

OR ^{MANAGER™}
CONFERENCE

ASC ^{LEADER}
SUMMIT

PACU ^{MANAGER}
SUMMIT



CONFERENCE PROGRAM

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THE MIRAGE * **LAS VEGAS**
SEPTEMBER 30 - OCTOBER 2, 2020

AS OF *MARCH 25, 2020

www.ORManagerConference.com



A MESSAGE FROM OR MANAGER

Colleagues,

Over the last few months, our industry has been tested in ways we never thought possible. Heroes like you have been there on the front lines through it all, and we want to thank you for everything you have done.

This experience has made us all realize it is now more important than ever to learn together, network and heal in tough times. We want to keep your spirits up and let you know that we are supporting you. This year's OR Manager Conference, PACU Manager Summit, and first-ever ASC Leader Summit will be a special one, not only because it's the Year of the Nurse – but because it will serve as a reminder of why you love being a part of one of the hardest working communities.

The 2020 Conference Program is dedicated to providing you with solutions unique to the challenges you face on a daily basis. Our committee of 18 experienced perioperative leaders has carefully developed an educational experience tailored to your needs as a perioperative leader with keynotes, workshops, and breakout sessions to develop your clinical, financial, and leadership skill sets.

In addition to the Conference Program, you will find a wide variety of product and service solutions, the latest research results presented in the poster sessions, and the interactive OR of the Future within the Exhibit Hall. Join your peers at multiple networking events, including OR Manager's Night Out, the Kickoff Party, and a special reception for first-time attendees.

We challenge you during the "Year of the Nurse" to bring your ideas and experiences to the table as you share with 1,400 of your peers. You'll leave the conference inspired to take your career to the next level, become a stronger leader, and provide even better patient care. See you there!

The OR Manager Team

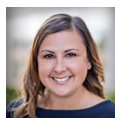
TABLE OF CONTENTS

Planning Committee	Page 3
Networking Events & Awards	Page 4
OR of the Future	Page 6
Pre-Conference Workshops	Page 7
Conference Program	Page 8
Las Vegas & The Mirage	Page 25
Exhibitors	Page 26
Registration Form	Page 27

MEET THE 2020 OR MANAGER CONFERENCE, ASC LEADER SUMMIT, AND PACU MANAGER SUMMIT PLANNING COMMITTEE



Amy Bethel, MPA, BSN, RN, NE-BC
Consultant
Staff Eye Surgery Laser Eye Center
UnityPoint Health Des Moines



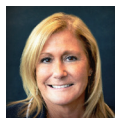
Hope Johnson, DNP, MBA, RN, CNOR, NEA-BC
Director of Perioperative Services
Lehigh Valley Health Network



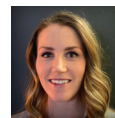
Lynn Nolan, MSN, RN, CPAN, CAPA, NEA-BC
President Elect
American Board of Perianesthesia
Nursing Certification (ABPANC)



Beth Bozzelli, MBA, RN, CNOR, CSSM
Assistant Vice President, Surgical Services Operations
HCA Healthcare



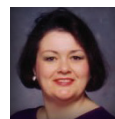
Cindy Kildgore, MSHA, BSN, CNOR
Perioperative Services Director,
Vanderbilt
University Medical Center



Casey Orth-Nebitt, BSN, RN
Director of Surgery
Buena Vista Regional Medical Center



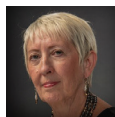
Lydia Casteel, MSN, RN, CCRN
Director of Surgical Services
WellStar Paulding Hospital



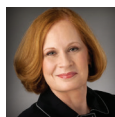
Jane Kuhn, MSN, RN, CNOR, NEA-BC
Education Coordinator
OR Manager



Carol Pehotsky, DNP, RN, CPAN, ACNS-BC, NEA-BC
Associate Chief Nursing Officer,
Surgical Services
Cleveland Clinic



Donna Doyle, DNP, RN, CNOR, NE-BC
Independent Consultant
DJD Consulting Services



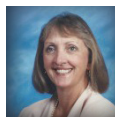
Beverly Kirchner, BSN, RN, CNOR, CASC
Chief Compliance Officer
SurgeryDirect, LLC



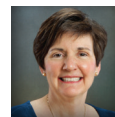
Janet Quigley, MSN, RN
Nursing Director: Post Anesthesia Care
Massachusetts General Hospital



Fawn Esser-Lipp, MBA, BSN, CASC, CNOR
Executive Director
The Surgery Center LLC



Judy Mathias, MA, RN
Clinical Editor
OR Manager



Cynthia Saver, MS, RN
President, CLS Development and Writer
OR Manager



Rebecca Holland, MSN, RN, CNOR, CSTS, CRCST
Director, Surgical Services
Interim Leadership



Tamara Mayne, BSN, RN
Cariothoracic Surgery Service Specialist
University of Colorado Hospital - Inpatient Operating Room



Elizabeth Wood
Editor
OR Manager

LOOK FOR THESE SYMBOLS THROUGHOUT THE PROGRAM TO DEVELOP YOUR CUSTOMIZED AGENDA



ASC LEADER SUMMIT*

Focusing on the particular needs of managing outpatient care, the ASC Leader Summit delivers detailed education sessions on how to run a successful ASC and outpatient center. The ASC Leader Summit is available for any perioperative leader with the All Access Pass or the ASC Leader Summit Only pass.



OR BUSINESS MANAGEMENT

Understand how to effectively manage the finances of your perioperative suite by learning from the industry experts.



CLINICAL

Covering topics focusing on the treatment of patients, the Clinical Track will prepare you to meet updated regulations and standards.



LEADERSHIP/ADMINISTRATION

Attend these sessions in this track to discover the latest best practices in perioperative management and to develop your skills as a perioperative leader.



NEW MANAGER

Perfect for new leaders of the OR, this enlightening track will help put you on the path to success with seasoned OR managers to guide you. Recommended for leaders with less than 5 years of experience or veterans seeking a refresher.



MASTERS SERIES

For the most experienced OR manager, sessions within the Masters Series are designed for higher level discussions to gain a deeper understanding of the specific topics you want to learn more about. Recommended for leaders with 10+ years of experience.



PACU MANAGER SUMMIT**

The PACU Manager Summit provides managerial training for leaders of the postanesthesia unit care. Developed by some of the top postanesthesia care leaders, the PACU Manager Summit is available for any perioperative leader with the All Access Pass or the PACU Manager Summit Only pass.



TRENDING TOPICS

The burning topics that affect perioperative nursing today - and the trends that will change it tomorrow.



GENERAL INTEREST

All-encompassing topics relevant to nurse leaders of any experience level.



KEYNOTE PRESENTATION

Inspiring and motivational - leave these keynote presentations feeling empowered to lead a multi-generational workforce into the future of perioperative care.

*Must have ASC Leader Summit or All Access pass to attend

**Must have PACU Manager Summit or All Access pass to attend



NETWORKING EVENTS YOU WON'T WANT TO MISS!

CONFERENCE KICKOFF PARTY



Wednesday, September 30 | 5:00 p.m. – 6:30 p.m. | Exhibit Hall

The OR Manager team would like to welcome you all to the OR Manager Conference, ASC Leader Summit, and PACU Manager Summit with a Kickoff Party in the Exhibit Hall on the first day of the conference. Take advantage of your once-a-year opportunity to see the newest technology and perioperative solutions as we celebrate 33 years of perioperative excellence.

One ticket is included with all registration packages.

OR MANAGER'S NIGHT OUT

**Thursday, October 1 | 7:00 p.m. – 10:00 p.m.
Secret Garden & Dolphin Habitat at the Mirage**

OR Manager's Night Out is known as an experience like no other, and 2020 will be no different! Come enjoy music, food, drink and entertainment while gaining private access to Siegfried and Roy's Secret Garden with the famous white tiger and other majestic animals. The garden is complemented by two outdoor pools featuring private dolphin shows. This completely immersive experience is offered exclusively to our attendees.

Tickets to OR Manager's Night Out can be added to any registration package. Guests are welcome.

**Official Bar
Sponsor:**



FIRST-TIME ATTENDEE RECEPTION

Tuesday, September 29 | 5:00 p.m. – 6:00 p.m. | St. Croix

Learn from veteran attendees of the OR Manager Conference on how to navigate the events, tips for dealing with exhibitors and the best ways to maximize networking and education experiences. This event includes cocktails, snacks, and great conversations.

The First-Time Attendee Reception is free to all participants.

Sign up for the reception during registration.

ONLY AT THE OR MANAGER CONFERENCE

OR MANAGER[™] CONFERENCE LUNCHEON

WEDNESDAY, SEPTEMBER 30
12:00 p.m. – 1:00 p.m.

OR Manager Conference Luncheon & Presentation: 2020 Is the Year of the Nurse: How Do We Leave Our Mark in an Era of Shortage?



Donna Doyle, DNP, RN, CNOR, NE-BC
Independent Consultant
DJD Consulting Services

PACU MANAGER SUMMIT LUNCHEON

WEDNESDAY, SEPTEMBER 30
12:00 p.m. – 1:00 p.m.

PACU Manager Summit Luncheon & Presentation: Music Can Change the (Perioperative) World: Streaming Music Programs in the PACU



Carol Pehotsky, DNP, RN, CPAN, ACNS-BC, NEA-BC
Associate Chief Nursing Officer, Surgical Services
Cleveland Clinic



Kristen Vargo, DNP, RN, NE-BC
Nurse Manager
Cleveland Clinic

ASC LEADER SUMMIT LUNCHEON

WEDNESDAY, SEPTEMBER 30
12:00 p.m. – 1:00 p.m.

ASC Leader Summit Luncheon & Presentation: Regulatory and Quality Measure Reporting Updates for ASCs



Gina Throneberry, MBA, RN, CASC, CNOR
Director of Education and Clinical Affairs
Ambulatory Surgery Center Association (ASCA)

Build Your Dream OR

ALL CONFERENCE

Download the conference mobile app and start winning prizes! Collect points from every corner of the conference, including workshops, breakout sessions, exhibitors, and more to win fantastic prizes through the week – including the grand prize of \$1,000 cash to the overall winner.

Awards Presentation



WEDNESDAY, SEPTEMBER 30
7:15 a.m. – 8:00 a.m.

Nominated by your peers and selected by the OR Manager Planning Committee and OR Manager Editorial Advisory Board, the OR Manager awards recognize exemplary service in the perioperative suite. Join us for the awards presentation as we pay tribute to these leaders.



LUNCH IN THE EXHIBIT HALL

THURSDAY, OCTOBER 1
12:00 p.m. – 1:00 p.m.

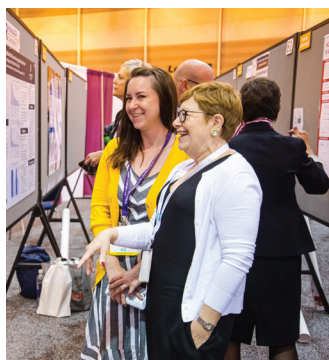
This is the perfect opportunity to schedule meetings with vendor partners and network with colleagues over lunch.

OR Manager Awards DESSERT RECEPTION



THURSDAY, OCTOBER 1
1:00 p.m. – 2:00 p.m.

Satisfy your sweet tooth in the Exhibit Hall while exploring product solutions for your perioperative suite.



POSTER SESSION

THURSDAY, OCTOBER 1
11:00 a.m. – 12:00 p.m.

The smartest minds come together at OR Manager Conference, and we are pleased to present research findings and case studies from your perioperative peers on the following topic areas: Infection Control, Innovation, Operational, PACU, Patient Safety, Process Improvement and ASC. This special event gives you the opportunity to speak with poster authors about their work and to exchange business cards.

PRE-CONFERENCE WORKSHOPS • TUESDAY, SEPTEMBER 29

So You Want to be an Expert Witness: Understanding Legal Issues in the Surgical Suite

8:00 a.m. – 12:00 p.m.

Attendees will review strategies for minimizing risk and engaging physicians and staff. Key issues in the surgical environment and ways to ensure quality outcomes and exceptional patient safety will be examined.



Speaker: Rosemary Welde, MBA, BCC, RN
Health Care Consultant

Fundamentals of Operating Room Management Certificates of Mastery, presented in partnership with the Competency & Credentialing Institute

8:00 a.m. – 3:00 p.m.

This certificate program is meant to help participants achieve the stated learning outcomes through education, training, and learning activities, and it is not restricted to registered nurses.



Speaker: Beth Bozzelli, MBA, RN, CNOR, CSSM
Assistant Vice President, Surgical Service Operations
HCA Healthcare

Mastering Joint Commission Standards and CMS Regulations

8:00 a.m. – 3:00 p.m.

Attend this workshop for a comprehensive understanding of what is new and how to avoid findings during your facility's next survey.



Speaker: John Rosing, MHA, FACHE
Executive Vice President
Patton Healthcare Consulting

OR OF THE FUTURE

The OR of the Future is back for 2020: Exhibitors, Education, and Experience tied into one.

OR OF THE FUTURE EXHIBIT HALL HOURS:

Wednesday,
September 30
4:00 p.m. – 6:30 p.m.

Thursday,
October 1
9:15 a.m. – 2:00 p.m.

Our Interactive Hybrid OR is again the focus of this immersive experience. You will be able to explore innovative product solutions and technologies while witnessing firsthand their integration with one another. Stop by the Hybrid OR Town Hall Session for a Q&A about how this advancing technology can give your facility the boost it needs to be at the top of its game. Meet the OR of the Future Steering Committee at Happy Hour to expand your business circle and meet the perioperative leaders who have helped build this interactive exhibit that keeps attendees wanting more every year.

INTERACTIVE HYBRID OR TOWN HALL SESSION

Wednesday, September 30 | 4:15 p.m. – 5:15 p.m.
OR of the Future in the Exhibit Hall

Join members of the OR of the Future Steering Committee in this hour-long session where attendees can ask questions and discuss best practices for the implementation, development, and maintenance of their hybrid OR.

HAPPY HOUR WITH THE OR OF THE FUTURE STEERING COMMITTEE

Wednesday, September 30 | 5:15 p.m. – 6:00 p.m.
OR of the Future in the Exhibit Hall

Mix and mingle with members of the OR of the Future Steering Committee while exploring our interactive OR of the Future, including a built-out hybrid suite. This is your chance to speak one-on-one with the pros about your most pressing questions.

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MEET THE OR OF THE FUTURE STEERING COMMITTEE



Tracy Diffenderfer, MSN, BSN, CNOR
Administrative Director
Centennial Medical Center



Julie Hudson, DNP, MS, RN, CNOR, NEA-BC
Enterprise Administrator, Perioperative Services
University of Kentucky Healthcare



Yvette Jackson, EdD, MSN, RN, CNOR, CST
Director of Surgical Technology
Coastal Alabama Community College



Denise James, CST
Certified Surgical Tech
Hospital of the University of Pennsylvania



Cindy Kuperus, MBA, RN, CASC
Director of Perioperative Services
Carson Tahoe Health



Janet Lawrence, BA
Surgical Technologist
HCA/Fairfax Surgical Center



Sharman Lisieski, BS, RN, CNOR
Director OR/PACU
Saratoga Hospital



Robert Maliff
Director, Applied Solutions
ECRI Institute



Eleanor Martin-Markle, MR, CNOR
Robotic Program Manager
MountainView Hospital



Tamara Mayne, BSN, RN
Cariothoracic Surgery Service Specialist
University of Colorado Hospital - Inpatient Operating Room



Patricia Perlas, MSN, RN, CNOR
Clinical Director System Robotics,
Department of Surgical Services
Northwell Health



Heidi Pieper, BA
Program Director, Robotic Surgery Program
The Ohio State University Wexner Medical Center



Patricia Seifert, MSN, RN, CNOR, CAAN
Independent Cardiac Consultant



Arthur Shumate, MSN, CNOR
Director of Surgical Services
Arkansas Children's Hospital



Debra Thompson, MSN, MBA, BSN, RN
Executive Director Surgery, Trauma, Pulmonary Services
Memorial Hospital of South Bend



Sonja Walsh, MMHC, BSN, CSSM, CNOR
Assistant Director
Centennial Medical Center

CONFERENCE PROGRAM

TUESDAY, SEPTEMBER 29

PRE-CONFERENCE WORKSHOPS*

So You Want to be an Expert Witness: Understanding Legal Issues in the Surgical Suite

8:00 a.m. - 12:00 p.m.

After this session you'll be able to:

- » Discuss the key aspects of legal issues in the perioperative setting.
- » Describe the components and requirements of legal nurse consulting.
- » Identify strategies to prepare for a deposition and trial.

Why is this important:

More than 50 million procedures are performed in the U.S. each year. Recent reports reveal that adverse event rates for surgical conditions remain unacceptably high, despite multiple nationwide and global safety initiatives over the past decade. Most adverse events resulting from surgical interventions are more frequently related to errors occurring before or after a procedure than by errors in judgment and/or technical missteps during the surgical procedure.

Some nurses are exploring careers in the legal field as legal nurse consultants. Success hinges on having a passion for tackling important issues, but what qualifications are needed, and what do the day-to-day tasks look like? Rosemary Welde, MBA, BSN, BCC, RN, will share her experience and provide insight into managing the legal issues in perioperative services. She will review strategies for minimizing risk and engaging physicians and staff. Key issues in the surgical environment and ways to ensure quality outcomes and exceptional patient safety will be examined.

Speaker: Rosemary Welde, MBA, BSN, BCC, RN,
Health Care Consultant

Mastering Joint Commission Standards and CMS Regulations

8:00 a.m. - 3:00 p.m.

After this session you'll be able to:

- » Describe 2020 Joint Commission (TJC) standards and Centers for Medicare & Medicaid Services (CMS) regulations pertinent to surgical services and invasive procedure areas.
- » Discuss strategies to ensure ongoing compliance and survey readiness.
- » Identify methodologies surveyors use to assess compliance.

Why this is important:

As anyone who has undergone a Joint Commission or Centers for Medicare & Medicaid Services survey knows, preparation is key to a positive outcome. This full-day workshop is designed to equip you with up-to-date Joint Commission standards and CMS Conditions of Participation regulations affecting surgical services and areas that perform invasive procedures. Through interactive exercises, Rosing will explain how surveyors attempt to assess compliance with standards and will share tips for ensuring a finding-free survey.

What do you do when a requirement for improvement (RFI) is cited and a post-survey "evidence of standards compliance" is due in 60 days? Rosing will walk you through exactly what the Joint Commission is looking for, and explain how to develop and write corrective action evidence standards and compliance plans.

Attend this workshop for a comprehensive understanding of what is new and how to avoid findings during your facility's next survey.

During the workshop, these requirements will be reviewed in depth:

- » Obtaining and documenting informed consent for procedures
- » Performing history and physical updates
- » Compiling post-procedure notes and reporting
- » Utilizing the Universal Protocol to avoid wrong site, patient, procedure
- » Understanding medication security and handling in the OR, PACU, and procedure area
- » Completing anesthesia assessment, documentation, supply management, and medication handling
- » Mastering emergency response (Code Blue, malignant hyperthermia, difficult airway)
- » Reviewing infection control and OR surgical attire
- » Exploring the elements of sterile processing (pre-cleaning and transport, decontamination, prep and pack, quality assurance, and storage of instruments)

Speaker: John R. Rosing, MHA, FACHE
Executive Vice President
Patton Healthcare Consulting

Fundamentals of Operating Room Management Certificate of Mastery, presented in partnership with the Competency & Credentialing Institute

8:00 a.m. - 3:00 p.m.

After this session you'll be able to:

- » Describe the tasks performed by surgical services leaders.
- » Discuss examples of the knowledge needed to manage in the surgical services work environment.
- » Identify two emerging trends that affect the delivery of surgical care in the United States.

Why this is important:

The Fundamentals of OR Management Certificate of Mastery (FORM COM) program is designed to familiarize leaders and managers in surgical services with the skills and knowledge needed to perform in this demanding work environment. The FORM COM program is built on the findings of the Certified Surgical Services Manager (CSSM) Job Analysis performed by Competency and Credentialing Institute (CCI) in 2016. That job analysis study compiled descriptive information about the tasks performed by surgical services leaders and managers as well as the knowledge needed to perform those tasks. The task and knowledge statements of the job analysis cover seven major areas of practice.

This certificate program is meant to help participants achieve the stated learning outcomes through education, training, and learning activities, and it is not restricted to registered nurses. The Fundamentals of OR Management Certificate of Mastery is awarded upon satisfactory completion of all course activities and designates that participants have completed the required education/training and demonstrated accomplishment of the learning outcomes.

Upon successful completion of all program requirements, participants will receive a Certificate of Mastery. Nurses may also earn 12.0 CE credits.

Speaker: Beth Bozzelli, MBA, RN, CNOR, CSSM
Assistant Vice President, Surgical Services Operations
HCA Healthcare

*Additional registration required

TUESDAY, SEPTEMBER 29

FIRST-TIME ATTENDEE RECEPTION

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

All first-time attendees are welcome to join us to learn tips and ask questions about the OR Manager Conference, PACU Manager Summit, and ASC Leader Summit. Maximize your time in Las Vegas by getting to know all the insider information about the conference from those who have come back year after year. Enjoy light snacks and drinks while conversing with other perioperative leaders.

WEDNESDAY, SEPTEMBER 30

BREAKFAST, OPENING REMARKS AND AWARDS PRESENTATION

7:15 a.m. - 8:00 a.m.

Nominated by your peers and selected by the OR Manager Planning Committee and the OR Manager Editorial Advisory Board, the OR Manager awards recognize exemplary service in the perioperative suite.. Join us during the awards presentation as we pay tribute to these leaders and share other important conference updates.



WORKSHOPS

8:00 a.m. – 12:00 p.m.



Unexpected Guests With an Agenda Coming for a Visit?

After this session you'll be able to:

- » Describe the Joint Commission (TJC) and Centers for Medicare & Medicaid Services (CMS) survey process.
- » Discuss ways to prepare for unannounced surveys at your ambulatory surgery center (ASC).
- » Discuss top survey findings at your ASC and how to address them.

Why this is important:

Regulatory surveys are not always scheduled, and when the guests arrive, they have a list or two of agenda items that, if not met, could have negative implications on your ASC licensure. It is critical to have a process in place to ensure survey readiness when these unannounced regulatory visits occur. What steps are needed to ensure survey readiness specific to the ASC CMS licensure and the TJC Safer Matrix? The presenters will clarify the confusing aspects of the survey process and explain how to prepare for the unexpected surveyor. You'll be taught to identify areas that may need attention prior to the survey and how to address any findings that are not in compliance with regulations.

Speakers: Janet Duran, DNP, MSN, MHA, RN, CST, LNC
Perioperative Director Surgical Services
Cleveland Clinic/Fairview Hospital/ASC

Wendy Simmons, MSN, RN
Director of Ambulatory Surgical Nursing
Cleveland Clinic



Reducing Count Variation Through Simulation Training

After this session you'll be able to:

- » Describe the methodology related to simulation design for quality improvement.
- » Define ways in which simulation can identify latent threats to patient safety.
- » Discuss the use of video recording to help explain individual, team, and environmental factors that impact patient safety risks.

Why this is important:

Retention of surgical items is a "never event" that still occurs at a rate of 1 in 10,000 surgical procedures and costs more than \$2 billion per year. Leaders from UF Health will share their experience with an evidence-based quality improvement approach to address count variation. They will describe the use of simulation pilot testing and technological advancements to develop content validity and response process validity, an implementation plan, and the use of video recording to collect data and identify patient safety threats. Attend this immersive workshop to get the tools you need for your own study, and learn how to use the data collected to identify protocol modifications and test any potential changes.

Speakers: Michele Brunges, MSN, RN, CNOR, CHSE
Director of Surgical Services
UF Health Shands

Theresa Hughes, MSN, RN, CNOR, CHSE
Clinical Leader
UF Health Shands

Thomas LeMaster, MSN, MEd, RN
Director, Education/Training Programs
UF Health Shands



Focusing on the Fundamentals: Sterile Processing Knowledge, Skills, and Competencies

After this session you'll be able to:

- » Describe the basic management fundamentals of medical device processing.
- » Define educational requirements for sterile processing staff.
- » Describe the regulations, standards, and guidelines that impact procedures and documentation in a sterile processing department (SPD).

Why this is important:

Sterile instrument processing is challenging, with uncontrollable inputs and high-demand outputs of complex medical devices that are crucial to patient care. During this interactive workshop, you will learn how to ensure that your processes comply with regulations and best practices, and how to keep records of your compliance. Proper management of these processes requires policies and procedures that can be linked to current regulations and best practices pertaining to the sterilization and disinfection process, which will also be discussed. Attend this workshop to get the expert advice you need to ensure the integrity of medical device processing in your facility.

Speakers: Susan Klacik, BS, CRCST, CIS, SHL, ACE, FCS
Clinical Educator
International Association of Healthcare Central Services
Materiel Management (IAHCSSM)

Natalie Lind
Education Director
International Association of Healthcare Central Services
Materiel Management (IAHCSSM)



It's All About the Base: Developing A Grass-Roots Strategy to Drive Patient Safety

After this session you'll be able to:

- » Identify a process to solve problems starting at the root of the cause.
- » Describe strategies for helping your frontline staff become problem solvers.
- » Identify a "help chain" to solve problems.

Why this is important:

Commitment to an unwavering culture of patient and staff safety in today's healthcare arena is the top priority of a surgical team. The greatest challenge for achieving sustainable, successful outcomes is creating a culture of safety at the grass-roots level within the organization. Leaders at Duke University Hospital have empowered their staff to challenge the status quo by becoming engaged in solutions to drive a culture of change and promote quality outcomes. Join them as they share their innovative strategy to promote real-time problem solving, including daily huddles and creating a safe culture.

Speakers: **Rebecca McKenzie, DNP, MBA, MSN, RN**
Assistant VP Perioperative Services
Duke University Hospital

Kathleen Ulrich, MS, BSN, RN, NEA-BC
Assistant Vice President of Nursing, Perioperative Services
Duke Health



New Manager Bootcamp: A Common Sense Approach to Financial & Contract Management

After this session you'll be able to:

- » Identify strategies for development and management of capital and operating budgets.
- » Describe concepts for staffing and oversight of operational productivity.
- » Identify principles for management of contracts and contractual services.

Why this is important:

Your excellent critical thinking, organizational, and clinical skills landed you in the manager seat, and now your day is filled with budgetary analysis and staffing woes. We're here to help! This highly interactive workshop, presented by two RN-MBAs, is designed to provide managers with 5 years or less experience in their role (or the veteran manager in need of a refresher) with skills to develop and manage operating, capital, and staff budgets; understand variance and productivity reporting; and create mutually beneficial relationships with your colleagues in finance. You will acquire take-home tools for determining staffing patterns, variance reporting, and contract management. Get the answers you need to solve your day-to-day problems.

Speakers: **Amy Bethel, MPA, BSN, RN, NE-BC**
Consultant
Staff Eye Surgery Laser Eye Center
UnityPoint Health Des Moines

Mary H. Diamond, MBA, RN, CNOR, PMP
Consultant



The Discomfort Zone: Using Difficult Coaching Conversations to Turn Conflict into Cooperation

After this session you'll be able to:

- » Discuss the importance in using emotional quotient (EQ) in developing your leadership style.
- » Define conflict and conflict resolution strategies in healthcare.
- » Describe conflict resolution skills.

Why this is important:

The conflict experienced in many areas of surgical patient care lead to increased safety issues, decreased teamwork, and decreased patient satisfaction. It is imperative for healthcare leaders to learn how to understand and manage conflict, and to develop practical skills to address areas of concern.

During this workshop, the three levels of conflict—resources, processes, and culture—will be defined, and ways to develop self-management and social management techniques, including crucial conversation skills, will be explained. By learning to balance IQ with EQ to lead and lean into conflict situations, you will be able to turn conflict from a stress-induced situation into an opportunity for growth and understanding.

Speakers: **Donna J. Doyle, DNP, RN, CNOR, NE-BC**
Independent Consultant
DJD Consulting Services

Rick Kelley, MA, BA, BSN, RN
Director of Nursing
OhioHealth - Grady Memorial Hospital



Doing More with Less—Creative Approaches in the Business Services Arena

After this session you'll be able to:

- » Describe the factors that have the biggest impact on the bottom line.
- » Identify creative ways to engage colleagues in cost-saving initiatives.
- » Discuss the data and methodology involved in supply standardization.

Why this is important:

Doing more with fewer resources requires leaders to seek creative ways to manage their new norm. These creative approaches need to focus on multiple areas that touch both the OR and business services. This session will focus on the various areas that were examined and revamped at Lehigh Valley Health Network to streamline processes and save on costs. Topics will include developing a global value analysis steering committee, supply inventory examination and right sizing, and preference card optimization. The speakers will explain how they educated leaders and frontline colleagues, surveys they conducted, and timelines that were developed—all tools that can be adapted for use in other facilities.

Speakers: **Hope Johnson, DNP, MBA, RN, CNOR, NEA-BC**
Director Perioperative Services
Lehigh Valley Health Network

Alexandre Warman, MBA
Director, Perioperative Business Services
Lehigh Valley Health Network



Agility & Resilience: Combining Four Units into One Unified Department

After this session you'll be able to:

- » Discuss the changes that can be expected before, during, and after an integration.
- » Describe the transformation of nursing care in each level of care.
- » Describe the effects of integration on overall nurse satisfaction.

Why this is important:

The high influx of patients in the emergency department and increased utilization of inpatient beds at Baylor University Medical Center led to a constant bottleneck in patient throughput across the hospital. Integrating multiple levels of care into one unified department under one manager has helped leaders there redefine roles and responsibilities, improve teamwork, and increase flexibility and efficiency, without eliminating positions. This workshop will provide the strategies and tools needed to adopt and sustain change in your postanesthesia care unit by leveraging Lean and process improvement methodologies.

Speakers: **Patricia M. DeFrehn, DNP, MBA, BSN, RN, NEA-BC**
Vice President
Baylor University Medical Center,
Baylor Scott & White Health System

Emylene Untalan, MSN, RN, CCRN, CPAN
Nurse Manager
Baylor University Medical Center,
Baylor Scott & White Health System

LUNCHEON & PRESENTATIONS

12:00 p.m. – 1:15 p.m.



ASC Leader Summit Luncheon & Presentation: Regulatory and Quality Measure Reporting Updates for ASCs

After this session you'll be able to:

- » Discuss the most current updates to deferral regulations.
- » Describe the quality reporting for ambulatory surgery centers (ASCs) required by the Centers for Medicare & Medicaid Services (CMS).
- » Describe the recent changes to the ASC quality reporting program.


Why this is important:

Federal regulatory and CMS quality reporting requirements can be challenging for perioperative leaders in the ambulatory care setting. This luncheon presentation, led by Gina Throneberry, MBA, RN, CASC, CNOR, will provide information on these requirements and how they affect the day-to-day operations of a surgery center. What quality reporting is now required? What measures need to be reported? What can we expect in 2021? You'll get answers to these and other frequently asked questions from this seasoned ASC leader.

Speaker: **Gina Throneberry, MBA, RN, CASC, CNOR**
Director of Education and Clinical Affairs
Ambulatory Surgery Center Association (ASCA)



PACU Manager Summit Luncheon & Presentation: Music Can Change the (Perioperative) World: Streaming Music Programs in the PACU

Sponsored by:  **acacia**pharma

After this session you'll be able to:

- » Identify the benefits of a music listening program for surgical patients.
- » Discuss factors to consider when creating a sustainable music list.
- » Describe tactics postanesthesia care unit leaders can use to advocate for alternative therapies.

Why this is important:

The use of music in the pre- and postoperative care of surgical patients has been extensively researched. Less frequently studied, however, is the modality of music used and the implementation of a holistic music listening program. With the advent of streaming music apps and the ubiquity of access to music through smartphones and similar devices, using "canned" relaxation CDs and boom boxes no longer meets the needs of our patients.

Join leaders from the Cleveland Clinic as they discuss their implementation of streaming music listening programs for their pre- and postoperative patients, demonstrating how this approach has helped reduce preoperative anxiety and postoperative pain. In addition to methodology and results, the presenters will discuss lessons learned from implementing a sustainable music program, including potential barriers imposed by patients and caregivers and how to address them.

Speakers: **Carol Pehotsky, DNP, RN, CPAN, ACNS-BC, NEA-BC**
Associate Chief Nursing Officer, Surgical Services
Cleveland Clinic

Kristen Vargo, DNP, RN, NE-BC
Nurse Manager
Cleveland Clinic

OR Manager Conference Luncheon & Presentation: 2020 Is the Year of the Nurse: How Do We Leave Our Mark in an Era of Shortage?

After this session you'll be able to:

- » Identify the cause of the current nursing shortage.
- » Discuss the importance of succession planning.
- » Describe strategies to help impact the nursing shortage and fill the pipeline.

Why this is important:

The World Health Organization has named 2020 as the "Year of the Nurse," yet the pipeline for filling vacant nursing positions is drying up. As a result of the nursing shortage, access to surgical care may be compromised. Additionally, our ability to grow perioperative leaders, who generally come from the ranks of staff nurses, is also compromised. This presentation will focus on nursing shortage facts, the importance of succession planning, and strategies to help overcome the inherent difficulties we face as nurses in an era of shortage, particularly in perioperative services.

Speaker: **Donna J. Doyle, DNP, RN, CNOR, NE-BC**
Independent Consultant
DJD Consulting Services

BREAKOUT SESSIONS

1:30 p.m. – 2:45 p.m.

Outpatient Total Joint Surgery—Home to Health Within 8 Hours

After this session you'll be able to:

- » Develop an outpatient total joint class for potential patients.
- » Identify patient selection criteria.
- » Describe a collaborative culture among key stakeholders.

Why this is important:

Total joint procedures have increased in part because of aging Baby Boomers and a rise in obesity nationwide. Our patient demographic as a whole is changing for these procedures as well. The success rate of recovery and return to normal activities of daily living greatly increases when these procedures are done in an outpatient setting and patients return home to an environment that is comfortable and devoid of infection risks.

Careful patient selection, collaboration among all healthcare providers, clear expectations, and patient education make it possible for total joint patients to return to home within 8 hours after surgery. This session will equip you with tools to promote faster recovery in your ambulatory surgery center by motivating patients to return to their normal routines with increased ambulation and healthy sleep patterns.

Speaker: Amy Barienbrock, BSN, RN
Perioperative Manager
Orthopedic One Surgery Center at Easton

Infection Prevention in an ASC: Where Do I Even Begin?

After this session you'll be able to:

- » Describe the components of an infection control program in an ambulatory surgery center (ASC).
- » Describe a training plan and competencies for the ASC infection preventionist.
- » Identify best practices in infection prevention in the ambulatory setting.

Why this is important:

The infection preventionist is a critical role in any healthcare organization. In an ASC, this function is often assigned as an ancillary role to a nurse's regular nursing duties. Often this person has no formal background in infection prevention, so education is critical to ensure that infection control and prevention best practices are followed. The speaker will describe the components of an infection control program that will help anyone currently in this role—or looking to fill this role—navigate the multitude of regulations, accreditation standards, and best practice guidelines. Attend this session to get a guide and tools to train the nurse who is assigned to the infection preventionist role, and discover the competencies that person needs to succeed.

Speaker: Lisa Berus, MSN, RN, MEd, CASSPT, CAIP
Director, Clinical Education and Training
Surgical Care Affiliates (SCA)

Top SPD Trends for 2020

After this session you'll be able to:

- » Discuss the importance of monitoring water quality in sterile processing.
- » Discuss the importance of pre-cleaning at the point of use and what regulatory and accrediting body surveyors are looking for.
- » Describe the importance of lot number documentation and compliance regarding biological indicators.

Why this is important:

Sterile processing has come under increased scrutiny in recent years from regulatory and accrediting bodies because of the many reported incidents in which thousands of patients may have been exposed to contaminated or improperly reprocessed instruments. This session will cover hot topics that the speakers repeatedly see when working with organizations that have either recognized a problem or have been cited by the Centers for Medicare & Medicaid Services (CMS), The Joint Commission (TJC), Det Norske Veritas (DNV), or the Accreditation Association for Ambulatory Health Care (AAAHC).

Speakers: Gail Horvath, MSN, RN, CNOR, CRCST
Patient Safety Analyst and Consultant
ECRI Institute

Catherine Pusey, MBA, BS, RN
Manager Patient Safety and Quality Consulting
ECRI Institute

Developing Future Perioperative Leaders Today!

After this session you'll be able to:

- » Discuss the lack of OR leaders available to fill the void left by those leaving the profession.
- » Describe a successful director development program.
- » Describe how a director development program can accelerate the career of young professionals.

Why this is important:

It is estimated that 20% of today's surgical services leaders will retire in the next 5 years. There is a nursing shortage, with the national unemployment rate for nurses at 1%. The competition for good OR leaders is fierce, and we continue to steal from one another to fill our openings. There will not be enough OR leaders to take on this demanding job unless today's leaders are proactive about preparing their successors.

Join perioperative leaders from HCA Healthcare as they share how they put in place a director development program to grow the next perioperative leaders from within, as well as from an external pool of candidates. You'll be able to learn what worked and how you can help develop the future leadership of surgical services.

Speakers: Lisa Cadugan, MSN, RN, CNOR
Director, Surgical Services, Operations and Service Lines Group
HCA Healthcare

Stephanie S. Davis, MSHA, RN, CNOR, CSSM
VP of Surgical Service, Operations and Service Lines Group
HCA Healthcare

Kristy Frazier, MBA, BSN, RN, CSSM
Clinical Director of Surgical Services,
Clinical Services Group
HCA Healthcare



The Value Proposition: What Do You Bring to the Table?

After this session you'll be able to:

- » Define "value proposition" as it relates to nursing services.
- » Identify areas of expertise provided by various generations that add value.
- » Describe how sharing knowledge, experience, and skills of your colleagues creates value.

Why this is important:

The current healthcare environment increasingly relies on identifying, nurturing, and disseminating new and innovative ideas. Experienced leaders know that sharing knowledge among colleagues—whether manager or staff RN, and regardless of age, education level, or length of tenure—creates value for both nurses and the individuals they serve. Exemplary services are provided by all generational cohorts within nursing, and although extensive experience often is associated with expert leadership, technological know-how has created leaders with qualities related to newer competencies rather than years of service. Attend this session to understand the value of "reverse mentoring" and see how that and other non-traditional forms of leadership can improve collaboration in the OR.

Speaker: Patricia C. Seifert, MSN, RN, CNOR, FAAN
Perioperative Consultant
Independent Cardiac Consultant



The Healthy OR: Your Guide to Finding The Surgical Suite's Holy Grail

Presented by:  Owens & Minor

After this session you'll be able to:

- » Describe the elements of operational health in an OR.
- » Explain factors that contribute to an OR's financial health.
- » Discuss steps that can be taken to achieve a healthy OR

Why this is important:

It's no secret that today's increasingly complex healthcare organizations are facing unrelenting pressures to maintain or increase quality while simultaneously containing costs. As the most significant cost center in any hospital, the OR is under particular scrutiny. Maintaining a healthy OR in this environment requires close attention to three domains of health: operational health, financial health, and the physical and emotional health of patients and staff. During this session, Vicky Lyle will describe the characteristics of the three domains and help perioperative nurses assess the current health of the OR in their work environment. Learners will be able to identify potential gaps or challenges that can create negative implications and steps an organization can take to achieve a healthy OR.

Speaker: Vicky Lyle
Director of Performance Development, Inventory Services
Owens & Minor, Inc.



Optimize Your Workforce—How to Collaborate and Negotiate with Your CFO

After this session you'll be able to:

- » Define staffing guidelines for the preoperative area, OR, postanesthesia care unit, and Phase II recovery.
- » Describe commonly used productivity reports and key performance indicators.
- » Discuss a strategy for enhancing workforce effectiveness and negotiating with finance.

Why this is important:

Hospitals are facing unprecedented pressures to improve quality of care while efficiently utilizing resources. A robust workforce is the most valuable but also the most expensive resource of any healthcare facility. How do you staff appropriately while also meeting the expectations of your executive leaders? This presentation will review staffing principles for multiple functional areas within surgical services. Key performance indicators of productivity, industry benchmarks, commonly used comparative analysis tools, and negotiation tactics with other stakeholders will be discussed. Learn how to use "education" strategies to help your counterparts understand the dynamic nature of the OR and the complexity of surgical services staffing needs.

Speakers: Lucy C. Lee, MBA, RN, CSSM, PMP, BM
Managing Director
FTI Consulting

Roberta Dell'Omo, BSN, RN
Senior Director
FTI Consulting



Why Am I Recovering This Patient?

After this session you'll be able to:

- » Discuss patient care for those undergoing procedures that are not the typical OR patient procedures.
- » Identify how to optimize patient flow for your department.
- » Describe how to staff appropriately and cost-effectively for the care of atypical patient procedures.

Why this is important:

Postanesthesia care units (PACU) are sometimes used for patient care that is not just OR based. This presentation will focus on the multimodal patient recovery experience and how to use the PACU safely for all areas in the procedural arenas of IR, endoscopy, and cath lab as well as the standard OR patient. The speaker will share challenges related to incorporating the post-procedural care of patients in the PACU and the steps that were taken to make the service line run efficiently and safely. Details for making the schedule, staffing patterns, patient privacy, profitability, and updated care strategies will be reviewed to establish principles for caring for the procedural patient.

Speaker: Jennifer Hignett, BSN, RN-BC, CAPA
Administrative Director of Perioperative Services,
Neonatal ICU
Baptist Hospitals of Southeast Texas



Manager of Everything! The PACU and OR Manager's Guide to Managing It All

After this session you'll be able to:

- » Define best practice processes for perioperative nursing.
- » Define best practice processes for anesthesia nursing.
- » Discuss better continuity of care for patients from the preoperative area.

Why this is important:

Surgical suite leaders are frequently called upon to lead perioperative, perianesthesia, and procedural teams, irrespective of their specialized nursing backgrounds. It is imperative to understand the unique environmental needs of one another. Nurse managers from each area will learn about the basic processes in different phases of patient care in order to provide exceptional leadership throughout the entire perioperative and perianesthesia continuum. The session is designed to help postanesthesia care unit managers better understand the perioperative experience and OR managers better understand the perianesthesia experience.

Speakers: **Lynn M. Nolan, MSN, RN, CPAN, CAPA**
President Elect
American Board of Perianesthesia Nursing Certification (ABPANC)

Jim Stobinski, PhD, RN, CNOR, CSSM(E)
Director of Credentialing and Education
Competency & Credentialing Institute

Vicki Yfantis, MSN, RN, ANP-BC, CPAN
President
American Board of Perianesthesia Nursing Certification (ABPANC)



Told and Untold Patient Secrets — How Informed Are We?

After this session you'll be able to:

- » Describe the various types of perioperative maltreatment across age spans.
- » Identify obvious and occult signs of maltreatment.
- » Discuss the various types of maltreatment and acute actions that can be taken to address them.

Why this is important:

Nursing practice includes ensuring the health and safety of patients who may be afflicted by worldwide social issues involving abuse, human trafficking, or drug misuse. Your perioperative team must be aware of and assist in identifying and managing these issues as the patient proceeds through the perioperative continuum. Adamson and Cortez will discuss how to recognize issues, prevalence, demographics, and next steps to address such concerns. As a leader, you'll be more prepared to recognize and accept the responsibility and accountability for managing this unique aspect of patient care.

Speakers: **Kathryn Adamson, MBA, RN**
Independent Consultant

Janet Cortez, MS, RN, TCRN
Trauma Program Manager
University of Utah Healthcare



OPENING KEYNOTE

We Are All Life Savers: Reconnecting to Your Deeper Role in the Patient Experience

2:45 p.m. – 4:00 p.m.

After this session you'll be able to:

- » Identify the connection between the team's job tasks and their role in the healing experience.
- » Describe the "tasks vs. role" concept through powerful stories.
- » Describe a simple yet effective tool to use in every patient interaction, every day to ensure consistently positive patient experiences, not occasional random acts of kindness.

Why this is important:

Everyone who works in and around surgery helps to save lives. But many perioperative staff feel bogged down by the daily grind of job tasks and ever-changing initiatives, sometimes forgetting why they chose healthcare as a profession. Work then becomes more of a chore than the privilege to make a difference in the lives of others, and ultimately affects the patient experience.

Exceptional experiences occur when all care team members are engaged and personally involved in delivering on the mission—every shift, every day. When leaders re-focus their staffs from merely accomplishing their "job tasks" to understanding their vital role as an important part of the care team, they get better results.

Jake Poore understands this, and will share simple tools and a comprehensive approach to help you re-engage and reconnect your colleagues with their intentional role: Elevating the human side of healthcare.



Speaker: **Jake Poore**
President & Chief Experience Officer
Integrated Loyalty Systems

WEDNESDAY EXHIBIT HALL OPEN

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

Your day of education ends with great networking, new products and innovative solutions to make your OR, ASC or PACU more efficient, safe and effective. Visit with our more than 150 partner companies, see our interactive Hybrid OR, and enjoy delightful food and drink.

HYBRID OR TOWN HALL SESSION

4:15 PM - 5:15 PM

Join members of the OR of the Future Steering Committee in this hour-long session where attendees can ask questions and discuss best practices for the implementation, development, and maintenance of their hybrid OR.

KICKOFF PARTY 5:00 PM - 6:30 PM

The OR Manager team would like to welcome you all to the OR Manager Conference, ASC Leader Summit, and PACU Manager Summit with a Kickoff Party in the Exhibit Hall on the first day of the conference. Take advantage of your first real opportunity to let loose with your peers and your business partners as we celebrate 33 years of perioperative excellence.

One ticket is included with each registration package. Guest tickets can be purchased prior to the conference via registration for a discounted rate.

HAPPY HOUR WITH THE OR OF THE FUTURE STEERING COMMITTEE

5:15 PM - 6:00 PM

THURSDAY, OCTOBER 1

BREAKFAST & PRESENTATION

7:15 a.m. – 8:15 a.m.

Presented by:



KEYNOTE

Healthcare vs. the World: The Future of Healthcare in a Consumerism World

8:15 a.m. – 9:15 a.m.

After this session you'll be able to:

- » Identify the themes that drive the anti-healthcare view.
- » Define the critical audiences that will shape the future of healthcare.
- » Identify behaviors that are proven to combat negativity and encourage positive sentiment among patients and consumers.

Why this is important:

It seems like everyone is out to get us. Celebrities of all walks, politicians from both parties, and many other influential Americans have spoken harsh words about healthcare. Since the reform era, a bright light has shined on healthcare and its providers, and the optics have been harsh. Lackluster experiences, outrageous prices, and plenty of egos and infighting have fueled an anti-establishment view of healthcare among the patients it serves.

Join Ryan Donohue as he explores these anti-healthcare sentiments and focuses on actions that will lead from the dark cloud into a brighter, more hopeful healthcare future. Ryan will empower us to change the perception of healthcare. Discover the effect of consumerism on healthcare and a strategy to reposition your organization in the eyes of your patients.



Speaker: Ryan Donohue
Strategic Advisory
NRC Health

THURSDAY EXHIBIT HALL OPEN

9:15 a.m. - 2:00 p.m.

Take advantage of all that our action-packed show floor has to offer:

- » Interactive Hybrid OR
- » New products at the OR of the Future
- » More than 10 Exhibitor CE programs - earn extra credits!
- » More than 60 poster sessions
- » Luncheon in the exhibit hall
- » Countless prize giveaways

BREAKOUT SESSIONS

2:00 p.m. – 3:15 p.m.



Are You Rolling the Dice on Your ASC Education Program?

After this session you'll be able to:

- » Discuss the key elements of an effective education program.
- » Identify opportunities for involving frontline staff.
- » Describe how to overcome barriers to meet educational goals.

Why this is important:

Without standardized orientation, sometimes onboarding new employees feels like a roll of the dice. The practice of “see one, do one, teach one” does not support the philosophy of a highly reliable organization. Transforming your education program to a standardized approach creates continuity of care, development of critical thinking skills, and role clarity—not only for the new caregiver, but also the preceptor. It provides an opportunity for everyone to engage in how the unit functions, with open communication about what works in relation to best practices. Attend this session to gain a fresh perspective on providing your staff with skill sets and baseline knowledge for high reliability and clinical competence.

Speakers: Sharon Knauss, BSN, RN, CAPA
Perioperative Education Program Coordinator
Cleveland Clinic

Wendy Simmons, MSN, RN
Director of Ambulatory Surgical Nursing
Cleveland Clinic



ASCs From A to Z: Learning From the Pros

After this session you'll be able to:

- » Discuss concepts of leadership and how they can help you be more effective.
- » Describe tactics for adhering to updated regulations.
- » Describe the financial intricacies involved in managing a surgery center.

Why this is important:

With new outpatient facilities opening every day and a multitude of procedures moving into this space, there is no way for leaders to prepare for all the challenges that may come their way. However, there's no need to “reinvent the wheel”—you can attend this tell-all forum to find answers from a diverse panel of ambulatory surgery managers. Take advantage of the opportunity to network and learn from these experienced leaders.

Moderator: Fawn Esser-Lipp, MBA, BSN, CASC, CNOR
Executive Director
The Surgery Center LLC

Panelists: Jennifer Dickman, DNP, RN, CPN
Director, North Surgery Center
UPMC Children's Hospital of Pittsburgh

Tracy Hoeft-Hoffman, MSN, MBA, RN, CASC
Administrator
Heartland Surgery Center

Carol Tyson, BSN, RN
Perioperative Manager
Spartanburg Surgery Center-Prisma Health



Calling All Team Members—Time for a Critical Event Debrief!

After this session you'll be able to:

- » Discuss the debrief process for a critical event.
- » Describe the emotional and physical impact of critical events on staff.
- » Identify coping resources and post-event support for staff.

Why this is important:

Performing life-saving procedures every day is second nature, but sometimes adverse events occur. If such experiences are not discussed or resolved, they can lead to intense feelings of incompetence, inadequacy, or guilt. It is important to acknowledge the impact of critical events on all team members and provide an opportunity for debriefing and discussion in a peer-protected environment. How can you support surgical staff who experience negative outcomes?

This session will provide answers to that question as the speakers examine metrics associated with the need to develop a debriefing program as well as the leadership support and staff resources required to make it successful. You will learn best practices and acquire communication tools to help engage staff and create a follow-up program for assessing the well-being of your staff after a debriefing.

Speakers: **Brenda Bearden, DHA, MSN, RN**
Nurse Manager
Mayo Clinic

Jamie Mathison, RN
Resource Nurse Specialist
Mayo Clinic



Embracing and Uplifting the Unique Strengths of Surgical Technologists

After this session you'll be able to:

- » Discuss tactics for developing surgical technologist leadership roles.
- » Identify methods to meet the unique educational needs of surgical technologists.
- » Describe mutually beneficial school-hospital surgical technology partnerships.

Why this is important:

Traditional leadership and educational structures within nursing, including in the perioperative environment, often focus primarily on registered nurses. But what about the 30%-50% of the workforce that is represented by surgical technologists? Programs can be created to build professional and career ladder opportunities for surgical technologists that are mutually beneficial for both the individual and organization.

Leaders from the Cleveland Clinic will share their experience with creating these roles in an FTE-neutral environment, including lessons learned as the programs have evolved over time. In this session you'll find out about continuing education opportunities, pipeline programs with area surgical technology students, and how to continue developing surgical technologist leaders over time.

Speakers: **Lenore Gregg, CST**
Administrative Program Coordinator Surgical Technology
Cleveland Clinic

Dena Salamon, MSN, RN
Director Surgical Nursing
Cleveland Clinic



Sterile Processing Live! Hands-On Competition to 100% Complete, Sterile, and On-Time Surgical Instruments

Presented by:  **STERIS**
Instrument Processing Solutions

After this session you'll be able to:

- » Describe processes for achieving complete instrument trays.
- » Identify ways to make instrument trays clean and sterile by eliminating bioburden.
- » Define the principles of continuous flow to ensure instruments are on time every time.

Why this is important:

Need to improve your sterile processing department's (SPD) performance? Even if you don't, this session is for you! Join STERIS Instrument Processing Solutions during their sterile processing simulation to experience a day in the life of an SPD technician. Attendees will work in teams to attempt to process the day's instrument trays before the clock runs out. This challenging and fun session will provide you with a blueprint for improving your SPD's performance.

Speaker: **John Kimsey**
V.P. Operations
STERIS Instrument Processing Solutions



Rising to the Top: An Effective Guide to Leadership

After this session you'll be able to:

- » Identify the key elements of mentoring and its importance to the new and aspiring leader.
- » Describe how to work effectively to build and develop leaders.
- » Discuss the tools needed to continue growing your current and future leadership team.

Why this is important:

Leadership is not about titles, status, or power. Leaders take responsibility for recognizing the potential in others and developing that potential through mentorship and coaching. What can you do to become a better leader and help others become leaders? In this session you will learn strategies current and aspiring leaders need to change their leadership habits. The speakers will offer practical ideas and tools that will guide you in creating an effective leadership style of your own. Take this opportunity to learn from decades of research and experience across a multitude of facilities to gain a practical guide to effective leadership.

Speakers: **Ruth Shumaker, BSN, RN, CNOR**
Executive Director of Perioperative Services
Regional One Health

Sheri Voss MS, RN, CNOR
Associate Principal Consultant
Owens & Minor

💰 Strategies for Managing Absenteeism to Meet Department Goals

After this session you'll be able to:

- » Describe the relationship between budget and non-productive FTEs.
- » Identify supplemental resources for planned and unplanned absences.
- » Identify 10 best practices for managing deficit demands.

Why this is important:

Employee expectations for paid time off are at an all-time high, even as nursing leaders are expected to meet budget goals and achieve staff satisfaction. Saying "yes" to all employee requests for time off creates significant challenges to leaders to ensure back-fill replacements while avoiding overtime and premium pay.

Leaders need to plan for their non-productive hours and staff replacement to help their teams meet productivity goals, create satisfactory schedules, prevent adverse employee and patient outcomes, and mentor and coach their teams in fiscal accountability. Discover the relationship between non-productive budgeting for planned and unplanned absences as well as supplemental staff replacement. The speakers will explain how to budget effectively while also satisfying employee requests, and will provide guidelines for scheduling.

Speaker: **Jennifer Guild, MSN, RN, CNML, CSSC, TLMP**
Associate Consultant
Labor Management Institute, Inc.

🛏 No Room in the Inn? Now What?

After this session you'll be able to:

- » Identify strategies for managing perioperative flow.
- » Describe a process for continuing care of the patient during OR holds.
- » Discuss opportunities for improving perioperative flow.

Why this is important:

Higher surgical volumes, as well as higher outpatient volumes and consistently higher hospital occupancies, make it challenging to maintain effective throughput and avoid OR holds. This panel will discuss the strategies that have worked to reduce OR holds along with the ongoing challenges presented by OR holds. In order to maintain and ensure patient safety during an OR hold situation, there must be effective communication to ensure continuity of care. Attend this session to understand how OR holds impact the patient, family, and entire perioperative team, as well as actions that have helped others manage perioperative throughput.

Speakers: **Colleen Cummins, MSN, BBA, RN, CEN**
Perioperative Education Coordinator
Cleveland Clinic

Nick Shannon, BSN, RN, CNOR
Nurse Manager, Neuro & Spine ORs
Cleveland Clinic

Erica Stefanik, MSN, RN, CPAN
Nurse Manager PACU
Cleveland Clinic

Kristen Vargo, DNP, RN, NE-BC
Nurse Manager
Cleveland Clinic



Navigating the Complex Ecosystem of First Assistants

After this session you'll be able to:

- » Identify educational opportunities available for surgical assistants.
- » Explain recent changes in consumer expectations regarding the competency of healthcare providers.
- » Understand what defines and differentiates the role of the first assistant.

Why this is important:

On-the-job training for assistants is no longer appropriate, and for many ORs, surgical first assisting is a grey zone. Surgeons may bring in their partners or physician's assistants (PA). Or the hospital may have invested in a surgical first-assisting program or contracted with independent providers. Do you understand the multiple credentials for those that perform this service? Do you have the skills validation and credentialing process well in hand? With more facilities using "first assisting" for a wide variety of activities, it's essential to have a strong credentialing process in place with specialized education and training. Are you confident in your ability to oversee your surgical first-assisting program?

Join credentialing pros, Nicholas Perrino and Jim Stobinski, as they review which personnel may perform the service, discuss best practices, and offer insights to raise standards for your surgical first-assisting program.

Speakers: **Nicholas M. Perrino, DNP(c), MPH, MS, RN, FNP-BC, NE-BC, FACHE**
President & CEO; Co-Founder
Advanced Practice Provider Executives, Inc. (APPex)

James Stobinski, PhD, RN, CNOR
Director of Credentialing and Education
Competency & Credentialing Institute

BREAKOUT SESSIONS

3:30 p.m. – 4:45 p.m.



Mastering the Anesthesia-ASC Relationship

After this session you'll be able to:

- » Identify current patient populations and surgical risk in the ambulatory setting.
- » Identify the latest preoperative testing guidelines for safe anesthesia care.
- » Describe the variety of anesthetic options and latest technologies for ambulatory surgery.

Why this is important:

Surgery and anesthesia are in a continual state of dynamic evolution. As more complex cases make the transition to the outpatient arena, ASC leaders are faced with a different patient population, logistical and governance changes in processes, and a potential new realm of anesthetic needs. Miller will review what you need to know, including how to ensure that the latest emergency protocols and staff education are in place for quick and efficient recognition. She will also discuss ways to prepare your staff for adverse events, with an emphasis on developing a symbiotic and expectation-driven relationship with your anesthesia services.

Speaker: **Mindy Miller, MSN, CRNA, ARNP**
President
Heartland Anesthesia & Consulting



Paper vs. Electronic Records in Your ASC: The Good, The Bad, and The Ugly

After this session you'll be able to:

- » Discuss the current status of informatics in ambulatory surgery centers (ASCs).
- » Describe proposed changes to electronic medical records.
- » Describe how changes in recording procedures will affect the ASC industry.

Why this is important:

With technological advancements come vast improvements, but also challenges. Most healthcare providers are comfortable with carrying out the routine tasks for maintaining electronic medical records, but what happens when the software doesn't work? Answer: Work comes to a sudden stop. As we continue to move farther away from traditional means of recordkeeping, it's important to understand information processing and how that is affected by new regulations. Some ambulatory surgery centers are prepared, and some are not. Where does your center stand?

Speaker: **Ann B. Geier, MS, RN, CNOR, CASC**
Chief Nursing Officer
SourceMedical



The Real Risk: Effects of Surgical Smoke Exposure on OR Staff

After this session you'll be able to:

- » Describe the hazards associated with surgical smoke exposure.
- » Discuss the extent of conditions related to surgical smoke exposure.
- » Identify the need for surgical smoke evacuation practices.

Why this is important:

Research has shown that surgical smoke exposure is a workplace safety issue. A recent study was conducted to quantify the anecdotal information on health conditions related to surgical smoke exposure. Kay Ball, PhD, RN, CNOR, CMLSO, FAAN, a forerunner in this field, will share how this information not only justifies the need for smoke evacuation practices whenever energy devices are used but also will help inform legislators about the extent of this workplace hazard. She will review past and new research regarding the negative consequences of surgical smoke exposure and what you can do to make your surgical suite a safer place in which to operate.

Speaker: **Kay Ball, PhD, RN, CNOR, CMLSO, FAAN**
Adjunct Professor
Otterbein University



The Power of Teamwork: Bringing Clinical and Ancillary Teams Together to Improve OR Turnover Times & Patient Throughput

Presented by:  **TAGNOS**
ORCHESTRATE EXCELLENCE

After this session you'll be able to:

- » Identify ways to lead teams through change to impact to critical metrics.
- » Describe integrated technologies within dynamic care settings.
- » Discuss how delivering the right information at the right time will impact the bottom line.

Why this is important:

Room turnover times are a major challenge in today's ORs. Every minute of unutilized time creates financial and operational strains on hospital surgical departments and causes a domino effect of other problems—poor on-time starts, poor on-time finishes, long patient wait times, and other metrics used to assess performance. Patient flow from the preoperative area through surgery and postoperative recovery can be improved by orchestrating key care team and ancillary staff movements. The speaker will share the success achieved through a combination of IoT (real-time data) and mobile communication to improve room turnover by fostering better teamwork and eliminating ambiguity in sharing vital information.

Speaker: **Randy Saad, RN**
Director of Perioperative Services
Adventist Health White Memorial Medical Center



Communication Is Key: Improving Interdisciplinary Perioperative Culture

After this session you'll be able to:

- » Identify opportunities to align interdisciplinary priorities.
- » Describe ways to increase engagement and empowerment among team members.
- » Discuss the small changes that can have a big impact on a practice environment.

Why this is important:

Ineffective communication is a root cause of adverse events in perioperative services. Interdisciplinary collaboration, resource availability at the right time in the right place, and empowerment have all been shown to improve work environments and decrease nurse burnout. At Duke Raleigh Hospital, focus group interviews and a systemwide work culture survey identified the need to improve communication and teamwork. A quality improvement project consisting of a multidisciplinary preoperative briefing among intraoperative team members was launched to address communication, teamwork, frustration, and burnout. Learn how surgeons, anesthesia providers, registered nurses, and surgical technologists engaged in collaborative planning, adaptation of an evidence-based briefing tool, education, and implementation of the briefing process. Their experience will help you create a shared mental model and proactively solve problems in your facility.

Speaker: **Tara Walczak-Daege, DNP, RN, CNOR, NE-BC**
Associate Chief Nursing Officer, Surgical Services
Duke Raleigh Hospital

Progressive Leadership in Structured Organizations

After this session you'll be able to:

- » Discuss structured organizations and progressive leadership.
- » Discuss skills necessary to operate in a structured organization.
- » Explore techniques to overcome leadership juxtapositions.

Why this is important:

Today, leaders must operate utilizing emotional intelligence, servant leadership and fiscal savvy while performing in structured organizations. These attributes can be defined as progressive and are often in contrast to the directives and goals of their organizations. Leaders must act in furthering the goals of their organizations while meeting structured objectives of employee engagement, patient satisfaction, and employee retention. Developing the skills necessary for progressive leadership in our structured world is imperative for healthcare leaders today.

Speakers: **Rebecca Holland, MSN, RN, CSSM, CST, CRCST**
Director, Surgical Services
Interim Leadership

Martha Stratton, MSN, MHSA, RN, CNOR, NEA-BC
Interim Perioperative Leader
HealthTrust

Impact of "Knives and Forks" on Your Bottom Line

After this session you'll be able to:

- » Identify reasons to standardize instrument trays.
- » Discuss the impact of standard trays on nursing and sterile processing department (SPD) caregivers.
- » Describe strategies for physician engagement.

Why this is important:

Have you ever thought about surgical instruments as "knives and forks"? As a tool to complete an objective, surgical instrumentation is a fundamental need in our ORs that leads to multiple variations and differentiation among providers. The "surgeon preference" for specific knives and forks has a direct impact on overcrowded instrumentation sets. As the demands of healthcare change, perioperative leaders are being required to think differently.

This Cleveland Clinic team will discuss how treating surgical instrumentation more like "knives and forks" will not only reduce budgetary challenges, but will have a direct impact on your nursing and SPD staffs. Pehotsky, Urban, and Taylor will share how utilizing 3,000 surgical instrument sets eliminated barriers for their SPD and OR teams. Join this trio as they explore the use of knives and forks, and learn how your site can develop creative cost avoidance. Take home ideas to share with your chief operating officer or executive vice president to improve the bottom line and staff satisfaction.

Speakers: **Carol Pehotsky, DNP, RN, CPAN, ACNS-BC, NEA-BC**
Associate Chief Nursing Officer, Surgical Services
Cleveland Clinic

Mark Taylor, MD, FASE
Chairman of Enterprise Surgical Operations;
Staff Anesthesiologist
Cleveland Clinic

Rebecca Urban, M.Ed
Project Manager
Cleveland Clinic

Addiction, Surgery, and Postop Pain—How to Prevent a Hot Mess

After this session you'll be able to:

- » Describe addiction as a highly stigmatized medical disease of the brain.
- » Discuss how to manage pain in patients actively using drugs or medications to treat addiction.
- » Describe the pharmacology of medications used to treat addiction.

Why this is important:

An estimated 23.1 million people in the U.S. have substance use disorder (SUD), and thus many patients require surgery for conditions including traumatic injuries and secondary complications related to addiction and drug use. Because SUD as a chronic disease has not historically been part of nursing and medical school curriculums, healthcare teams may lack evidence-based approaches for such patients. Often, SUD patients avoid or delay seeking treatment until a condition is severe because they fear being stigmatized or treated poorly. Stigma fuels a vicious cycle of lack of trust and self-disclosure of pertinent information, which can compromise proper diagnosis and treatment. To prevent "hot messes" and instead achieve positive patient outcomes and staff experiences, it's essential to understand SUD as a chronic medical condition, know how to reduce stigma and improve trust, review medications used to treat addiction, and use evidence-based, patient-centered pre- and postoperative pain management. Learn from the experts how to manage this challenging and growing patient population.

Speakers: **Paula Kobelt, DNP, RN-BC**
Outcomes Manager
OhioHealth Grant Medical Center

Michelle Meyer, PharmD, BCPS, BCNSP
Pharmacist
OhioHealth Grant Medical Center

Andrea Wetshtein, PharmD, MHSA, BCPS, CPE
Palliative Care Clinical Pharmacist
OhioHealth Grant Medical Center

PACU Experts Speak: The Sentiments of Experience

After this session you'll be able to:

- » Discuss current leadership concepts for management of the postanesthesia care unit.
- » Describe tactics to stay current on management techniques for successful teams.
- » Identify new systems for providing safe, high-quality care for pre- and postanesthesia patients.

Why this is important:

From staff allocation to pain management, your day is filled with judgment calls. Wouldn't it be nice if you had your own sounding board? Now is your chance! During this forum, you will have access to accomplished postoperative patient care leaders with a combined total of more than 60 years of experience who will share their lessons learned and secrets for success. Take advantage of this opportunity to have your questions answered by this elite panel.

Moderator: **Janet Quigley, MSN, RN**
Nursing Director: Post Anesthesia Care
Massachusetts General Hospital

Panelists: **Lydia G. Casteel, MSN, RN, CCRN**
Director of Nursing, Surgical Services
WellStar Paulding Hospital

Lynn M. Nolan, MSN, RN, CPAN, CAPA
President Elect
American Board of Perianesthesia Nursing Certification (ABPANC)

Veronica Petersen, DNP, RN, CNOR, NE-BC
Assistant Vice President-Perioperative Services
Northwell Health

The Tower of Babble: Nursing & IT Speak

After this session you'll be able to:

- » Define information technology (IT) terms such as artificial intelligence (AI), machine learning, and algorithms.
- » Describe how partnering with IT can improve training methods, clinical practices, and communication techniques.
- » Understand new techniques that can upgrade IT programs and incubate innovations for more efficient, immersive, and interactive nursing practice and training.

Why this is important:

Proactive and robust communication between information technology (IT) and nursing staffs is a necessary first step in providing optimal care for surgical patients. Creating a partnership between these diverse professionals requires an understanding of the culture and the lingo of both IT and nursing. IT's use of algorithms, programming, machine learning, AI, and other technological wizardry can be incorporated into patient care by tapping into nurses' insights into patients' responses. Nurses are able to predict and adjust the course of treatment, and those capabilities can be valuable components of machine learning that should incorporate the non-linear aspects of human behavior. Discover how you can better understand important IT concepts and how to collaborate with IT professionals within the perioperative setting.

Speakers: **Dr. Jihui Li**
Director, Biomechanics Research Lab
Inova Fairfax Hospital

Patricia C. Seifert, MSN, RN, CNOR, FAAN
Perioperative Consultant

Larry Walker
Manager Surgical Services
Inova Health System



KEYNOTE

Cultivating a Healthy Workforce by Addressing Disruptive Behaviors

4:45 p.m. – 5:45 p.m.

After this session you'll be able to:

- » Describe the difference between bullying, incivility, and just having a bad day.
- » Discuss how successful leaders address and eliminate disruptive behaviors.
- » Identify proven strategies to cultivate a nurturing, supportive, and professional work environment.

Why this is important:

Imagine leading in a world where nurses are competent, work well as a team, go out of their way to support one another, and are always respectful. Imagine them wanting to stay in your organization because they feel so supported by their coworkers. Fairy tale? The reality is that the healthcare environment is rife with burnout, bullying, and incivility. Studies show that individuals pay the price of bullying through poorer physical, mental, and psychological health, and that organizations pay the price through lower profits. Ultimately, patients also pay the price through lower quality and satisfaction. Nurse leaders have a responsibility to stop the cycle of bullying and incivility. In this session you'll gain some tools and strategies to help you identify disruptive behaviors, set expectations, and hold staff accountable for professional behavior.



Speaker: **Renee Thompson, DNP, RN, CSP**
CEO & Founder
Healthy Workforce Institute

OR MANAGER'S NIGHT OUT

Time: 7:00 p.m. - 10:00 p.m.

Location: Siegfried & Roy's Secret Garden and Dolphin Habitat

OR Manager's Night Out is your chance to have some fun and relax in Las Vegas. Come enjoy good music, delicious food and drinks while gaining private access to Siegfried and Roy's Secret Garden with the famous white tiger and other majestic animals. The garden is complemented by two outdoor pools featuring private dolphin shows. This completely immersive experience offered exclusively to our attendees will be one you can't miss.

Tickets to OR Manager's Night Out can be added to any registration package. Guests are welcome.



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Instrument Management Services

FRIDAY, OCTOBER 2

BREAKFAST & PRESENTATION

7:30 a.m. – 8:45 a.m.

BREAKOUT SESSIONS

8:45 a.m. – 10:00 a.m.



What Is a Compliance Officer? Do They Handle HIPAA, too?

After this session you'll be able to:

- » Define the role of an ambulatory surgery center (ASC) compliance officer.
- » Discuss the responsibilities of the compliance officer.
- » Describe the challenges faced by the compliance officer.

Why this is important:

Nurses are not usually well versed in the job responsibilities of a compliance officer or HIPAA (Health Insurance Portability and Accountability Act) officer. In the ASC setting, because administrators and team members alike wear many hats, the nurse administrator sometimes winds up being appointed as the compliance officer, which includes handling HIPAA responsibilities. Tap into the experience of Beverly Kirchner, BSN, RN, CNOR, CASC, as she delves into the details of this role. She will share handouts and ideas for implementing a compliance program in your center to fully prepare your team.

Speaker: **Beverly Kirchner, BSN, RN, CNOR, CASC**
Chief Compliance Officer
SurgeryDirect, LLC

ASC or HOPD? JV, Management Company, or Acquisition?—Where to Begin and What You Need to Know

After this session you'll be able to:

- » Identify current trends with ambulatory surgery center (ASC)-hospital outpatient department (HOPD) conversions.
- » Discuss the pros and cons of ASC-HOPD conversions.
- » Describe the elements needed to evaluate the need for joint venture, third-party owner/management company, or acquisition.

Why this is important:

With the ever-changing business models for healthcare facilities, leaders must embrace change as an opportunity or they will be left behind. Do you need a joint venture, third party, or complete acquisition? Where do you begin? What elements need to be included in the process? Where is the center on the business curve? Answers to these questions and others will be provided by Tracy Hoeft-Hoffman, MSN, MBA, RN, who has extensive experience with ASC-HOPD conversions. Gain insight into current trends with ASC-HOPD conversions, along with the reasons for and against it. Learn how to evaluate whether your ASC can remain independent or whether you should consider a joint venture partner, a management company partner, or acquisition by a health system.

Speaker: **Tracy Hoeft-Hoffman, MSN, MBA, RN, CASC**
Administrator
Heartland Surgery Center

Breaking Traditional Gender Identification: Care of the Transgender Patient

After this session you'll be able to:

- » Discuss implementation strategies to promote culturally competent care.
- » Describe the transition process of a transgender patient.
- » Describe a cultural competency training for caregivers.

Why this is important:

Healthcare systems are increasingly providing care to transgender patients, yet nursing teams often lack the resources and education needed to provide these patients with the highest level of care. Literature indicates that nursing professionals require cultural competency training to improve outcomes for transgender patients. The model for care of a transgender patient must include an understanding of appropriate language, use of preferred names and pronouns, and sensitivity to healthcare disparities. This model must also include an understanding of the individualized and complex process of transitioning for transgender patients, as well as the necessary support required during transitioning.

Attend this session to learn how to provide empathetic communication and incorporate preferred name and identified gender into nursing practice. The speakers will discuss pathways that patients may take in their transition process and how to develop cultural competency training for caregivers.

Speakers: **Rebecca Urban, M.Ed**
Project Manager
Cleveland Clinic

Kristen Vargo, DNP, RN, NE-BC
Nurse Manager
Cleveland Clinic

Using Lean Daily Management to Increase Utilization and Case Volume

Presented by:  **SURGICAL DIRECTIONS**

After this session you'll be able to:

- » Identify benchmark OR metrics such as first case on-time starts, turnover time, and patient safety data through Lean Daily Management (LDM).
- » Discuss how to use sample letters and Pareto charts to establish LDM in your organization.
- » Describe the governance model needed to drive and sustain change over time.

Why this is important:

The use of a visual collaborative in the OR on a daily basis has allowed the perioperative services team to create targets, track performance, and analyze, correct, and sustain best practice. This activity has the ability to teach management and team members to live in a problem-solving culture and to engage in continuous process improvement. In this session, you'll acquire take-home sample letters and Pareto charts to be used as examples of how to establish LDM in your organization. Find out how best practice leads to increased OR utilization and case volume. Learn from leaders who used LDM in their hospital to achieve systemwide results by implementing a governance structure and dashboards built through LDM.

Speakers: **Brenda Blain, DNP, RN-BC, FACHE, NEA-BC**
Senior Vice President and Chief Nurse Executive
Bayhealth

Lee Hedman
Executive Vice President
Surgical Directions

Adjusting Your Sails: Navigating Change Through Teamwork

After this session you'll be able to:

- » Identify three characteristics of a high-functioning team.
- » Describe how leadership contributes to forming and maintaining productive teams.
- » Describe two ways that teams exhibit stress.

Why this is important:

Leading a team through operational and leadership change can be a daunting task. Over the next few years, the Boston Children's Hospital leadership team will face challenges such as coordinating new construction, significant changes in the way we conduct business, and emerging technology. Perioperative Services Clinical Operations Manager, Hazel Boyd, MBA, and PACU/Pre-op Holding/Liaison Nurse Manager, Kelly Connolly, MSN, RN, will discuss how they plan to adjust their sails to ready their team for the future. They will include the steps they have taken up to this point and what they anticipate will need to be done to find the right fit, coach and mentor current and new staff, and ensure high-quality care and customer service while building high-performing teams.

Speakers: **Hazel Boyd, MBA**
Clinical Operations Manager, Perioperative Services
Boston Children's Hospital

Kelly Connolly, MSN, RN
Nurse Manager, Perioperative Services & Post Anesthesia Care Unit/Pre-Op Holding Liaison
Boston Children's Hospital

AMA (Ask Me Anything): The Road to Perioperative Leadership

After this session you'll be able to:

- » Identify leadership competencies that facilitate career advancement.
- » Discuss actions leaders have taken to advance their careers.
- » Develop strategies to plot your career path.

Why this is important:

As newer leaders develop their careers, it is wise to seek the counsel of others who have taken the steps to become the leaders they aspired to be. This session is designed for new managers with five years or less of experience to learn from leaders who have come before them. Drawing from a variety of career paths, this panel of passionate professionals will answer your questions and demonstrate how you can apply their lessons learned to your own growth and development.

Moderator: **Casey Orth-Nebitt, BSN, RN**
Director of Surgery
Buena Vista Regional Medical Center

Panelists: **Rebecca Holland, MSN, RN, CSSM, CST, CRCST**
Director, Surgical Services
Interim Leadership

Tamara Mayne, BSN, RN
Cardiothoracic Surgery Service Specialist
University of Colorado Hospital

Jacob Runion, MBA, BSN, RN
Senior Director, Enterprise Reprocessing
Cleveland Clinic

Stocking Your Perioperative Efficiency Toolkit

After this session you'll be able to:

- » Define efficiencies in the perioperative setting.
- » Describe how to improve operational processes in the intraoperative area.
- » Discuss components of the AORN Perioperative Efficiency Tool Kit.

Why this is important:

Patient throughput, safety, and satisfaction are important elements of operational efficiency. All team members are responsible for patient preparation and throughput, and they are capable of improving the patient, surgeon, and staff experience during surgical cases. Learn about opportunities to improve patient safety and coordination of care, minimize delays and waste, increase OR room utilization, and enhance the perioperative experience for your patients, their families, and your perioperative team members. The speaker will provide resources to optimize perioperative flow and operational efficiency with an emphasis on safe patient preparation, starting procedures on time, and minimizing room turnover time.

Speaker: **Patricia A. Mews, MHA, RN, CNOR**
Perioperative Management Consultant
Mews Surgical Consulting, Inc.

Hitting the Phase II Discharge Jackpot

After this session you'll be able to:

- » Identify gaps in postoperative patient discharge education.
- » Discuss potential consequences of inadequate patient discharge preparation.
- » Determine resources for enhanced patient education and follow-up.

Why this is important:

The main goal of the PACU Phase II Discharge is to prepare the postoperative patient for a smooth transition to the home environment. Much of this process has to do with setting expectations and educating patients and their families about the postoperative care. Misaligned expectations don't just tarnish the patient experience—they impact clinical outcomes.

The interdisciplinary perioperative team must assume that every postoperative patient requires a discharge plan to reduce the risk of adverse health consequences and readmission once discharged. Join Eiler and Petersen as they share proactive strategies to enhance the patient experience, decrease postoperative complications, and lower the frequency of readmissions.

Speakers: **Jacob Eiler, MD**
Clinical Dyad Leader, Department of Anesthesiology
and Chief of Staff Elect
CentraCare Health

Veronica Petersen, DNP, RN, CNOR, NE-BC
Assistant Vice President-Perioperative Services
Northwell Health

The Difference Magnet Designation Makes

After this session you'll be able to:

- » Discuss the factors needed at the organizational level and the leadership support required to seek Magnet designation.
- » Describe the actions that align staff with Magnet principles.
- » Identify which processes need to be developed, improved, and maintained to achieve better outcomes and obtain Magnet designation.

Why this is important:

Anyone who is on the American Nurses Credentialing Center Magnet journey for designation or re-designation knows it is a very complex and challenging process. This session will outline the steps and identify cultural changes your organization must take to achieve Magnet designation. What needs to be in place on an institutional level and within the preoperative area and postanesthesia care unit to ensure alignment with Magnet expectations? The speakers will share their journey, which has included an examination of the organization's professional practice model, shared governance, specialty certifications, staff engagement, process improvements in data management and outcomes, integration of evidence-based research into practice, and budget factors.

Speaker: **Carla Thorson, MSN, APRN, ACNS-BC, CNOR**
Clinical Nurse Specialist
UC Health - Northern Region



Don't Get Lost in the Weeds: Considerations for Care of the Patient Using Marijuana

After this session you'll be able to:

- » Describe the basic pharmacology of cannabinoids (THC, CBD, endocannabinoids).
- » Identify indications and evidence for the use of medical marijuana.
- » Discuss the perioperative implications of marijuana use.

Why this is important:

Upwards of 9.5% of U.S. adults consume marijuana, and this is expected to increase as more states adopt medical and/or recreational marijuana legislature. Although many states permit the use of medical marijuana, evidence supporting the efficacy of approved indications is limited. Furthermore, the long-term effects of marijuana—and the challenges faced by marijuana users in the perioperative setting—remain unknown. This presentation will highlight the cannabinoid system with a focus on THC and CBD, the evidence behind indications for medical marijuana, and challenges nurses may face when caring for those using marijuana in the perioperative setting.

Speaker: Andrea Wetshtein, PharmD, MHSA, BCPS, CPE
Palliative Care Clinical Pharmacist
OhioHealth Grant Medical Center

BREAKOUT SESSIONS

10:15 a.m. – 11:30 a.m.



The Match Game: Patient Selection in the Outpatient Setting

After this session you will be able to:

- » Define criteria for patient selection in an ambulatory surgery center (ASC).
- » Discuss who plays key roles in patient selection at your ASC.
- » Describe the needs of the facility to properly care for approved candidates.

Why this is important:

As more procedures move to the outpatient setting, patient selection is key to ensuring that ASCs can provide appropriate care and mitigate risk. It's essential to have the right processes, policies, and procedures in place. Attend this session to get tools for patient screening, both before a patient is scheduled and once a patient is admitted. Learn how to involve key players—including anesthesia providers, surgeons, and governing board members—in the selection process. These important strategies will help you prepare your staff to care for your growing patient population and gain a better understanding of regulatory guidelines.

Speaker: Fawn Esser-Lipp, MBA, BSN, CASC, CNOR
Executive Director,
The Surgery Center LLC



ASC Leadership Challenge: Managing Multiple Roles

After this session you'll be able to:

- » Discuss the environment and challenges faced by ambulatory surgery center (ASC) leadership.
- » Describe case studies and the skills needed to manage the many roles of the outpatient center leader.
- » Discuss the importance of timely communication with stakeholders.

Why this is important:

ASCs provide an efficient, convenient, cost-effective means of obtaining surgical services. Although staff and leaders at freestanding ASCs have a lot of flexibility and independence, they also are required to fulfill multiple roles in order to complete all the daily tasks while also ensuring safety and quality. Without alternative resources readily available, ASC leaders have to “think outside the box” in a variety of ways. Juggling everything from staff absences and lean staffing to patient satisfaction and cost containment, leaders often learn on the fly that ASC management is more an art than an exact science. Gain some insight into the different environments within which an ASC may operate, as well as the particular challenges associated with freestanding facilities. The speaker will offer useful take-aways and give you an opportunity to share your own experience and tactics.

Speaker: Jennifer Dickman, DNP, RN, CPN
Director, North Surgery Center
UPMC Children's Hospital of Pittsburgh



Respect, Ownership, Teamwork: A Culture Transformation

After this session you'll be able to:

- » Identify the interventions that have fostered cultural improvements.
- » Describe how cultural concerns link to team performance.
- » Describe how communication methods help foster sustainability.

Why this is important:

What does the ideal organizational culture look like? Leaders at Duke University Health System sought to achieve this through a purpose, strategy, and call to action for every individual who calls perioperative services their home. Messaging was clear about everyone's individual responsibility in modeling respect and teamwork in every interaction with team members and patients. To that end, the speakers will talk about “moments of truth” in which every individual must decide how to act and respond in a given moment. Tactics will be shared to inspire your team to make respect and teamwork a priority. You'll leave prepared to involve your perioperative team members in culture-shaping huddles designed to remove barriers and resistance to change by engaging every team member. The result will be a culture where everyone counts and where we are all owners—and part of an amazing team!

Speakers: Constance Perez, MSIO, BSN, CNOR
Strategic Services Associate
Duke University Health System

Cynthia Sell, MSN, RN, NEA-BC
Associate Chief Nursing Operator, Perioperative Services
Duke University Hospital

Surgical Site Infections—Strategies for Prevention

Presented by:  **Mölnlycke**

After this session you'll be able to:

- » Discuss current statistics and trends for surgical site infections (SSI).
- » Identify modifiable and non-modifiable factors that influence SSI risk.
- » Describe the components of a successful SSI reduction program.

Why this is important:

Despite advances in optimizing infection prevention, the burden of SSIs remains and is a significant cause of morbidity and mortality. SSIs are the number 1 most costly hospital-acquired infection, totaling \$1.5 million each year. Targeting SSI prevention is a national priority. This session will provide an overview of the pathogenesis, classification, and management of SSIs. Associated risk factors and current statistics regarding SSIs will also be reviewed. The economic impact on patients and institutions, as well as the impact of SSIs on quality of care and hospital reimbursement, will be discussed, along with the components of a successful SSI reduction program.

Speaker: **Chad Flora, BSN, RN, CNOR**
Senior Clinical Specialist
Mölnlycke Healthcare

What Keeps You Awake at Night? – Ask the Experts!

After this session you'll be able to:

- » Describe the skills needed to thrive in the current healthcare environment.
- » Discuss fundamental concepts of surgical service leadership.
- » Identify ways to set yourself up for success and promote work-life balance.

Why this is important:

Complex challenges and competing priorities can leave leaders feeling as if they are alone on an island. Developing strategies and managing challenging situations and behaviors are struggles every leader faces. The veteran nurse leaders in this forum will answer your questions and alleviate your concerns. Learn their secrets to success as well as tips for keeping pace with the evolutionary healthcare landscape. Let the lessons learned by these experts help you navigate and transform your leadership style. Bring your questions to this heavily interactive discussion!

Moderator: **Beth Bozzelli, MBA, RN, CNOR, CSSM**
Assistant Vice President, Surgical Services Operations
HCA Healthcare

Panelists: **Philip Jaklich, MS, RN, CNOR**
VP Surgical Services, Spine & Joint
Sky Ridge Medical Center

Cindy L. Kildgore, MSHA, BSN, RN, CNOR
Perioperative Services Director
Vanderbilt University Medical Center

Toni Perez, RN
PCM of Perioperative and Endoscopy Services
Lehigh Valley Health Network

Creative Staffing Solutions for Your OR

After this session you'll be able to:

- » Identify staffing issues that nurse leaders face each day.
- » Discuss ways to manage unplanned absences.
- » Describe ways to manage staff to meet increased surgical volume during off-shift hours.

Why this is important:

Too few OR nurses are entering the workforce to replace those reaching retirement age, and retention of nurses across all specialties remains challenging.

Daily staffing of the OR fluctuates with surgical volume. The OR is not an area in which nurses from the main hospital can float to during staffing shortages, and it's essential to have creative staffing models. Attend this session to see how leaders at a large health system have filled their daily staffing needs with often imaginative methods. You will benefit from their lessons learned, which include creative staffing techniques, tips for managing after-hours volume, and use of float pools.

Speakers: **Joanne Sherer, MSN, RN**
OR Director
University of Pittsburgh Medical Center (UPMC)

Erick Tolman, MSN, RN
Facilitator, Surgical Services
UPMC Presbyterian Shadyside

A Six Sigma Approach to Maximizing OR Block Utilization

After this session you'll be able to:

- » Discuss how block utilization is calculated.
- » Describe the application of Lean Six Sigma methodology principles to improve OR block utilization.
- » Identify the obstacles of implementing this methodology in the surgical suite.

Why this is important:

Block utilization is defined as the sum of time a patient is in the OR, plus turnover time, divided by the total time available, for a particular block. Utilization is measured as a percentage of utilized time. ORs typically account for more than 40% of a hospital's total revenues and a similarly large proportion of its total expenses. Thus, efficient usage of OR capacity is crucial. A well-managed block schedule provides predictable operating times for high-volume surgeons and specialties, but blocks that are not managed well leave gaps in the schedule that hinder productivity. Learn how Lean Six Sigma methodology improved block utilization at Johns Hopkins Aramco Healthcare.

Speaker: **Eyad Hajhusein, MSHCA, RN, CNOR, CSSGB**
Senior Director Peri-Operative Department
Johns Hopkins Aramco Healthcare



Enhance Patient Care: Become Certified!

After this session you'll be able to:

- » Discuss the eligibility requirements for the CAPA and CPAN certification exams.
- » Describe the CPAN and CAPA application process and timelines.
- » Utilize study and test-taking strategies for the CAPA and CPAN exams.

Why this is important:

The American Board of Perianesthesia Nursing Certification, Inc. (ABPANC) is responsible for developing, sponsoring, and managing the CPAN and CAPA nursing certification programs. These national professional certification programs are designed for registered nurses caring for patients who have experienced sedation, analgesia, and anesthesia in a hospital or ambulatory care facility. During this informational session, a representative from ABPANC will share with potential exam candidates the eligibility requirements to sit for either or both examinations. Attend this session to learn how to enhance your test-taking ability, design a study plan, and take advantage of ABPANC's study resources.

Speaker: Vicki Yfantis, MSN, RN, ANP-BC, CPAN
President
American Board of Perianesthesia Nursing Certification (ABPANC)



Why Minutes Matter: Empowering Your PACU Staff to Support Financial Success

After this session you'll be able to:

- » Describe basic budget concepts that are relevant to the postanesthesia care unit (PACU) nurse.
- » Identify PACU-specific budget concepts that are user-friendly.
- » Identify the distinct PACU phases of care and the financial differences for each phase.

Why this is important:

PACU nurses may understand the need for accurate documentation as part of patient care, but they may be unaware of how PACU minutes affect the PACU budget. Introducing basic budget concepts to the PACU staff and translating these concepts into meaningful, tangible context allows for better alignment with leadership and provides the opportunity to meet the business needs of the unit.

In this session, you will learn how the education provided to a perianesthesia unit increased their budget knowledge, documentation compliance, and revenue while decreasing expenses and enhancing collaboration with the frontline PACU staff to meet budget objectives. The speakers will explore concepts such as fiscal year vs. calendar year, income vs. expense, productivity as it relates to unit of service, staffing budget as it relates to capture of unit of service, examples of the financial impact of flexing staff to volume, and more.

Speaker: Carolyn Anderson, MSN, RN, CPAN
Unit Manager, Perianesthesia Service
Baystate Health

Sheila Morris, BSN, RN, CPAN
Assistant Nurse Manager, Perianesthesia Services
Baystate Health



Are You Prepared To Be An Interim Leader?

After this session you'll be able to:

- » Discuss today's healthcare environment and the interim nurse leader.
- » Describe the role, responsibilities, and competencies of the successful interim nurse leader.
- » Identify the basics of interim leadership including the challenges and rewards of the interim life.

Why this is important:

Some organizations rely on the expertise of interim nurse leaders to bridge the gap left by retired or restructured leaders, or to serve as content experts, change agents, coaches, mentors, or educators. Few resources are available to provide guidance through the complex but rewarding landscape of interim leadership. For that we reason, we're bringing Ila Minnick, MS, BSN, RN, nursing administrator and interim leader, to share valuable insights, information, and tools for leaders exploring this career option. She will discuss today's healthcare environment and the reasons organizations engage an interim leader, as well as the role and responsibilities, competencies, and leadership skills essential for success. Factors such as salary, living arrangements, taxes, onboarding, and advantages and disadvantages of the interim role will also be explored.

Speaker: Ila Minnick, MS, BSN, RN
President
Interim Leadership Associates



KEYNOTE

Celebrating Pride in Nursing

11:30 a.m. – 12:30 p.m.

After this session you'll be able to:

- » Discuss why pride is essential in building a strong workforce.
- » Describe the impact of recognizing heroes.
- » Describe strategies to drive out negativity.

Why this is important:

What if everyone in your workplace felt proud of the work they did? With 2020 being the Year of the Nurse, this is our time to promote the role of nursing and recognize nurses as the "bridge" of healthcare. In this presentation, Liz Jazwiec, RN, focuses on her passion: Restoring pride in healthcare.

Jazwiec identifies one of the biggest crises we face: People working in healthcare no longer feel heroic. Using real-life examples and anecdotes from her best-selling books, she will provide insights into eliminating victim thinking at all levels of the organization. She will challenge you to commit to driving out negativity in your OR and making it a better place to work.

Conclude your week of personal growth by connecting the dots between recognition, engagement, and pride as we're reminded to focus on the strengths of individuals and the abilities of our teams to work together to make a difference in people's lives.



Speaker: Liz Jazwiec, RN
Author

"Eat THAT Cookie!," "Hey Cupcake! We are ALL Leaders," and "Service Excellence is as easy as P.I.E. (Perception Is Everything)"

WELCOME TO LAS VEGAS



The OR Manager Conference is thrilled to be back in Las Vegas and at the Mirage! We hope while you are onsite you will take some time to experience all that the Mirage has to offer.



HOTEL INFORMATION

Mirage Las Vegas
3400 S. Las Vegas Blvd.
Las Vegas, NV 89109

Rate: \$219 per night
(includes nightly resort fee)

Reservation Deadline: Friday,
August 28 or until the hotel
sells out

ON THE VEGAS STRIP

Take a break and discover The Las Vegas Strip. Try your hand at Vegas's many casinos, including Luxor, Monte Carlo, Planet Hollywood or Excalibur. Visit the famous Fountains of Bellagio that are choreographed to music or the Eiffel Tower Viewing Deck at the Paris Las Vegas hotel.



If you are looking to get away from the casino scene, visit the Bellagio Conservatory & Botanical Gardens, The Flamingo Wildlife Habitat or enjoy some shopping at the Miracle Mile or Luxor Galleria shops. See Vegas from a new perspective and fly over the streets from 11 stories up at the SlotZilla Zip Line at Fremont Street. Don't forget to take a trip to the top of the city, 1,149 feet above at The Strat Hotel's SkyPod.



AT THE MIRAGE

ENTERTAINMENT

- » Secret Garden & Dolphin Habitat
- » Boyz II Men
- » Aces of Comedy
- » The Beatles LOVE by Cirque du Soleil

RESTAURANTS

- » Osteria Costa
- » STACK
- » Pantry
- » Paradise Café

NIGHTLIFE

- » Rhumbar
- » Bare Pool Lounge
- » Parlor Cocktail Lounge
- » The Sports Bar

EXHIBIT HALL TIMES & EVENTS

WEDNESDAY

4:00 p.m. – 6:30 p.m. | Exhibit Hall Open
 4:15 p.m. - 5:15 p.m. | Interactive Hybrid
 OR Town Hall Session
 5:00 p.m. – 6:30 p.m. | Kickoff Party
 5:15 p.m. - 6:00 p.m. | Happy Hour with
 the OR of the Future Steering Committee

THURSDAY

9:15 a.m. – 2:00 p.m. | Exhibit Hall Open
 9:30 a.m. – 10:30 a.m. | Morning Networking Break
 11:00 a.m - 12:00 p.m. | Poster Session –
 Meet the Authors
 12:00 p.m. – 1:00 p.m. | Lunch
 1:00 p.m. – 2:00 p.m. | Dessert Reception

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*Updated as of March 25, 2020

SEPTEMBER 30 - OCTOBER 2, 2020
THE MIRAGE * LAS VEGAS

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When more than one person from a facility registers, each registrant will receive a **10% discount** on the conference rate. All members of the group must register at the same time.

FIVE EASY WAYS TO REGISTER

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Fax: +1-301-309-3847

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9211 Corporate Blvd., 4th Floor
Rockville, MD 20850

Email: info@ORManagerConference.com

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Photocopy form for additional registrants.

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All programming is Wednesday, Sept. 30 - Friday, Oct. 2

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AGE POLICY: No one under the age of 18 is permitted to register, attend, or be in the exhibit hall and/or workshops and conference sessions including Keynotes and receptions, at any time under any circumstance during the OR Manager Conference. There are no exceptions.

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