

A

Maine Association
Medical Staff
Services
(MeAMSS)

**2016 EDUCATION CONFERENCE
AND
20TH ANNIVERSARY CELEBRATION**

**BETTING ON YOUR FUTURE
IT'S WORTH THE GAMBLE!**

MAY 12-13, 2016

**HOLLYWOOD CASINO & HOTEL
500 MAIN ST
BANGOR, ME**



V

The 2016 MeAMSS Conference Planning Committee and Board of Directors are pleased to present this year's conference which will bring together professionals who provide leadership, education and expertise to the healthcare industry and beyond. We are expanding the conference invitation to include individuals currently in or pursuing a leadership role in any field, Human Resources' personnel, executives, administrators, etc. The program focuses on leadership development, stress management, mindfulness – sessions of interest no matter what your current role may be - and sessions specifically related to medical staff service professionals.

MEET THE PLAYERS



Jonathan Fanning, internationally renowned author and key note speaker. With over a decade of experience coaching leaders from Fortune 500 executives to sole proprietors, Jonathan has developed expertise in the principles, practices, and challenges of creating and pursuing a worthwhile vision!

A traumatic car accident and several other “Frying Pan” moments in the middle of Jonathan’s rapid rise as a management consultant to Fortune 500 companies triggered a quest for a deeper sense of purpose, meaning, and significance.

Jonathan has also built several successful businesses, including the largest franchise within a national children’s fitness company and Entrepreneur Adventure, a unique series of immersion programs to help aspiring entrepreneurs to truly experience business start-up and ownership. He is a passionate and engaging speaker who will inspire and equip with relevant stories and practical application steps to help your team challenge the status quo!

Don Krause, MD, Medical Director of Quality Improvement, St. Joseph Hospital. Dr. Krause graduated cum laude from the University of Maryland, School of Medicine and received his medical degree in 1969. He completed an Internal Medicine internship at the New England Medical Center Hospital in Boston (1973); an internal Medicine residency (1973) and a Rheumatology fellowship (1976) both at Maine Medical Center, Portland, ME; and is board certified in Internal Medicine.



Dr. Krause has practiced as a Hospitalist and Rheumatologist and has been a member of the medical staffs of St. Joseph Hospital and Eastern Maine Medical Center since 1976. He has served as Medical Staff Vice President, President and Past President as well as chaired the Credentials and Medical Executive Committees at St. Joseph Hospital. At EMMC, he was a faculty member on the Internal Medicine teaching service (1976-2002) and Chief of the Internal Medicine Section (1980-1985). He has served in leadership positions for the American Society of Internal Medicine (Maine Chapter), the Maine Health Alliance, on various Ethics’ Committees.

In Dr. Krause’s current role as Medical Director for Quality Improvement, he is assisting in the development of quality metrics for the St. Joseph rheumatology practice. He is also working on a model to use telemedicine as a tool for providing rheumatology services to patients and providers who are located significant distances from St. Joseph rheumatology.

MEET THE PLAYERS (continued)

David Lee, an internationally recognized authority on organizational and managerial practices that optimize employee performance. David is the author of *Managing Employee Stress and Safety* and *Storytelling for Trainers*, as well as nearly one hundred articles and book chapters on employee and organizational performance that have been published in North America, Europe, India, Australia, and China. The second edition of the business classic *The Talent Management Handbook* includes a chapter on onboarding.



In addition to his own work with both high performance and struggling organizations, David draws from a broad range of disciplines, including neuroscience, stress research, accelerated learning, organizational development, paleopsychology, anthropology, and peak performance technologies. Taking this research, David translates the principles of human nature into leadership and managerial practices that optimize employee performance. Using the popular TV show *The Dog Whisperer* as an analogy for the difference understanding human nature makes, David's work helps leaders and managers become "Employee Whisperers."



Cheryl Schilke, RN, CPMSM, Director of Credentialing Services, Synernet CVO. With over 30 years of healthcare experience in nursing, utilization review, performance improvement and medical staff services, and over 20 years experience as a medical staff professional, Cheryl was able to call on that diverse background to develop and implement Maine's first Credentials Verification Organization (CVO) in 1999. Under Cheryl's leadership, the CVO evolved from a health system CVO to a commercial CVO with multiple hospitals, ambulatory surgery centers and physician-hospital groups as customers in a few short years.

With Cheryl's guidance and vision, the Maine Association of Medical Staff Services (MeAMSS) was formed in 1996. She was the founding President and continues to be active in the organization. Cheryl frequently lectures on credentialing and leadership issues, contributes articles to professional newsletters and publications, participated in the development of a State Uniform Application and has testified before the Maine legislative committee on credentialing issues.

In 2001, Cheryl received MeAMSS Golden Star award and in 2003, the National Association of Medical Staff Services Golden Key award. Both of these awards recognize members who are dedicated to sharing knowledge, fostering educational opportunities, and encouraging personal and professional growth through continued self-improvement and applying current advancements in the profession.



Meeting Location: All sessions, as well as the Thursday evening celebration event, will take place in the Lancaster Room at Hollywood Casino & Hotel in Bangor, Maine. Delicious continental breakfast, refreshment breaks, and lunch will be served each day.

20th Anniversary Celebration: In addition, all attendees and their guests are invited to the 20th Anniversary Celebration Thursday evening where we will recognize Board members, those who have achieved certification, and stroll down memory lane through PowerPoint presentation videos. Hors d'oeuvres will be served and a cash bar will be available. The evening also includes an incredible entertainment act. That's all I can share about that so I don't spoil what we have in store. This event is open to all and tickets can be purchased through the registration process.



Continuing Education Credit: Application has been submitted to the National Association Medical Staff Services for Continuing Education credits totaling 11.5 hours for the two-day conference!! Single day attendees will receive 5.75 credits.

Other Stuff You Need to Know: For your personal comfort, please bring a sweater or jacket to the conference. Adjusting temperature in a meeting room takes time and is almost impossible to change immediately. Dressing in layers will help ensure that you will be neither too hot nor too cold.

Please set your cell phones, pagers, etc. to *stun* during all sessions to prevent distracting speakers and/or other participants.

You will receive an evaluation form for each session. Please take a moment to fill it out and turn it in. Your input is essential for the continuing improvement of MeAMSS' educational programs.

Exhibitors and Vendors: And what would a conference be without exhibitors? We are working to have industry related vendors and exhibitors, as well as those things we just plain like available at the conference. Please be sure to take the opportunity during breaks or before/after the daily sessions to visit them.

Registration Information: Early bird registration deadline for the conference is March 15, 2016. After that date, the full conference rate will be assessed (see registration form).

Travel: It's easy, from the south, head north on I-95 to exit 182A to 395 and take exit 3B; from the north, head south on I-95 to exit 182A to 395 and take exit 3B; and for you outta-statahs, Bangor International Airport is just a hop, skip and a jump away (approximately 5.1 miles).



ANTE UP!

THURSDAY, MAY 12, 2016



7:30 - 8:30 a.m.	<i>Registration and continental breakfast</i>
8:30 - 8:45 a.m.	<i>Welcome and Opening Remarks</i> - Kim Sibley, CPMSM, CPCS, MeAMSS Education Chair
8:45 -10 a.m.	<p><i>Who are you Becoming?</i> Jonathan Fanning</p> <ul style="list-style-type: none"> ♣ How can some of history's greatest leaders and most effective leadership development programs help you create habits for success? ♣ What pillars will you intentionally build into your personal leadership? ♣ Learn a unique, simple, and very effective process to intentionally develop these traits in yourself and your teams.
10 -10:15 a.m.	<i>Break</i> (don't forget to visit the exhibits and vendors)
10:15 - noon	<p><i>Creative Leadership: Building a Culture of Innovation</i> - Jonathan Fanning</p> <ul style="list-style-type: none"> ♣ Lessons from the most creative leaders and companies, especially Walt Disney! Explore, practice, and apply the 6 qualities of creative leadership to your own unique challenges. ♣ Enhance the creative capacity of your organization. ♣ Experience tools to consistently ask better and bigger questions, as leaders. ♣ Borrow best practices on employee engagement from legendary organizations. ♣ Coach, Mentor, Motivate, and Inspire with new strategies. ♣ Creativity is crucial in solving the challenges of tomorrow!
Noon - 1 p.m.	<i>Lunch and networking</i> (don't forget to visit the exhibits and vendors)
1 - 2:30 p.m.	<p><i>Developing Emotional Intelligence</i> - Jonathan Fanning</p> <ul style="list-style-type: none"> ♣ What is Emotional Intelligence (EI or EQ)? ♣ How do emotions affect everything you do, every day? ♣ Practical exercises, models, and tools for emotional mastery. ♣ Become more confident and effective when interacting with colleagues, clients, team members, family... all personalities! ♣ Defuse tense situations, mediate conflicts. Learn to keep emotions in check - yours and others. ♣ Explore a simple and effective model to create new habits. ♣ Gain revealing insights into why people act the way they do. ♣ Understand the leadership and EI overlap. ♣ Handle irrational thinking and overcome negative emotions. ♣ Learn the process to master emotional (amygdala) hijacks. ♣ Grow professionally and personally to become a leader in your field.
2:30-2:45 p.m.	<i>Break</i> (don't forget to visit the exhibits and vendors)
2:45-4:00 p.m.	<p><i>From Triple Crown to Pasture - Assessing Competencies of the Aging Practitioner</i> - Donald Krause, MD, Medical Director of Rheumatology, and Medical Director of Quality, St. Joseph Hospital</p> <p>For older physicians, deciding when to leave practice is about more than just clinical competency – it also comes with emotional internal struggles. About one in four U.S. physicians is older than 65, and the number of physicians in this age bracket more than quadrupled between 1975 and 2013. This presentation takes a deeper look at assessing the senior physician's ability to provide safe and effective patient care.</p>
4:00 p.m.	FOLD!!!!
6:00-9:00 p.m.	<p>20TH ANNIVERSARY CELEBRATION (HORS D'OEUVRES, CASH BAR AND ENTERTAINMENT)</p>



WAGER
FRIDAY, MAY 13, 2016



7:30-8:00 a.m.	<i>Continental breakfast and networking</i>
8:00-9:00 a.m.	<p><i>Back to the Future with the National Practitioner Databank (NPDB)</i> – Cheryl Schilke, CPMSM, Director of Synernet CVO</p> <ul style="list-style-type: none"> ♣ Querying the NPDB in 1996 ♣ What is that green paper? ♣ Timeframe from query to results – then and now ♣ Continuous query – the pros, cons, and cost differential
9:00-10:30 a.m.	<p><i>Let's Talk for a Change</i> - David Lee</p> <p>Our ability to get results in the workplace depends in large part on our ability to engage people in constructive conversations about those results. Whether it's getting more cooperation from a challenging co-worker, improving morale, inspiring better customer service from staff, or just working through personality issues, having the skills to bring up and talk about difficult issues not only enables us to be more successful, it also reduces the stress that comes from “people issues” in the workplace.</p> <p>This two-part session will provide you with guiding principles and techniques for addressing both difficult and important issues more effectively.</p>
10:30-10:45 a.m.	<i>Break</i> (don't forget to visit the exhibits and vendors)
10:45-12:00 p.m.	<i>Let's Talk for a Change (continued)</i>
12:00-1:00 p.m.	<i>Lunch, networking and anniversary cake</i> (don't forget to visit the exhibits and vendors)
1:00-3:00 p.m.	<p><i>Inspiring U</i> – David Lee</p> <p>When you bring your best self to work – your most competent, confident, energized, and inspired self – you naturally bring out the best in others. Consider this your own mini-university of guiding principles and practices that will enable you to bring your A Game to work every day and, by doing so, create a more positive, productive atmosphere at work.</p> <p>Whether you have an <i>official</i> title that designates you as a leader or you are an individual contributor, you have the ability to make a HUGE difference where you work. You can improve morale, foster teamwork, and bring out the best in others, if...you know how to consistently bring YOUR best self to work. When you bring your A Game to work, when you bring your Best Self to work, others are more likely to:</p> <ul style="list-style-type: none"> ♣ Listen to your ideas ♣ Want to collaborate with you ♣ Care about what you think ♣ Be THEIR best around you
3:00 p.m.	Finales!!!!

HOTEL INFORMATION



We have secured a block of rooms at the Hollywood Casino & Hotel for \$109 (City Side) and \$129 (River Side). WiFi is available at no extra charge. The casino features table games, poker, slots, and live entertainment most nights of the week, plus a raceway with harness racing. Dining options include a bar and grill, a buffet and a snack bar. Parking is free in the attached parking garage. Please keep in mind that you must be 21 years of age and possess a government issued I.D. if you plan to enter the gaming area (separate from our event). Please call 877-779-7771 and indicate that you are with the MeAMSS conference.

You may follow the link below for directions:

<http://www.hollywoodcasinobangor.com/About/Directions>

THINGS TO DO IN BANGOR, MAINE

Toast and taste the flavors of downtown! From upscale dining to casual eats, you'll find delicious food and drink in a great atmosphere when you choose to dine downtown. Downtown Bangor is home to many local, independently-owned restaurants, sandwich shops, pubs, and lounges. Whether you're looking for locally-crafted beer and snacks on a patio, a quick sandwich during a lunch break, innovative fare for a special evening or just a place to linger over coffee, downtown dining has it all.

With entertainment options that run from large-scale operations like Waterfront Concerts, a nationally recognized contemporary art museum, locally-organized storytelling sessions, historical walking tours, and neighborhood outdoor movies, the active and community-supported landscape of arts and culture is constant in downtown Bangor.

Downtown is full of shops with whatever you're looking for. Whether you're searching for the perfect Maine-made souvenir, a funky piece of art to adorn your walls, a book from your favorite author (Stephen King...did I forget to mention he lives in the vicinity?) or hops for your next batch of home brew, Downtown Bangor offers a wide array of shopping for visitors and locals alike.

**On behalf of the Planning Committee,
we look forward to seeing you there!**

