corporate history gives us expertise in delivering many different subsets of behavioral healthcare, including: inpatient adult, child/adolescent, geriatric, and outpatient adult and geriatric behavioral healthcare. Ten Broeck has a strong history and welcomes the opportunity to develop new lines of service in conjunction with our business partners. We currently operate a dozen programs in the state of Illinois.

TRUBRIDGE – Booth 42

Address: 3725 Airport Boulevard, Suite 208A
Mobile, AL 36608

Contact: Ken Altman, Sales Manager

Email: marg.louwagie@rycan.com

Phone: 877.543.3635

Website: www.trubridge.com

TruBridge delivers effective business, consulting, and managed IT services, along with an end-to-end revenue cycle management solution. With RCM offerings ranging from an HFMA Peer Reviewed^(R) product to complete business office outsourcing, TruBridge helps hospitals, physician clinics, and skilled nursing organizations overcome their unique challenges every day.



integritas

Provides *Long-Term* Staffing Solutions.

Integritas is a physician-owned staffing company based in southern Illinois that brings physicians and hospitals together to provide efficient, effective, and compassionate care to Illinois communities. We tailor our services to our clients' needs and currently provide the following staffing services to hospitals throughout southern Illinois:

- **Emergency Department**
- **Hospitalist**
- **Urgent Care**
- **Critical Care Medicine**
- **Sleep Medicine**
- **Specialist** (including pediatrics, pulmonology, and ICU)

We would love to learn how you are serving your community and what obstacles you face to meeting your goals. Together, we can do great things for your community.

integritas

Call us at **618-833-1691** or visit us at www.iephysicians.com/services to set up a call or an in-person visit.

2019 EXHIBITOR LISTING

ULTRAGROUP LLC – *Illinois Ballroom Lobby Table* *Blue Star Partner*

Address: University Tower, 651 E. Fourth Street
Chattanooga, TN 37403

Contact: Mary Massena, Director of Outpatient Services

Email: mmassena@ultragrouphealthcare.com

Phone: 618.580.4925

Website: www.ultragrouphealthcare.com

UltraGroup Healthcare is a behavioral health management company that specializes in the delivery of behavioral services dedicated to our elderly population. UltraGroup's senior programs are designed specifically for critical access and small, rural hospitals and serve as a valuable resource to primary care physicians treating behavioral disorders in the elderly. The intensive outpatient programs use a group psychotherapy clinical model and are Medicare-reimbursable.

UNIFIED TRUST COMPANY – *Booth 31* *Preferred Partner*

Address: 2353 Alexandria Drive, Suite 100
Lexington, KY 40504

Contact: Diana Jordan, Senior Retirement
Plan Consultant

Email: diana.jordan@unifiedtrust.com

Phone: 217.820.1699

Website: www.unifiedtrust.com

Unified Trust Company, N.A. is a national bank trust company. We are a discretionary trustee and fiduciary, serving foundations and endowments, employer-sponsored retirement plans as well as individual wealth management clients. Unified Trust was among the first globally and the first trust company in the United States certified for fiduciary best practices by the Centre for Fiduciary Excellence (CEFEX).

USDA RURAL DEVELOPMENT – *Booth 44*

Address: 2118 W. Park Court, Suite A
Champaign, IL 61820

Contact: Michael Wallace, Community Programs Director

Email: patience.hayes@usda.gov

Phone: 217.403.6209

Website: www.rd.usda.gov

The mission of USDA Rural Development is "to increase economic opportunity and improve the quality of life for all rural Americans." USDA Rural Development's variety of programs focus on water infrastructure, housing, business, and community facilities – including medical resources. From building, expanding, and renovating medical and educational facilities, to equipping them for telemedicine, classroom, and distance learning, USDA Rural Development can help.

VIZIENT INSURANCE SERVICES – *Not Exhibiting* *Blue Star Partner / Lunch Sponsor*

Address: 4013 NW Expressway, Suite 675
Oklahoma City, OK 73116

Contact: Jamon Herndon

Email: becky.vann@vizientinc.com

Phone: 405.440.8915

Website: www.vizientinc.com

At Vizient Insurance Services, they are committed to connecting healthcare providers in ways that allow you to offer your employees superior benefit offerings with cost savings for your organization. When Vizient Insurance Services aggregates healthcare providers' premium volume and purchasing power, it allows us to stabilize risk and offer better pricing while keeping initial and overall costs down. Vizient Insurance Services makes these connections happen for you.

WIPFLI LLP – *Booth 13* *Blue Star Partner*

Address: 4890 Owen Ayres Court, Suite 200
Eau Claire, WI 54702

Contact: Paul Traczek, Partner

Email: ptraczek@wipfli.com

Phone: 715.858.6619

Website: www.wipfli.com

With over 2,300 associates and 49 offices throughout the United States, Wipfli ranks among the top 20 accounting and business consulting firms in the nation. Our healthcare industry practice serves the financial, operational, and compliance needs of hospitals, skilled nursing facilities, senior housing, long-term care facilities, clinics, medical practices, and other healthcare organizations. Our integrated team of professionals provide a range of services including financial, clinical, and operational.



Strengthening health systems for rural residents and communities through advocacy, education, networking, and leadership since 1989

www.ilruralhealth.org



**CONSTRUCTION
PROFESSIONALS
WITH THE BEDSIDE
MANNER.**

www.osheabuilders.com



Is Your *Self-Pay AR* Becoming a *Resource Drain*?



Magnet Solutions Provides:

- ✓ Increased Cash and Cash-Flow
- ✓ Reduced Bad Debt Expense
- ✓ Increased Patient Satisfaction
- ✓ Optimized Communication Consistency

Additional Services:

Presumptive Charity Scoring
Cash Acceleration Program (CAP)

"Your Self-Pay Partner"

Learn how we can help!

888-302-8444

Richard.Rogers@ar-solutions.biz



Richard Rogers &
Darren Cook



Keep
your
competitive
edge

Get Full
Service
Market
Research

We have an in-house
fully equipped CATI phone
room available.

The Research **Edge**[®]
LLC

Cheryl Powers

651-644-6006

email: research.edge@att.net

1821 University Ave. Suite N177
St. Paul, MN 55104

web: theresearchedge.com

Design,
delivery
& reporting
of surveys,
focus groups
& interviews

HIPAAAtrek

Creating an Auditable Trail of Compliance

The ultimate software application
to guide your business through the
**HIPAA COMPLIANCE
JOURNEY!**



HIPAAAtrek.com | sales@HIPAAAtrek.com |    



ADKISSON

SEARCH CONSULTANTS

Bringing the Right People Together

*Rural Recruitment
Experts*

*We believe our **Quality, Service, and Reliability** are the
driving forces behind our success in placing ideal candidates
in the right cultural environment*



Shannon L. McKay, Vice President

Toll Free: 866.311.0000

www.adkissonconsultants.com



Believe in Better

Unique Solutions for Pharmacy Benefits

With pharmacy costs the fastest growing part of the healthcare dollar, it's essential for payers to effectively manage these costs. Work with a partner that unifies a solid foundation in specialty pharmacy with deep expertise in pharmacy benefit management.

As a full-service Specialty Benefit Manager, CastiaRx finds innovative ways to solve your specific healthcare needs and improve the health of your plan members.



For more information:
CastiaRx.com
866.516.2121

©2019 CastiaRx. All rights reserved.
CastiaRx is a trademark of Diplomat Pharmacy Inc.



Revenue Cycle Made EASY

My denial rates are off the charts!

My GDRO is way too high!

Why is my staff always playing catch-up?

I need better reporting!

PROBLEM SOLVED.

Make efficientC Your **Clearinghouse!**



SOFTWARE

Built by revenue cycle experts for revenue cycle users: clearinghouse, claim scrubber, payer and edit management, work queues, and more.



PEOPLE

With 100's of years of overall experience, our revenue cycle guides are with you all along the way with uncompromising customer support.



BUSINESS INTELLIGENCE

Actionable dashboards that will improve your ability to make decisions. Powerfully equipped. Markedly simple.

1 in 4 ICAHN hospitals choose efficientC to bring excellence to their revenue cycle. Why haven't you?

Call 262.548.3405 to set up your demo today!



CPAs & BUSINESS ADVISORS

KEEP YOUR FOCUS ON RURAL HEALTH

Serving your community is your passion. You need to take care of patients, drive results and plan for a strong future—all with limited resources. The right expertise can help you overcome challenges and continue your crucial role.

eidebailly.com

YOUR PROJECT.

OUR FUNDS.

USDA Rural Development

The Community Facilities program has ample funding available for rural healthcare related projects—at the low fixed interest rate of:

3.25%

How can We help You?

- Repairs
- Expansions
- Renovations
- Replacements
- Large equipment
- Professional fees
- *More!*

Contact us at:

217.403.6202

www.rd.usda.gov/il





MCKENDREE
UNIVERSITY

McKendree University Online

NURSING PROGRAMS

- RN to BSN
- RN to MSN
- MSN – Management/Administration Education, Population Health
- MSN/MBA
- DNP – Ethical Leadership



10% TUITION DISCOUNT

For All ICAHN Nursing Employees

McKendreeOnline.com



1.800.232.7228 ext. 6507



Diagnosing Needs and Prescribing Solutions...

To Build Foundations for Healing

Unrivalled Experience in Healthcare Construction



www.pjhoerr.com

General Contractor | Design Builder | Construction Manager



WWW.ICAHNANNUALCONFERENCE.COM

