

**2020**

**ICAHN**  
VIRTUAL  
ANNUAL  
CONFERENCE



**Rural Resilience:  
Facing the Future Together  
November 17, 2020**

# WELCOME TO OUR ANNUAL CONFERENCE

## Rural Resilience: Facing the Future Together

Welcome to the first ICAHN Virtual Conference! A year ago, we would never have imagined where our world is today, let alone having an annual meeting by Zoom and missing the professional fellowship of colleagues, business partner exhibits, evening reception, and the excitement of conversation.

*'Rural Resilience: Facing the Future Together'* is our conference theme and represents well that rural hospitals and communities understand what it means to work together and share

common issues and solutions. 2020 has not been an easy year, and by most accounts, the rest of the year and into 2021 will be difficult, too. The ICAHN Value is our ability to share information and experience education together that will help us in our work and spirit.

2020 President Joann Emge and I are proud of the accomplishments of members and organizations, despite the strain of the pandemic and uncertain times. We encourage you to read through the conference booklet and see the award

winners as well as information about our business partners who support your organizations. The conference agenda is rich with speakers who will share their expertise and solutions as well as inspire and refresh our energy.

Even though the conference is virtual, the day is filled with excellent presentations, our annual business meeting, and door prizes as though we are in person.

So, enjoy and hope to see you in Champaign November 2021!



**JOANN EMGE**  
BOARD PRESIDENT



**PAT SCHOU**  
EXECUTIVE DIRECTOR



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# TUESDAY, NOVEMBER 17 – VIRTUAL ANNUAL CONFERENCE

- 8:50AM            **Pre-Welcome Chat-In** – “What does rural resilience mean to you? (*first prize drawing*)
- 9:00AM            **Welcome** – Joann Emge, Board President, and Pat Schou, Executive Director
- 9:10AM            **Rekindle Keynote – ‘Shortcuts to Employee Engagement in Stormy & Uncertain Times’**  
Vicki Hess, RN, Keynote Speaker – Sponsored by Managed Care Partners
- 10:15AM           **Hospital ‘IMPACT’ Awards** – Hospital video award sponsored by O’Shea Builders
- 10:30AM           **Resilience Sessions – ‘Before Making Waves, Start With a Ripple’ (Pecha Kucha Talk)**  
Michelle Rathman, CEO, Impact!Communications – Sponsored by Blue and Co.  
  
**‘Covid-19: Impact on the Culture of Poverty 2020’ (Pecha Kucha Talk)**  
Kimi Yuchs, DNP, RN, NE-BC– Sponsored by Eide Bailly
- 10:50AM           **‘4 Under 40’ Awards** – Hospital video award sponsored by O’Shea Builders  
and hospital banners sponsored by Integritas
- 11:10AM           **Responding Keynote – ‘NRHA: Focus Ahead for Rural Health Policy’**  
Alan Morgan, CEO, National Rural Health Association – Sponsored by The Compliance Team
- 11:50AM           **‘Lessons Learned During the Pandemic: One Hospital’s Story’ (Pecha Kucha Talk)**  
Trina Casner, CEO, Pana Community Hospital – Sponsored by TAG Communications, Inc.
- 12:15PM           **Annual Business Meeting** – See Page 6 for full agenda
- 1:05PM            **Resilience Session – ‘Maximize Your Team in a Covid Marathon’ (Pecha Kucha Talk)**  
Karyn Buxman, National Humor Speaker – Sponsored by P.J. Hoerr, Inc.
- 1:10PM            **Ignite Session – ‘Customer and Patient Perceptions:  
What You Need to Know to Move Your Hospital Forward’**  
Bill Swanston, Partner, Frederick Swanston
- 1:30PM            **Empower Sessions – ‘Illinois Health Law Update: Down and Dirty Facts’**  
Deanna Mool, JD, Heyl Royster
- ‘Emerging Trends that are Reshaping Hospital Facility Strategy and Design’**  
Nicholas Smith, Strategy and Consultant, Wipfli
- 1:55PM            **Recharge Challenge Closing Keynote – ‘SURFing the Waves of Stormy  
and Uncertain Times to Sustain Engagement’**  
Vicki Hess, RN, Keynote Speaker – Sponsored by Managed Care Partners
- 2:25PM            **Closing Remarks**



# SPEAKER BIOGRAPHIES



## 9:10AM VICKI HESS, RN, Trainer, Consultant, and Author

Vicki Hess teaches healthcare leaders and staff how to improve and sustain employee engagement, decrease stress and burnout, and retain valued employees. Organizations that utilize her tools, tips, and ideas experience increased engagement, productivity, safety, quality, retention, patient satisfaction, creativity, and more. Leaders and staff receive strategies for employee engagement that are evidence-based, relatable, and real world. As a nurse, keynote speaker, trainer, consultant, and author of five books, Vicki's goal is to inspire healthcare leaders and staff to take action by sharing high impact, easy-to-implement ideas that transform the way people work. As a cancer survivor and victim of a surgical mistake, she brings the voice of the patient into her programs. Vicki earned a B.S. in Nursing from the University of Florida and a Master's Degree in Human Resource Development from Towson University. She was an adjunct professor at Johns Hopkins University Graduate School of Business for five years.



## 10:30AM MICHELLE RATHMAN, Founder, Impact!Communications, Inc.

Michelle Rathman founded Impact!Communications, Inc., in 1989, a leader in healthcare strategy and communications. Impact's focus includes academic, for-profit, critical access and rural hospitals, clinics, primary and specialty care provider practices, as well as organizations and associations serving the healthcare sector. Their work across the U.S. includes strengthening hospital identity and brand, engaging community stakeholders and strategic partners, identifying opportunities to decrease outmigration, improving internal culture, communications, and customer service across service lines and practices, as well as providing transformative professional development that inspires positive change.



## 10:30AM DR. KIMI YUCHS, DNP, RN, NE-BC

Dr. Kimi Yuchs has an extensive background in nursing and healthcare. She has been a nurse for over 40 years and has experience in long-term care, acute care, and community health administration and practice. She holds a Doctor of Nursing Practice in Organizational & Systems Leadership from the University of Southern Indiana, a Master's in Nursing Education from the University of Iowa, and a Bachelor of Science in Nursing from Marycrest College. She is currently an assistant professor of nursing at Blessing-Rieman College of Nursing in Quincy, IL. Her doctoral work entitled "*Caring for the Poor: Analysis of Nurses' Attitudes Toward the Culture of Poverty*" was recently published by the *Journal of Christian Nursing*.



# TUESDAY, NOVEMBER 17 – BUSINESS MEETING AGENDA

12:15PM

**Welcome/Call to Order/Approval of Agenda –**  
Joann Emge, 2020 ICAHN Board President, and CEO, Sparta Community Hospital  
**Welcome new members** (new CEOs and new member, Good Samaritan Hospital)  
**2020 board activities and accomplishments**

**Approval of Minutes** – November 13, 2019

**Treasurer's Report** – Paul Skowron, ICAHN Board Treasurer

**Old Business**

**New Business**

**Nominating Committee Report** (election of Board and officers)  
**Discussion time for member concerns/ideas**

**Committee Reports**

**Education Committee** – Amanda Basso, Chair, and Kathy Fauble

**EPRN Committee** – Brett Bollmann, Chair, and Pat Schou

**Issues Committee** – Don Robbins, Chair, and Shane Watson, Co-Chair

**Regulatory and Legislative Committee** – Pam Pfister, Chair, and Dolan Dalpoas, Co-Chair

**IRCCO** – Greg Starnes, Chair, and Trina Casner, Co-Chair

**Executive Director's Report** – Pat Schou, Executive Director  
**ICAHN Year 2020 and beyond/reaching for the stars**

**ICAHN Recognition Awards** – Joann Emge, Board President

MBQIP Awards

President's Award

Board of Directors Awards

Service Award

Special Partner Award

Presidential Award

Lifetime Achievement Award

**Closing Remarks** – Joann Emge and Alisa Coleman

12:45PM

**Business Meeting Adjournment**

**18th Annual Conference: November 17-18, 2021 at the  
I-Hotel and Conference Center in Champaign. Mark your calendar!**



# SPEAKER BIOGRAPHIES



## 11:10AM ALAN MORGAN, CEO, National Rural Health Association

Recognized as among the top 100 most influential people in healthcare by *Modern Healthcare Magazine*, Alan Morgan serves as Chief Executive Officer for the National Rural Health Association. He has more than 30 years experience in health policy at the state and federal level and is one of the nation's leading experts on rural health policy. Alan served as a contributing author for the publication, *"Policy & Politics in Nursing and Health Care,"* and for the publication, *"Rural Populations and Health."* In addition, his health policy articles have been published in: *The American Journal of Clinical Medicine, The Journal of Rural Health, The Journal of Cardiovascular Management, The Journal of Pacing and Clinical Electrophysiology, Cardiac Electrophysiology Review,* and in *Laboratory Medicine.* He has also served as staff for former U.S. Congressman Dick Nichols and former Kansas Governor Mike Hayden.



## 11:50AM TRINA CASNER, CEO, Pana Community Hospital

While the challenges we face during a pandemic are significant, Trina Casner and her team at Pana Community Hospital know that nothing is insurmountable. Sound strategies, creativity, and the impact of organizational culture are paramount to a successful response. During *"Lessons Learned From the Pandemic: One Hospital's Story,"* Trina outlines steps taken and plans made to survive and thrive. Serving as CEO of Pana Community Hospital, Trina has served as a member of ICAHN's Regulatory and Legislative, Issues, Vision, and Trailblazer committees. She serves on the IRCCO board, and she has also served as ICAHN Secretary/Treasurer, President-Elect, and President. Most recently, Trina received one of ICAHN's most prestigious awards, the Presidential Award, for outstanding achievement.



## 1:05PM KARYN BUXMAN, RN, MSN, Neurohumorist, Author

Karyn Buxman, RN, MSN, is the global authority on high performance humor, whose latest undertakings are her TEDx talk, *"How Humor Saved the World,"* and is the author of nine books, including *"What's So Funny About Nursing? A Creative Approach to Celebrating Your Profession"* and *"Lead with Levity: Strategic Humor for Leaders."* As a neurohumorist, Karyn's career resides at the intersection of humor and the brain. Karyn is one of 254 professionals (and one of only 53 women) in the world to be inducted into the Speaker Hall of Fame. Karyn speaks internationally to organizations that grasp the important role humor plays in business, health and life. Among her 800+ clients over 25 years are HCA, Ascension, Catholic Health, Cedars Sinai, and Mayo Clinic.



# SPEAKER BIOGRAPHIES



**1:10PM BILL SWANSTON, Partner, Frederick Swanston**

Since 1991, Bill has been creating ad campaigns, helping brands connect with people. His strategically-driven, clear-headed thinking has helped companies build relationships with customers by simply speaking their language. He co-founded the agency in 2000, co-authored *"A Guide to Surviving the Seismic Shift in Advertising."* Bill's creative credentials include work that has been recognized in almost every advertising award show including Cannes, One Show, Addy's, Communication Arts, Hatch, Obies, and Tellies.



**1:30PM DEANNA MOOL, J.D., Heyl Royster Voelker & Allen, PC**

DEANNA S. MOOL, J.D., is a health law attorney in the Springfield, IL office of Heyl Royster Voelker & Allen, PC. Deanna represents healthcare providers in complex transactions concerning the purchase of healthcare facilities and groups, healthcare facility construction issues, and a variety of regulatory and compliance issues, including: HIPAA, Stark, anti-kickback, billing issues, medical staff, physician contracts, Certificate of Need, and licensing issues. She served as General Counsel to the Illinois Department of Public Health for six years and was Special Counsel for Healthcare at SIU School of Medicine for three years. Deanna is a member of the American Health Lawyers Association and the Illinois Association of Healthcare Attorneys.



**1:30PM NICHOLAS SMITH, Strategy & Planning Consultant, Wipfli**

Nicholas Smith works in Wipfli's Facility and Capital Planning Practice. As a strategy and planning consultant, He has dedicated the past 15 years to helping health systems, community hospitals and critical access hospitals develop facility and capital strategies that align capital investments with strategic initiatives to thrive in an evolving healthcare landscape. Typical market planning engagements for Nicholas include strategic planning, developing new service lines, market share projections, community health needs assessments, physician demand assessments, and volume and demographic projections in support of financial feasibility studies and facility growth. His facility planning engagements include developing comprehensive strategic facility master plans, planning new and replacement hospitals, and planning major renovations and additions.







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Vicki Hess

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## 2020 IMPACT Award Winner

Putting Ideas That Work Into Practice

### **Jersey Community Hospital Medication Assisted Treatment (MAT) Clinic and Counseling Services**

Jersey Community Hospital received the HRSA RCORP – MAT Expansion Grant in September 2019. The goal of the grant was to establish a sustainable Medication Assisted Treatment (MAT) clinic and counseling services, coordinate medical and social services necessary for patients to achieve and sustain recovery, provide community education to increase the awareness of MAT, reduce the stigma associated with it, and serve as a location for community support groups. After receiving the grant, JCH moved forward with opening a MAT clinic. The first patient was seen in November 2019 and through the end of August 2020, a total of 49 patients have been treated. The program also began with two DATA2000 waived providers. As of August 2020, a total of six providers have received the waiver and several more are in the process of completing the training. Prior to this program, individuals in Jersey and Greene counties did not have access to a local MAT clinic. The individuals would have to travel to surrounding counties, and this contributed to individuals not wanting to receive help. In a six month period, 38 non-fatal overdoses and four definitive fatal overdoses were reported for these counties. Overdoses in these counties were ranked in the top 5% in the state of Illinois, making this program even more important to the health of this community.

# 2020 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.**

## **NORTHWESTERN MEDICINE VALLEY WEST HOSPITAL External Transfer Project Honorable Mention**

In FY2019, 64% of patients treated in the Northwestern Medicine Valley West Emergency Department that required subsequent hospitalization were retained within the health system for hospital care. The goal of this project is to increase staff and physician awareness of safety implications related to transfers outside of the health system and retain at least 70% of patients seeking treatment at Northwestern Medicine Valley West Emergency Department within the health system by Q2 FY20. As of August of 2020, the Northwestern Medicine Valley West Hospital Emergency Department exceeded its target of 70%, to finish the month at 87%. This improvement has reduced errors in handoffs, improved continuity of care, and increased patient satisfaction for teamwork and communication.

## **ABRAHAM LINCOLN MEMORIAL HOSPITAL Greening the OR Honorable Mention**

In 2018, Dolan Dalpoas, CEO, of Abraham Lincoln Memorial Hospital launched a Lean Six Sigma Green Belt project after realizing ALMH was well below national benchmarks for recycling surgical waste. As a result of ALMH's "Greening the OR" project, thousands of pounds of waste have been reduced with use of new rigid sterilization containers. ALMH worked with a third-party reprocessor to safely collect medical devices for significant cost savings and waste reduction. The hospital also installed a fluid management system to replace single-use disposable suction canisters, thus reducing chemical exposure for colleagues and waste disposal costs. Lastly, ALMH reduced the use of anesthetic agents and greenhouse gases with the utilization of sustainable anesthesia practices.

## 2020 '4 UNDER 40' WINNERS

**VICTORIA WOODROW, CEO**  
Hamilton Memorial Hospital

Victoria Woodrow is a Southern Illinois native with an extensive background in healthcare business development, strategy, and public relations. Before coming to Hamilton Memorial Hospital, Victoria directed the business development and marketing initiatives during the construction and through the opening of the new SSM Good Samaritan replacement hospital in Mt. Vernon. Victoria became the CEO at Hamilton Memorial Hospital in McLeansboro in 2017 after working as the Director of Business Development and Marketing for the hospital for the two prior years. During her time as CEO, she has worked diligently with her team and Board of Directors to improve the hospital's financial health, including extensive efforts in revenue cycle operations and enhancement of the transitional care swing bed program. Her leadership during 2020 includes improved local COVID-19 testing capacity and establishment of the Hamilton County COVID-19 Planning and Preparedness team, focusing on pandemic response and collaboration across local governments, schools, healthcare, and health department resources. With her extensive knowledge in healthcare marketing and business strategy, she has been able to help HMHD achieve financial stability while bringing attention to the exceptional care and services that are provided by Hamilton Memorial Hospital and family clinics.



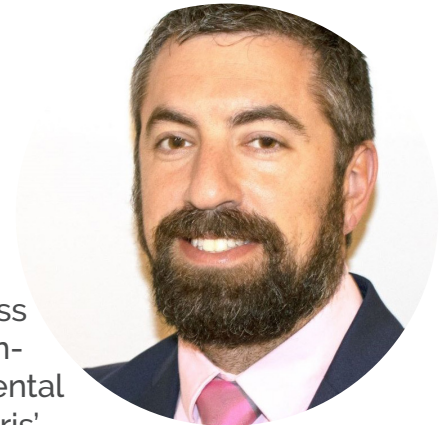
**EMILY WHITSON, Chief Operating Officer**  
Hopedale Medical Complex

Emily began her career at Hopedale Medical Complex in 2005 as a staff Certified Athletic Trainer initiating a grassroots effort to provide athletic training outreach services to rural schools in the communities surrounding Hopedale. From that inaugural year, she has continued to lead and foster further growth with the Rehabilitation and Sports Medicine staff, serving as the Director for eight years. She was appointed to Vice President of Clinical Operations for four years and in November 2019, she was appointed the Chief Operating Officer for Hopedale Medical Complex by the Governing Board. She is present in the everyday lives of her staff at HMC and takes the time to get to know them personally. She truly cares for each of them as well as their families like they are her own.



**CHRIS TROXELL, Director of EMS and Emergency Department/  
Safety Officer and Emergency Preparedness Coordinator  
Mason District Hospital**

Chris Troxell has been employed at Mason District Hospital since 2003. He was first employed as a paramedic for eight years and in 2012 became the Director of EMS and the Emergency Department. Chris is also the hospital Safety Officer and Emergency Preparedness Coordinator. He is a hardworking, honest, patient-focused, and open-minded Director at Mason District Hospital. Chris has been instrumental in directing the COVID processes during this pandemic. A few of Chris' accomplishments as a Director include implementing two EMRs, assisting with the hospitalist program, an ED renovation, implemented a Daily Brief for all employees during the pandemic, acquired the status of a Stroke Ready Hospital, established the Narcan protocols with local law enforcement, and changed the organizational structure of EMS to ensure sustainability.



**BLAKE THORNTON, Director of Quality and Risk Management  
Pinckneyville Community Hospital**

Blake Thornton is a Certified Professional in Healthcare Quality (CPHQ) and is board certified in the field of patient safety (Certified Professional in Patient Safety-CPPS). While pursuing his education, Blake has worked assiduously to gain as much experience as possible in his field. While earning his undergraduate degree, he worked at Pinckneyville Community Hospital in various departments and roles, including certified nurse's assistant and ward clerk, as well as having served as an administrative intern under the Chief Executive Officer. Blake transitioned to the role of Process Improvement Coordinator within the Quality and Risk Management department at Pinckneyville Community Hospital, where he currently holds the role of Director of Quality and Risk Management. Blake has a strong passion for serving in healthcare, especially the opportunities and challenges that are presented with healthcare delivery in the rural landscape. His future educational pursuits include obtaining his Master of Business Administration, followed by a doctoral level education.



## 2020 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 2020.

### 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
- Genesis Medical Center-Aledo
- Hillsboro Area Hospital
- Hopedale Medical Complex
- Horizon Health
- HSHS St. Francis Hospital
- Illini Community Hospital
- Kirby Medical Center
- Marshall Browning Hospital
- Mason District Hospital
- Massac Memorial Hospital
- Memorial Hospital-Carthage
- Memorial Hospital-Chester
- Mercyhealth Hospital and Medical Center-Harvard
- Northwestern Medicine Valley West Hospital
- OSF Holy Family Medical Center-Monmouth
- OSF Saint Luke Medical Center-Kewanee
- OSF Saint Paul Medical Center-Mendota
- Perry Memorial Hospital
- Sparta Community Hospital
- St. Joseph Memorial Hospital
- Wabash General Hospital
- Washington County Hospital

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

- Advocate Eureka Hospital
- Carle Hoopston Regional Health Center
- Fayette County Hospital
- Ferrell Hospital
- Hammond-Henry Hospital
- Horizon Health
- HSHS St. Francis Hospital
- Mason District Hospital
- Massac Memorial Hospital
- Memorial Hospital-Carthage
- Midwest Medical Center
- Taylorville Memorial Hospital
- Wabash General Hospital

# 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

- Abraham Lincoln Memorial Hospital
- Gibson Area Hospital & Health Services
- Horizon Health
- Northwestern Medicine Valley West Hospital
- Perry Memorial Hospital
- Red Bud Regional Hospital

### 5-STAR RATING

- Crawford Memorial Hospital
- Hammond-Henry Hospital
- Hopedale Medical Complex
- HSHS St. Francis Hospital
- HSHS St. Joseph's Hospital
- Massac Memorial Hospital
- Memorial Hospital-Carthage
- Memorial Hospital-Chester
- Salem Township Hospital
- 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

## 2020 ANNUAL CONFERENCE & SPONSORSHIP LISTING

### ADKISSON SEARCH CONSULTANTS

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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.

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**Address:** 800 Market Street, Suite 500  
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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.

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**Contact:** Shannon Calhoun, VP, Business Development

**Email:** shannon.calhoun@communityiv.com

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**Website:** www.communityinfusions.com

Community Infusion Solutions develops outpatient infusion programs specifically designed to serve small and rural healthcare facilities and clinics. With a passion for community service and improved healthcare outcomes, Community Infusion Solutions partners with professionals of the highest ethical standards. Their desire is to help hospitals develop a program that provides the best service to its clients while being focused on the bottom line, the patients, and the communities served.



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**Address:** P.O. Box 160

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**Email:** khill@thecomplianceteam.org

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**Contact:** Darren Reynolds, CEO / President

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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 – *Organization Sponsor and Pecha Kucha Sponsor***

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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.

**HEALTHTECHS3 – *Organization Sponsor***

**Address:** 5110 Maryland Way, Suite 200

Brentwood, TN 37027

**Contact:** Jennifer VanDenBrink, Administrative Services Analyst

**Email:** jennifer.vandenbrink@healthtechs3.com

**Phone:** 615.309.6053

**Website:** www.healthtechs3.com

Since 1970, HealthTechS3 has worked with community hospitals across the United States to help them improve financial strength, build professional excellence, and grow to meet the needs of their communities. HealthTechS3 provides hospital consulting, turnaround, supply chain management, management support, executive and physician recruitment services to more than 50 hospitals and health systems nationwide, including some ICAHN hospitals. Our mission is to provide effective solutions, strategy and support for our client hospitals and systems.

**HINSHAW & CULBERTSON LLP – *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. They 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. Their 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.

## 2020 ANNUAL CONFERENCE AND SPONSOR LISTING

### **HIPAAATREK – 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.

### **INTALERE – Preferred Partner and Door Prize Sponsor**

**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 – Organization Sponsor and Banner 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.

### **THE JOINT COMMISSION – Blue Star Partner**

**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.

### **LEGATO HEALTHCARE MARKETING – Door Prize 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 – 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 – 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.

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**– Keynote 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 – Organization and Door Prize Sponsor**

**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.

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**Address:** 16W559 S. Frontage Road  
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**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.

### **NATIONWIDE PRESCRIPTION CONNECTION**

**– Blue Star Partner**

**Address:** P.O. Box 70

Doniphan, MO 63935

**Contact:** Chastity Werner, CEO/President

**Email:** cwerner@npc-meds.com

**Phone:** 314.920.7938

**Website:** www.npc-meds.com

At Nationwide Prescription Connection, their goal is to make prescription drugs affordable by connecting patients with money-saving programs. Their experienced patient advocates locate and complete drug-specific applications. Often, the medications are free to patients and sent directly to their homes. Their services help improve patient safety, satisfaction, and outcomes by increasing medication adherence and reducing the number of adverse events and rehospitalizations.

### **O'SHEA BUILDERS – Organization Sponsor and Hospital Video Award Sponsor**

**Address:** 3401 Constitution Drive  
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**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.

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### **PINNACLE HEALTHCARE CONSULTING** **– 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.

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**Address:** 107 N. Commerce Place  
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**Contact:** Scott Rinkenberger, Vice President /  
Director of Healthcare

**Email:** scott@pjhoerr.com

**Phone:** 309.688.9567

**Website:** www.pjhoerr.com

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**Address:** 12250 Weber Hill Road  
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**Contact:** Tony Friedrich, Acute Care Sales Manager

**Email:** tfriedrich@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 – Organization Sponsor**

**Address:** 16016 Vale Ridge Drive  
Charlotte, NC 28278

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**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.

### **SENEX – Blue Star Partner**

**Address:** 3077 E. 98th Street, Suite 250  
Indianapolis, IN 46280

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**Email:** jobecl@senexco.com

**Phone:** 317.613.0122

**Website:** www.senexco.com

Senex is an Indiana-based, woman-owned company that has quickly become the premiere purchaser of medical asset accounts. Their success in working with patients has returned millions of dollars to their partners - to purchase new equipment, hire additional physicians and nurses, and help facilities continue to provide the best patient care possible. Their success is based on proprietary analytics, state-of-the-art skip-tracing services, a customer service program developed by a Fortune 100 company, and a culture that attracts and retains the best and brightest.

### **STERICYCLE – Blue Star Partner**

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Bloomington, IL 61704

**Contact:** Brian Hanson, Midwest Regional Sales Manager

**Email:** bhanson@stericycle.com

**Phone:** 847.417.9033

**Website:** www.stericycle.com

Since its inception in 1989, Stericycle's mission has been and is to combine integrated solutions with superior customer service to promote safety, compliance, and risk management for its customers. Stericycle specializes in the collection and disposal of medical waste, recalled and expired medical products and infection control management services.

### **STL COMMUNICATIONS, INC. – Blue Star Partner**

**Address:** 100 Chesterfield Business Parkway #300  
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**Phone:** 314.205.7100

**Website:** www.stlcom.com

STL Communications is a healthcare technology integrator, specializing in addressing patient care initiatives and improving workflows through nurse call, voice, data, wireless, emergency notification, and HIPAA secure messaging solutions. We have been in business since 1989, providing a unique blend of industry experience and personal attention to service. At STL Communications, we make technology easy.

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**Email:** rj@tagteam.agency

**Phone:** 563.355.2200

**Website:** www.tagteamagency.com

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**Address:** University Tower, 651 E. Fourth Street  
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**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.

### **VIZIENT INSURANCE SERVICES – Blue Star Partner and Gift Box Sponsor**

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

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**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.

### **WITHME HEALTH – Gift Box Sponsor**

**Address:** 400 S. El Camino Real, Suite 1150  
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**Phone:** 917.544.3058

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

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**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.



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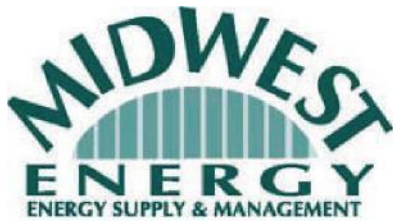
Vizient is the largest member-owned, member minded health care company in the country representing \$100 billion in annual purchasing volume. Vizient's unprecedented size, national scale, and market leverage allows Vizient Insurance Services to create and manage employee benefits and property & casualty 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 Jamon Herndon, Sr. Insurance Services Director at 405-440-8915 or at [jamon.herndon@vizientinc.com](mailto:jamon.herndon@vizientinc.com)

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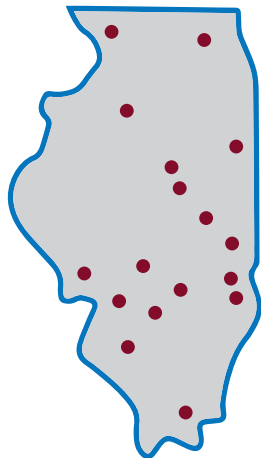
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At Nationwide Prescription Connection, our goal is to make prescription drugs affordable by connecting patients with money-saving programs.

Our experienced patient advocates locate and complete drug-specific applications. Often, the medications are free to patients and sent directly to their homes.

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*Our success is based upon a number of factors, not limited to: proprietary analytics, state of the art skip-tracing services, a customer service program developed by a Fortune 100 company, and a culture that attracts and retains the best and brightest.*



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## 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**  
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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.

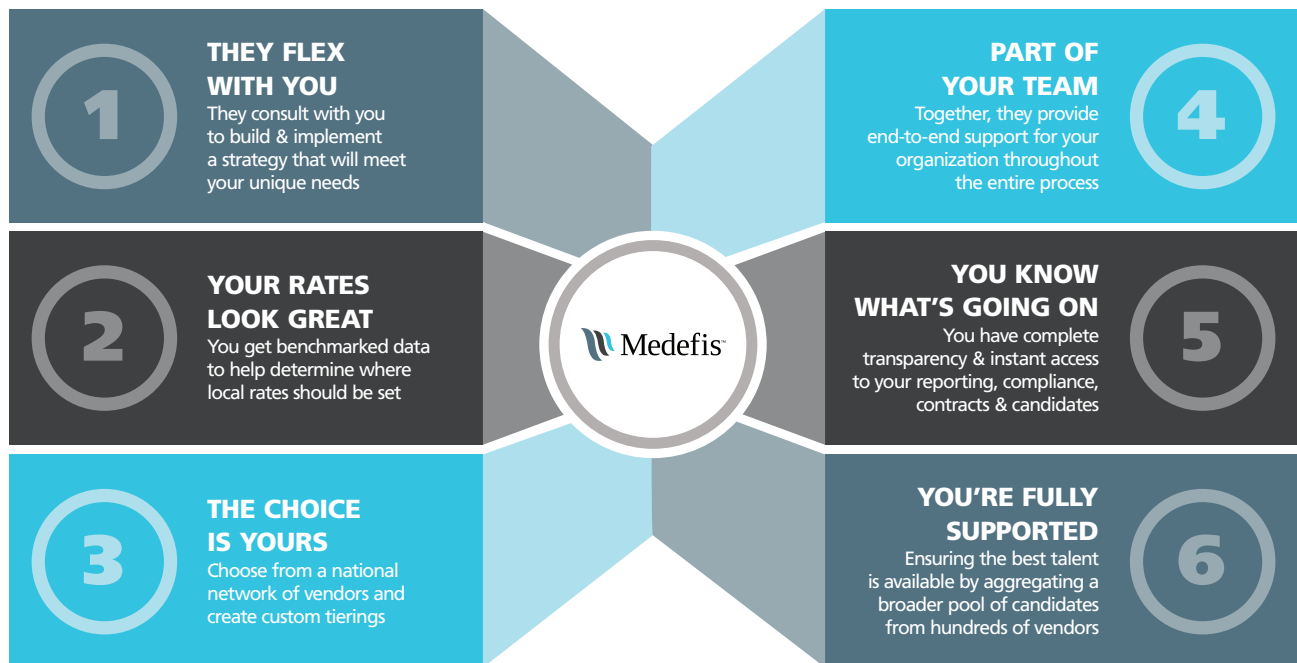
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- Critical Care Medicine
- Specialist (including pediatrics, pulmonology, and ICU)

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# *integritas*

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to set up a call or an in-person visit.

# Partnership with the Illinois Critical Access Hospital Network (ICAHN)

Members: Support ICAHN and receive a discount!

Relias is proud to be an ICAHN Organization Sponsor. Through our partnership, we are committed to helping rural and critical access hospitals overcome challenges, by achieving more with limited resources.

Relias' affordable solutions help build highly reliable teams, who stay with you longer and provide consistent, quality care. Explore benefits for you and your hospital, including:

- + Saving vital time and resources
- + Increasing staff retention and satisfaction
- + Improving patient experience and outcomes

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**REQUEST DEMO**



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# Helping those who help Illinois' most vulnerable

Hinshaw's health care attorneys help critical access hospitals manage day-to-day operations while navigating the challenges presented by the COVID-19 pandemic, including:

- ◆ Telemedicine
- ◆ Medicare reimbursement
- ◆ 340B Drug Pricing Programs
- ◆ Compliance programs
- ◆ Electronic Health Records
- ◆ Employee handbooks
- ◆ Governance
- ◆ Mergers & Acquisitions
- ◆ Physician recruitment and compensation
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---

To learn how we can help you navigate these issues amidst deregulation resulting from COVID-19, and to talk through financial relief options available, contact **Stephen Moore** at 815-490-4903 or **Gregory Snyder** at 815-490-4900.



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## Now more than ever, hospitals need solutions

The medical sector has seen a turbulent year due to COVID-19, especially within rural and critical access hospitals. Your commitment to your patients has not stopped, but to continue providing them the highest level of service you need a strong, steady cash flow that you can count on. As partners, we help both our clients and their patients succeed.

**Patient Satisfaction Maintained**

**Resolution Rates Increased**

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### Messages from fellow ICAHN members:

“Magnet Solutions’ staff is skilled in conflict resolution and conscientious of collection techniques in rural Illinois to effectively collect and balance relationships with patients. They are very professional and easy to work with.”

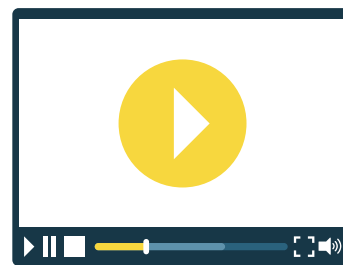
—Lori Gutierrez, CFO for Rochelle  
Community Hospital

“Magnet Solutions offered support to Horizon Health in the wake of a very abrupt end to a relationship we had with another vendor. They provided a near-seamless transition for patients and staff.”

—Marty Adams, CFO for Horizon  
Health



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from our team:



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## Let's Start a Conversation

We would love to hear from you



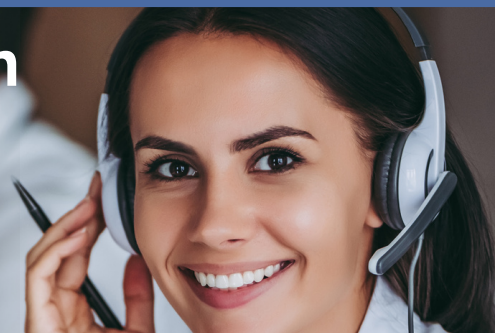
Rick Rogers: 888-302-8444  
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### Why Achieve Accreditation?

- Helps organize and strengthen patient safety efforts
- The survey provides insight and education into your processes and pinpoints areas for improvement
- Provides a framework for organizational structure and management
- The collaborative engagement inspires staff to support efforts to improve performance and quality of patient care
- Offers access to resources and reporting to help support improvement efforts

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Simplify HIPAA training with HIPAAtrek. Assign training tasks, send security reminders, and keep employees abreast of policies and procedures.



### Manage Forms

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### Manage Breaches

Use HIPAAtrek's Integrated Breach Risk Assessment Tool to determine if the risk of data compromise is low, medium, or high. Document and track all your breach mitigation activities.



### Assess Risks

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### Manage Vendors

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### Manage Tasks

Assign tasks to employees and track their progress. HIPAAtrek keeps a log of all your compliance activity so you're always audit-ready.

Care for your patients while we care for your compliance

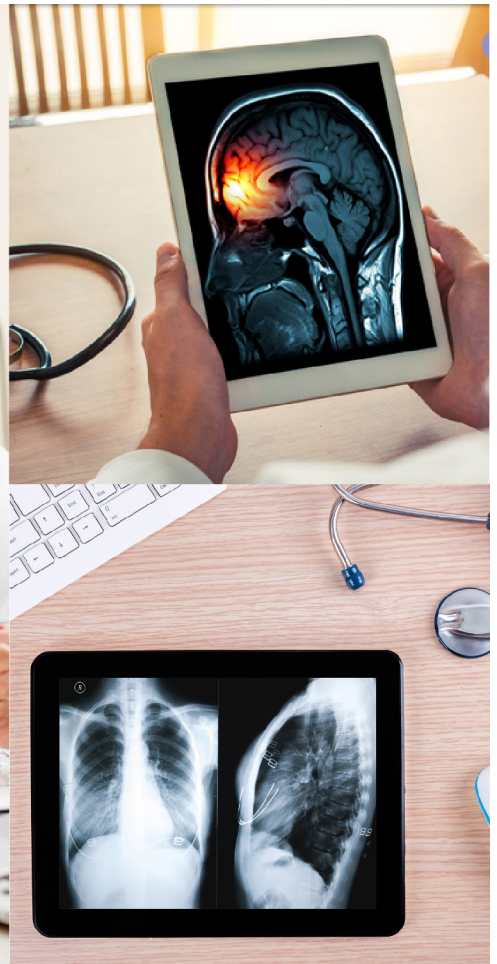
“We began our HIPAAtrek journey fearing that we were not doing everything we should be. HIPAAtrek immediately brought clarity and provided a roadmap. The software contains every tool needed to get the job done. Now I have confidence that my compliance team is doing the right things at the right time.”

-Matthew Economy, Cavalier County Memorial Hospital

Contact us for more information  
(314) 272-2600

sarah@hipaaatrek.com

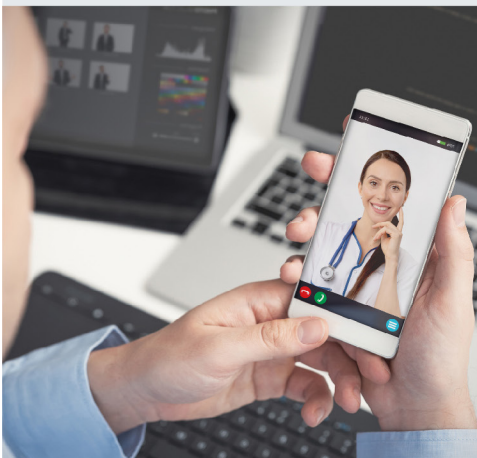
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## **Illinois Provider Trust**

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# Simplified Staffing Solutions

Managing all of your contingent labor needs should be simple and cost-effective.

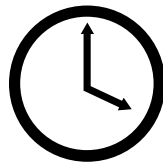
Unfortunately the process has been time-consuming, inefficient, expensive, and you often have little to no control over the quality of the candidates being submitted.

We help our clients effectively manage their staffing, find high-quality candidates, and make better staffing decisions; all while saving time and money. Our MSP is designed to fill your needs quickly.

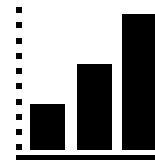
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*"Thanks to Community Infusion Solutions, while other patient volumes were going down during COVID, our dedicated onsite IV infusion center with patient care management drove IV infusion volumes way up. People are avoiding big cities, and we are helping them get their infusions consistently and locally, which helps patients and our hospital."  
– Steve Davis, CFO, Bothwell Regional Health Center, Missouri*

**Community Infusion Solutions** provides passionate advocates for rural health who aim to increase hospital revenue, increase patient access to care, and establish a sustainable outpatient IV infusion service line that drives brand recognition and increases a hospital's ROI.



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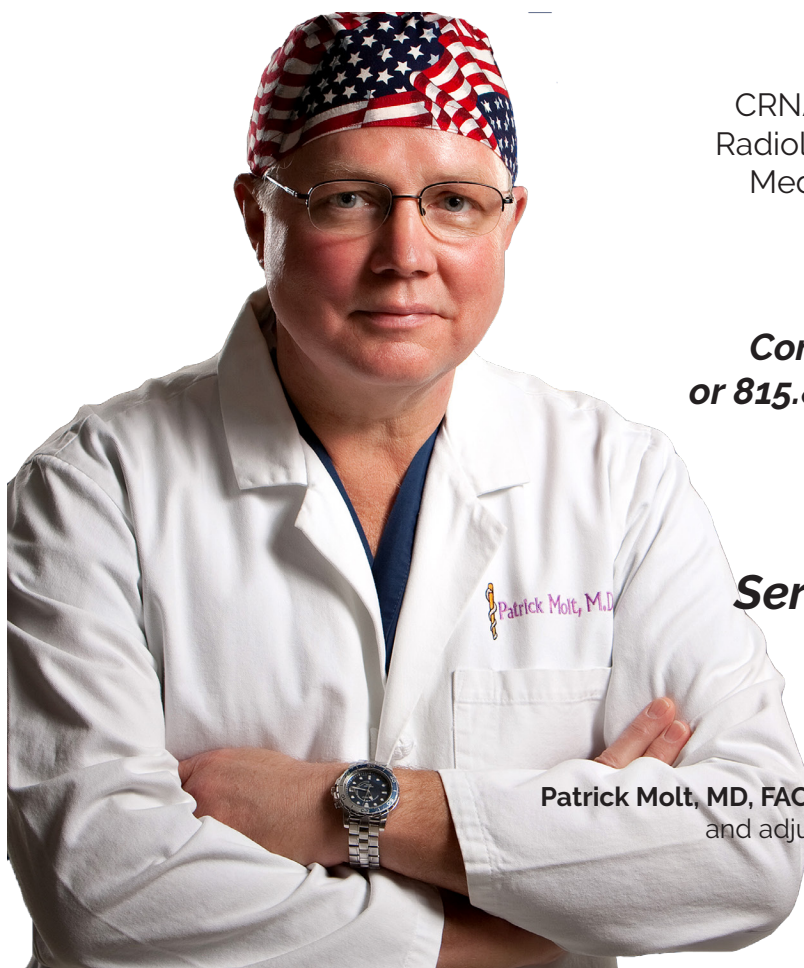
**UltraGroup** provides an extensive range of services to more than a dozen ICAHN hospitals, alleviating the burden for resources and expertise.  
*Contact Teresa Miller, MSW, LCSW, for more information.*

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Our External Peer Review Network (EPRN) provides timely, quality, and cost-effective peer-to-peer reviews, right at your fingertips! Our expert reviewers, including this year's **ICAHN Service Award Winner Dr. Patrick Molt**, will help you improve the quality of care provided to your patients.



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***Serving on ICAHN's provider panel since 2008***

**Patrick Molt, MD, FACS, Chief of Surgery, Fairfield Memorial Hospital, and adjunct professor for Rush University Medical Center John H. Stroger Jr. Hospital of Cook County Integrated General Surgery Program**



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by ICAHN

## Taking data reporting to new levels of efficiency & simplicity



At Survey Solutions by ICAHN, we have developed an innovative approach to data reporting for hospitals that makes implementing, tracking, and analyzing patient surveys a snap. With value-based purchasing becoming more important than ever, our CMS-approved patient satisfaction surveys make it easier for you to improve your overall patient experience through real-time reporting.

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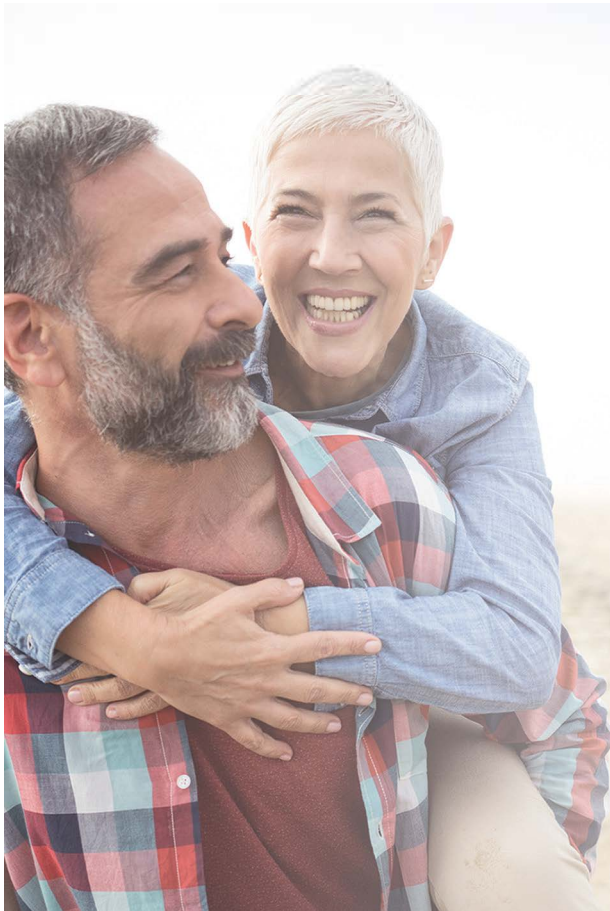
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Right now is so different from any other time. In just a few months, expenses have gone up while patient volumes have gone down. You need revenue now, but for reasons you never expected.

Achieve greater stability with TruBridge®. Helping hospitals and clinics of all sizes gain efficiencies and get paid for every dollar of care they deliver, that's what we do. Choose from award-winning solutions, like our end-to-end Revenue Cycle Management (RCM) product or our full business office outsourcing service. You'll see stronger financial performance now and be well-positioned for continued success later.

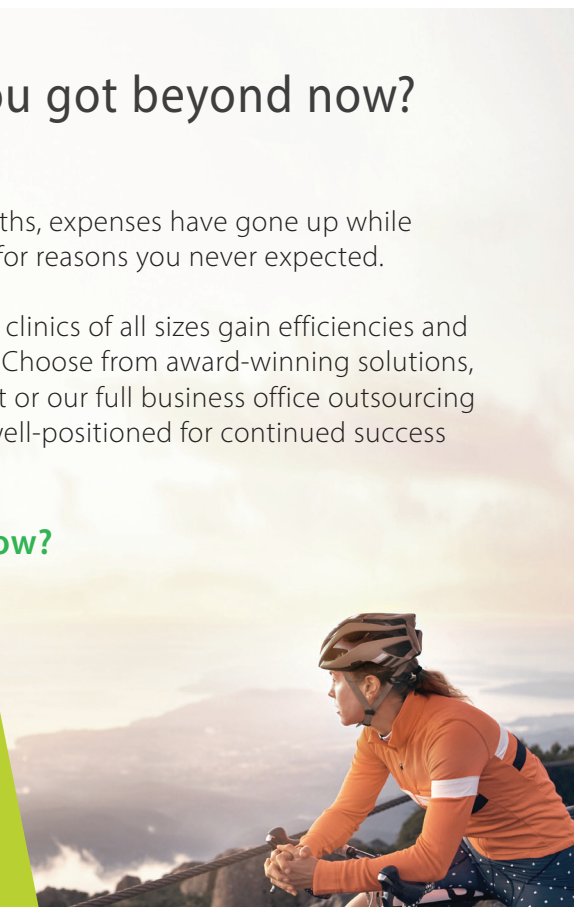
### What else can happen if you could get beyond now?



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HFMA Staff and volunteers determined that TruBridge's Revenue Cycle Management product and Accounts Receivable Management Service have met specific criteria developed under the HFMA Peer Review Process.





# ICAHN Coding Support Services

Staffing shortages? Vacations? Medical leaves? Our coding team is comprised of contracted ICAHN hospital members' experienced and credentialed coders who will work after hours or on weekends to help your hospital reduce expensive backlogs quickly, save space in your facility, and avoid expensive travel costs! In addition to these benefits, ICAHN's coding staff takes pride in its high level of coding accuracy and productivity and further backs up its services with a robust quality assurance program.

**AHIMA, AAPC and ARHPC-credentialed, ICAHN's coders offer Remote Coding Services in the following specialties:**



- Outpatient Services
- Observation Services
- Inpatient Services – Critical Access Hospital (non-DRG)
- Swing Bed
- Physical / Occupational / Speech Therapy
- Physician Evaluation and Management
- Emergency Department Professional and Facility



- Surgery
- Injection/Infusion
- Specialty Practices
- Wound Care
- Rural Health Clinic (RHC)
- Radiology
- Risk Adjustment Medical Coding – HCC

## Coding Audit Services

We recognize the important role that accurate medical coding plays in ensuring compliance, maximizing revenue, correctly identifying patient risk, and providing quality data. ICAHN's auditing services are provided in a secure, remote environment to save on costly travel expenses. These services always include an executive summary, individual report card by provider/coder, along with up to an hour of one-on-one training with those staff.



- Documentation and coding review, including evaluation and management (E&M) services, procedures, and ICD-10 CM for RHC, CAH and other providers in group or solo practices
- Retrospective or prospective methods
- Annual or as needed
- New staff competencies
- Executive summary
- Provider education

## HIM Consulting

ICAHN Coding Support Services will provide a comprehensive review of your HIM departmental operations and assist you in identifying any areas of risk. We will provide support and education to implement processes to ensure that your coding, billing or documentation improvement projects are completed efficiently and effectively.



- HIPAA and Release of Information Training
- HIM Department Workflow and Staffing
- Policy and Procedure Guidance

*To secure these services for your hospital, contact Jackie King, Director of Clinical Informatics/ HIM Consultant, at [jking@icahn.org](mailto:jking@icahn.org) or 815.875.2999.*







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If someone were to become violent in your hospital, is your staff ***ready to handle it?***

---

ICAHN's **Nonviolent Crisis Intervention Training** equips you with an effective framework to safely manage and prevent difficult behavior at your hospital.

*We can help you create a culture of safety with empathy, compassion and respect.*

---

## ***Who may benefit from taking our Nonviolent Crisis Intervention Training?***

CNOs • COOs • Unit Supervisors • Nursing/House Supervisors  
Maintenance Staff • Clinic Staff • Security Staff

*For more information about scheduling a training for your hospital, please contact Trudi Colby at [tcolby@icahn.org](mailto:tcolby@icahn.org) or call 815.875.2999. For more information about ICAHN and its member services for critical access and small rural hospitals, visit [www.icahn.org](http://www.icahn.org).*

