2020 Annual Membership Meeting

May 13-15, 2020 | Courtyard by Marriott, St. George
UHA is turning 100 years old in 2020, and you’re invited to help us celebrate! At this year’s annual meeting we will learn, be inspired and enjoy the company of our healthcare colleagues as we begin our next century of caring for Utah’s citizens and families.

This year’s program starts with an exciting trustee workshop for rural boards with renowned governance expert Jamie Orlikoff on Wednesday. Thursday kicks off with optional golf in the morning and Rural Hospital Council later that day. A festive welcome reception for all attendees on Thursday evening will provide a forum for informal networking and conclude the day’s events. As in past years, Utah Healthcare Executives will offer a presentation over breakfast for all attendees on Friday prior to our educational program. Refer to the schedule of events for more info. Please join us this spring in St. George for a chance to learn, network and celebrate with fellow Utah hospital executives!

About our presenters

**Ryan Donohue** is a thought leader in the realm of healthcare consumerism. Over the past decade, Ryan has conducted extensive research on the effects of consumerism on the U.S. healthcare industry. Ryan is currently the corporate director of program development with National Research Corporation, the largest surveyor of healthcare consumers in the country. Through his research and subsequent findings, Ryan has authored several publications on the topics of healthcare consumerism, brand strategy, and effective marketing tactics. He has worked directly with organizations both big and small to understand and influence consumer decision making in healthcare. His newest presentation delves into price transparency and its effect on consumerism.

**Pamela Barnum** is a former undercover police officer and federal prosecutor who helps organizations increase trust and improve negotiation outcomes using insider nonverbal communication skills. Following a successful career in the criminal justice system, Pamela studied corporate negotiations in graduate school and now shares her expertise with humor, candor, and energy, blending actionable strategies with memorable stories. Pamela will offer attendees real-world techniques to help “crack the code” on deception and increase trust in the workplace and beyond.

**Tom Thibodeau** has focused his efforts since coming to Viterbo University in 1984 to inspiring students to change the world. He is the founder of the Master of Arts in Servant Leadership, the first master’s degree of its kind in the nation, and is also a founding member of hospitality and fellowship resource, Place of Grace, in La Crosse, WI. Thibodeau is a popular professor, talented public speaker, and an extremely active community member who lives the Viterbo values. He regularly leads The Ethical Life seminar series and also offers a Serving the Common Good seminar focused on homelessness. Through the years, his infectious enthusiasm, compassion and commitment to leadership and service have inspired countless colleagues and community members.

Lodging at the Courtyard

All meetings associated with the UHA Annual Meeting will take place in the conference center at the Courtyard by Marriott, St. George, located at 185 South 1470 East in St. George, Utah. UHA has reserved a limited number of rooms at the Courtyard beginning May 12th through May 15th. The room rate for annual meeting attendees is $149 per night plus taxes. Make your reservations by phone by calling the Courtyard by Marriott St. George directly at 435.986.0555 or toll free 888.867.7457 and guarantee your reservation under Utah Hospital Association. A ResLink is also available for online booking. Click on the link below.

This special rate is guaranteed until April 13th. For more information or directions, go to [http://www.marriott.com/hotels/travel/sgucy-courtyard-st-george](http://www.marriott.com/hotels/travel/sgucy-courtyard-st-george).

Book Your Room Online
Registration and Schedule

UHA 2020 Annual Meeting
Courtyard by Marriott
St. George, Utah

Online Registration

An online portal has been set up to facilitate registration for this year’s UHA Annual Meeting. To register, go to https://utahhospitals.org/events and click on the UHA 2020 Annual Membership Meeting item.

Questions regarding registration should be directed to Jill Vicory at UHA, 801.486.9915; jill@utahhospitals.org

Meeting Schedule

Wednesday, May 13
10 a.m.-5 p.m. Rural Governance Training Workshop featuring Jamie Orlikoff
   For rural hospital administrative leaders and board members;
   RSVP to Greg Rosenvall, greg@utahhospitals.org

Thursday, May 14
8 a.m. Optional Golf Outing (indicate your interest on the online registration form)
3:30-5 p.m. Rural Hospital Council Meeting; Council members only
6-7:30 p.m. Welcome Reception on the Courtyard Patio—UHA Celebrates!

Friday, May 15
7-8:30 a.m. Breakfast Buffet and Utah Healthcare Executives Panel Discussion
   (Open to All Attendees)
8 a.m. General Registration begins
8:30 a.m. Opening Remarks—Mark Dalley, UHA Board Chair
8:45 a.m. Transparency and Today’s Healthcare Consumer
   Ryan Donohue, National Research Corporation, Lincoln, NE
10:00 a.m. Morning Break
10:15 a.m. Trust in the Workplace: Cracking the Code on Deception
   Pamela Barnum, pamelabarnum.com, British Columbia, Canada
11:30 a.m. Servant Leadership
   Tom Thibodeau, Viturbo University, LaCrosse, WI
12:30 p.m. Networking Lunch and UHA President’s Report
1:30 p.m. Meeting concludes