



# ***Maintaining Clarity in Chaos***

**2025**  
**ANNUAL CONVENTION**  
**October 6 — 9**  
**Sun Valley Resort**  
**Sun Valley, ID**



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# YOU'RE INVITED!

Dear Friends and Colleagues,

On behalf of the Idaho Hospital Association, we invite you to join us for IHA's Annual Convention at the beautiful Sun Valley Resort in Sun Valley, Idaho. This event is an opportunity we look forward to each year to bring our members together for education, collaboration, and networking.

The convention will kick off on Monday evening with the President's Welcome Reception. Registrants should plan to stop by the Inn Board Room between 4:00 p.m. and 5:30 p.m. to pick up their name badge and registration packet from IHA staff before heading to the event.

Joining us during breakfast on Tuesday morning will be our opening keynote speaker, **Tim Johnsen**, presenting ***From Crash to Command: Leading through Crisis with Humor, Heart, and Hope***. In this presentation, he will share actionable strategies for leading with clarity, compassion, and unshakeable hope. And, taking the stage at Wednesday's luncheon will be our closing keynote speaker **Craig Deao**, presenting ***Shaping Health Care's Future: Balancing Today's Fires with Tomorrow's Vision***. In this presentation, attendees will gain an understanding of emerging forces, how to navigate trust challenges, bridge trends and strategy, master visioning, and develop actionable insights.

In addition to our keynote sessions, attendees will have access to content experts, including American Hospital Association President & CEO, **Rick Pollack**, as well as others who will speak to the latest trends, updates, innovations, and best practices in healthcare. There will also be ample time for networking with peers from around the state.

We will honor our 2025 award recipients of the *Steven A. Millard Star Garnet, Trustee of the Year, Excellence in Medicine, Excellence in Patient Care, Special Recognition of Retirement, Leader of Volunteer Excellence, and Jr. Volunteer of the Year* at the awards luncheon on Tuesday.

We invite you to join us on Tuesday evening for the Chairman's Celebration and Entertainment. Celebration attendees will enjoy drinks, dinner, and the musical talents of **Kevin Ware**. Come partake in the festivities and network with friends and colleagues, old and new.

Without the participation and generous support of our sponsors, this convention and its various educational opportunities and social events would not be possible. Their support enables us to provide high-quality programming, while keeping registration costs affordable. We urge you to set aside time to visit the Sponsor Showcase, speak with sponsor representatives throughout the convention, and express your appreciation for their participation and support.

We encourage you to prioritize attendance at this year's convention — ***Maintaining Clarity in Chaos***.



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**RESORT INFORMATION:** Amid the splendor of Idaho's majestic mountains, Sun Valley has reigned as the world's first and finest destination ski resort since 1936. Sun Valley remains the ultimate timeless resort for all seasons. Airline connections to the Wood River Valley can be made from all major surrounding cities. By car, Sun Valley is just under three hours from Boise or five hours from Salt Lake City. Complimentary shuttle service is available for hotel guests from Friedman Memorial Airport (SUN) in Hailey, just 14 miles (approx. 22 minutes) from the resort. For shuttle reservations call 800.786.8259.

Starting at \$225/night (single/double occupancy), a block of rooms will be held until **September 3** at special rates for IHA convention attendees. To make your reservation and receive our discounted rates, call 800.786.8259 and mention the Idaho Hospital Association. All cancellations are fully refundable up to seven (7) days prior to arrival. A credit card is required at time of booking and a full deposit will be taken on the seventh day prior to arrival. Sun Valley Resort policy is to charge for 'no shows' as well as early departures made within seven (7) days of arrival. Reservations may also be made [online](#); however, not all room types appear in the online reservation system. **For the best selection, make reservations early by calling the number above.**

**REGISTRATION INFORMATION:** Registration is open to employees and trustees of IHA member hospitals and health systems, IHA invited guests, and contracted sponsors of the Annual Convention. Registered attendees are permitted to attend all sessions of interest, unless otherwise noted. Individuals who are not an employee of an IHA member hospital or health system but are members of either ACHE of Idaho or the Idaho Chapter of Healthcare Financial Management Association may also attend; however, a membership ID # is required when registering.

Please complete your registration [online](#). If paying by check, print and return a copy of the registration confirmation with your check made payable to IHA, and mail to P.O. Box 1278, Boise, ID 83701-1278. **The registration deadline is September 25 at 11:59 p.m. MDT.** A \$40 processing fee will be added to

all new registrations received after September 25. Online registration will remain open through **Monday, September 29 at 12:00 p.m. MDT**, after which all registrations must be completed on-site on a space available basis.

Registration packets will be available at the IHA registration desk located in the Inn Board Room. Should you have questions, please call 208.338.5100 or e-mail [info@teamiha.org](mailto:info@teamiha.org). Hours of operation are listed on pages 13 and 29.

**PER PERSON FEES:** All convention registrants (excluding IHA sponsors, IHA speakers, and invited guests) will be charged a general registration fee. The general individual registration fee of \$425, or \$400 if registering four or more individuals under one payment (excludes spouse/guest registration), is in addition to specific program professional credit fees and special meal functions.

**CANCELLATION POLICY:** A non-refundable processing fee of \$40 will be retained for all cancellations. **Cancellations received after 11:59 p.m. MDT on September 25 are non-refundable.** All fees associated with the event are forfeited for those who fail to cancel within the stated time or fail to attend the event. Registrants unable to attend are permitted and encouraged to send a substitute. If payment has not been received prior to the event and the registrant fails to attend or does not cancel before the September 25 deadline, the entire registration fee, in addition to the late fee, is payable and will be billed.

**ELECTRONIC HANDOUTS:** The attendee list, as well as all presenter materials received in advance will be posted in PDF format at [teamiha.org](http://teamiha.org) approximately five (5) days prior to the event and will remain accessible for ten (10) days post-event. The attendee list will include Name, Title, Organization, and City/State. **NOTE:** Paper copies of handouts will not be provided on-site at the convention unless specifically requested by a presenter. Please refer to your registration confirmation email for the link and password.

**SPECIAL NEEDS:** In accordance with the Americans with Disabilities Act, IHA seeks to make our meetings accessible to all. Please call 208.338.5100 before **September 8** if you require special accommodations.

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# SCHEDULE AT-A-GLANCE

## Monday, October 6

4:00p - 5:30p	Registration
6:00p - 7:30p	President's Welcome Reception

## Tuesday, October 7

7:00a - 3:30p	Registration
7:30a - 8:00a	***Sponsor Showcase***
8:00a - 9:45a	Breakfast & Keynote Address
9:45a - 10:15a	***Sponsor Showcase & Beverage Break***
10:15a - 11:15a	Plenary Session
11:15a - 11:45a	***Sponsor Showcase & Break***
11:45a - 1:45p	Awards Luncheon
1:45p - 2:00p	***Sponsor Showcase & Break***
2:00p - 3:30p	Session Tracks (select one) Track 1: Leadership (ACHE); Track 2: Finance (HFMA); Track 3: Governance; Track 4: Quality & Compliance
4:00p - 6:00p	<b>American College of Healthcare Executives (ACHE) Networking Event</b> <i>This reception is open to current members of ACHE Idaho or those interested to learn more about ACHE.</i>
6:30p - 9:00p	Chairman's Celebration & Entertainment

## Wednesday, October 8

6:30a - 3:30p	Registration
7:00a - 7:30a	***Sponsor Showcase***
7:30a - 8:45a	Membership Breakfast
8:45a - 9:00a	***Sponsor Showcase & Break***
9:00a - 10:00a	Plenary Sessions (select one) • Option 1 (CAH) • Option 2 (General)
10:00a - 10:15a	***Sponsor Showcase & Beverage Break***
10:15a - 11:45a	Session Tracks (select one) Track 1: Leadership (ACHE); Track 2: Finance (HFMA); Track 3: Governance; Track 4: Quality & Compliance
11:45a - 12:00p	***Sponsor Showcase & Break***
12:00p - 1:45p	Luncheon & Keynote Address
1:45p - 2:00p	Break
2:00p - 3:30p	Session Tracks (select one) Track 1: Leadership (ACHE); Track 2: Finance (HFMA); Track 3: Governance; Track 4: Quality & Compliance
4:00p - 5:00p	<b>Healthcare Business Ventures Board of Directors Meeting</b> <i>This meeting is open to Healthcare Business Ventures board members and invited guests.</i>
6:00p - 9:00p	<b>IHA Board of Directors Networking Event</b> <i>This event is open to IHA board members and invited guests.</i>

## Thursday, October 9

8:00a - 11:30a	<b>IHA Board of Directors Meeting</b> <i>This meeting is open to IHA board members and invited guests.</i>
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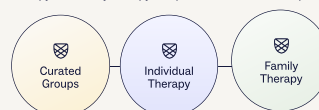
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## ENDORSED PARTNERS





## MONDAY, OCTOBER 6

**PRESIDENT'S WELCOME RECEPTION | 6:00 p.m. - 7:30 p.m.**

Sponsored by **Qualivis**

Join us for an evening of food, drink, and networking to kick off the event.

### REGISTRATION HOURS

Inn Board Room

**Monday | 4:00 p.m. - 5:30 p.m.**

**Tuesday | 7:00 a.m. - 3:30 p.m.**

**Wednesday | 6:30 a.m. - 3:30 p.m.**

## TUESDAY, OCTOBER 7

\*\*\*SPONSOR SHOWCASE | 7:30 a.m. - 8:00 a.m.\*\*\*

**BREAKFAST AND KEYNOTE ADDRESS | 8:00 a.m. - 9:45 a.m.**

***From Crash to Command: Leading through Crisis with Humor, Heart, and Hope***

Tim Johnsen, RN, BSN, MS, MBA, FACHE, CPPS, Chief Operating Officer — Presbyterian Healthcare

When leadership feels like a series of landings without a runway, how do you keep going? In this powerful, story-driven keynote, a seasoned healthcare executive shares how personal tragedy, near-death experience, and decades of executive leadership forged a path through today's healthcare chaos — with humor, resilience, and actionable strategies for leading with clarity, compassion, and unshakeable hope.

\*\*\*SPONSOR SHOWCASE & BEVERAGE BREAK | 9:45 a.m. - 10:15 a.m.\*\*\*

Sponsored by **Select Health**

**PLENARY SESSION | 10:15 a.m. - 11:15 a.m.**

Sponsored by **Eide Bailly, LLP**

***Federal Update: What's on the Hospital Horizon***

Rick Pollack, President & CEO — American Hospital Association; and, Brian Whitlock, President & CEO — Idaho Hospital Association

In this fireside chat, Rick Pollack, president and CEO of the American Hospital Association, will join IHA's Brian Whitlock for a conversation on the latest federal legislative, regulatory, and other activities. In addition, they will examine the state of our hospital and health system field, and how hospitals can plan for future care delivery.

\*\*\*SPONSOR SHOWCASE & BREAK | 11:15 a.m. - 11:45 a.m.\*\*\*

**AWARDS LUNCHEON | 11:45 a.m. - 1:45 p.m.**

Sponsored by **Gallagher**

Join us as we honor our 2025 award recipients in the following categories: *Steven A. Millard Star Garnet, Trustee of the Year, Excellence in Medicine, Excellence in Patient Care, Special Recognition of Retirement, Leader of Volunteer Excellence (LOVE), and Jr. Volunteer of the Year* for their outstanding contributions and performance in healthcare. You can read about this year's honorees beginning on page 42.

\*\*\*SPONSOR SHOWCASE & BREAK | 1:45 p.m. - 2:00 p.m.\*\*\*

**SESSION TRACKS | 2:00 p.m. - 3:30 p.m. (please select one)**

**Track 1: LEADERSHIP (ACHE) — ADD-ON FEE: \$75 for ACHE Face-to-Face Credits**

Sponsored by **Psychiatric Medical Care**

***Designing a Caregiver Culture That Rocks! - Part 1***

Jake Poore, President and Chief Experience Officer — Integrated Loyalty Systems

In healthcare, *patients experience us the way we experience each other*. That's why culture isn't a soft skill — it's a strategic one. In this session, leaders will learn how to intentionally design a workplace where caregivers feel valued, emotionally supported, and connected to a shared purpose.

You'll walk away with practical tools to:

- Practical, tactical tools that connect with each individual caregiver
- Reconnect your team to their original "why" in healthcare – Their Calling
- Break down silos across departments and shifts
- Create a common language and shared toolkit for delivering seamless patient experiences
- Take the emotional pulse of your team and build trust in the moment
- Apply the *Human + Business + Human®* framework to everyday workflows

You'll leave with a replicable formula for turning daily interactions into lasting cultural impact — one that empowers caregivers to bring their best selves to work, every shift.

*This program has been developed and is presented by ACHE of Idaho. The American College of Healthcare Executives (ACHE) has awarded 1.5 ACHE Face-to-Face Education Credits for this program.*

## **Track 2: FINANCE (HFMA)**

Sponsored by **Idaho State University, Kasiska Division of Health Sciences**

### **Compliance Program Guidance & Hot Topics for Healthcare Organizations**

Rachel Pugliano, Director — Eide Bailly, LLP

Compliance program guidance from the OIG and DOJ have been in place for years; and this guidance applies to any size organization. The OIG has recently issued additional clarification within their guidance that further outlines expectations and best practices. While one size does not fit all, we will address how to set-up and maintain a successful compliance program in both large and small organizations: along with the unique challenges some face. We will cover the essential elements of a compliance plan, OIG focused areas and some practical ways to address compliance concerns.

## **Track 3: GOVERNANCE**

Sponsored by **Idaho State University, Kasiska Division of Health Sciences**

### **Strengthening Strategic Engagement: Advancing Beyond Oversight to True Strategic Stewardship**

Ginnie Berg, MBA, Director, Strategy — Ovation Healthcare

In today's ever evolving and complex healthcare environment, executing on your strategic plan is even more important. But it takes more than just hospital leadership. This session will explore the practical approaches for strengthening engagement, and involvement with the strategic plan from all stakeholders, including board members, medical staff, hospital wide leaders and community partners.

## **Track 4: QUALITY & COMPLIANCE**

Sponsored by **ActionCue by Prista**

### **Risks of Dismissing Patient, Family, and Caregiver Concerns**

Shannon Davila, MSN, RN, CPPS, CPHQ, CIC, FAPIC, Executive Director — Total Systems Safety, ECRI

As healthcare advances at an unprecedented pace, the landscape of patient safety is continually evolving. The year 2025 marks a pivotal moment in this ongoing journey, as we are now a quarter of a century removed from the Institute of Medicine's landmark report, *To Err Is Human*. This session will explore this important topic and related issues, including the concept of "medical gaslighting" and cognitive bias. The session will feature the patient's perspective, as well as strategies to increase awareness and improve provider-patient relationships.

## **AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES (ACHE) NETWORKING RECEPTION | 4:00 p.m. - 6:00 p.m.**

Sponsored by **ACHE of Idaho**

Convention attendees are invited to join ACHE of Idaho leaders to learn more about ACHE and to enjoy a complimentary beverage, an opportunity to socialize with Idaho's healthcare executives, and an entry to win a raffle prize.



### CHAIRMAN'S CELEBRATION & ENTERTAINMENT | 6:30 p.m. - 9:00 p.m. | ADD-ON FEE: \$85/pp

Join us for an evening of networking and celebration as we honor our 2025 IHA Chair, **Lenne Bonner**, chief executive officer of Clearwater Valley Health and St. Mary's Health in Orofino and Cottonwood.

The event will feature dinner, drinks, ample time for networking, and entertainment. The Chair Address and IHAPAC awards will also be presented.

Entertainment Sponsored by **Layton Construction**

**Kevin Ware** is an expressive singer songwriter who plays with a soulful and heartfelt approach to bring meaning and depth to every atmosphere. His long list of passionate covers and classics will stay with you and spark necessary self-inquiry and bring you back to moments and memories of your past. Kevin has performed and played throughout Idaho and beyond for over 20 years and is a Blaine County local and favorite.



**Pre-registration is required.**

## WEDNESDAY, OCTOBER 8

\*\*\*SPONSOR SHOWCASE | 7:00 a.m. - 7:30 a.m.\*\*\*

### MEMBERSHIP BREAKFAST | 7:30 a.m. - 8:45 a.m.

Sponsored by **Hawley Troxell, LLP**

#### 8:00 – 8:45 a.m. | **Avoiding the Long Financial Tail of a Cyberattack**

Mike Hamilton, Field CISO — Lumifi Cyber

Cyberattacks against healthcare are considered foreseeable events, and PHI is still considered very valuable by cybercriminals. Today, when there is an unauthorized disclosure of protected records the event is quickly followed by a class action suit and increasingly, claims of executive negligence. While the attack itself may be impossible to prevent, avoiding these additional financial penalties is possible and straightforward. The speaker will review the reasons this litigation has spiked and detail the techniques that healthcare organizations may use to insulate themselves from civil litigation.

\*\*\*SPONSOR SHOWCASE & BREAK | 8:45 a.m. - 9:00 a.m.\*\*\*

### PLENARY SESSION | 9:00 a.m. - 10:00 a.m. (please select one)

#### Option 1 - CAH

Sponsored by **InReach Community Dx**

#### **Physician Recruitment in Turbulent Times**

Thomas J. Mortell, Co-Managing Partner and Chair, Health Law Practice Group — Hawley Troxell, LLP

Declining reimbursement, physician shortages, and a difficult political landscape make recruiting and retaining physicians a challenge for Idaho's hospitals. Your medical staff provides access and quality patient care to the members of your community and drives the financial viability of your facility. We will discuss the available tools and best legal practices that will hopefully make it easier to recruit and retain the quality physicians needed at your hospital.



## Option 2 - GENERAL

### **The Trump Presidency and What Comes Next**

Whit Ayres, Founder and President — North Star Opinion Research

This session will review the latest public opinion data on the Trump presidency, including attitudes about healthcare policy during his second administration, and what might occur during the next three years.

\*\*\***SPONSOR SHOWCASE & BEVERAGE BREAK | 10:00 a.m. - 10:15 a.m.**\*\*\*

Sponsored by **UnitedHealthcare**

**SESSION TRACKS | 10:15 a.m. - 11:45 a.m. (please select one)**

### **Track 1: LEADERSHIP (ACHE) — ADD-ON FEE: \$75 for ACHE Face-to-Face Credits**

Sponsored by **Intellimed**

#### **World-Class Patient Experiences – One Patient at a Time - Part 2**

Jake Poore

Once the culture is right on the inside, it radiates outward to every patient touchpoint. In Part 2, we'll shift focus from the team to the patient, providing a tactical blueprint for delivering consistent, compassionate care at every moment of truth.

You'll learn how to:

- Build trust with patients and families through authentic connection and a new kind of V.I.P. Treatment
- Operationalize excellence using *Always Plays®* and an *Always Playbook®*
- Create a language of caring that every caregiver can own
- Help caregivers identify and remove the *Organizational Graffiti* from their workplace

Together, these sessions equip you to design a culture that not only supports your caregivers — but transforms every patient's experience.

*This program has been developed and is presented by ACHE of Idaho. The American College of Healthcare Executives (ACHE) has awarded 1.5 ACHE Face-to-Face Education Credits for this program.*

### **Track 2: FINANCE (HFMA)**

Sponsored by **Consilium Group, LLC**

#### **Mastering Lean Business Excellence in the Revenue Cycle: Tools and Strategies for Success**

Olivia Currin-Britt, Vice President of Client Success — Savista

Unlock the full potential of your revenue cycle with a fresh perspective on Lean Business Excellence! Join Olivia Currin-Britt, a seasoned expert in operational efficiency, as she unveils the transformative power of Lean principles tailored specifically for the revenue cycle. This engaging presentation will demystify the basics of Lean, introduce essential tools for identifying and eliminating waste, and provide actionable insights on project selection and stakeholder analysis.

### **Track 3: GOVERNANCE**

Sponsored by **UnitedHealthcare**

#### **Excellence in Governance**

Craig Deao, MHA, Managing Director — Huron

Governance can be a powerful driver of health system performance — or a barrier. Drawing on the latest research and real-world examples, this session outlines the key attributes of high-functioning boards: strategic focus, role clarity, and a culture of accountability and continuous learning. Participants will gain practical tools to strengthen board-management partnerships, clarify governance roles, and foster a board culture that drives mission success.

## Track 4: QUALITY & COMPLIANCE

Sponsored by **Pacific Medical Inc.**

### **From the Front Lines: Engaging Clinicians in Quality and Patient Safety Initiatives**

Kelly McGrath, MD, MBA, Chief Medical Officer — Clearwater Valley Health; Kenneth Newhouse, MD, Chief Medical Officer — Bingham Healthcare; and, Connie Osborn, Chief Quality Officer — Gritman Medical Center

How do we meaningfully engage clinicians in the work of quality improvement (QI) and patient safety (PS) without adding to their burden? In this candid panel discussion, clinicians from diverse settings share real-world successes, missteps, and practical insights on embedding QI and PS into clinical culture. Attendees will hear about engagement strategies that work, lessons from resistance, and how to build momentum from within the front lines. Come prepared to rethink what “engagement” really means.

\*\*\*SPONSOR SHOWCASE & BREAK | 11:45 a.m. - 12:00 p.m.\*\*\*

### **LUNCHEON AND KEYNOTE ADDRESS | 12:00 p.m. - 1:45 p.m.**

Sponsored by **Ovation Healthcare**

### **Shaping Health Care's Future: Balancing Today's Fires with Tomorrow's Vision**

Craig Deao, MHA, Managing Director — Huron

In today's volatile healthcare environment, leaders face the dual challenge of managing short-term pressures while steering toward long-term transformation. This session explores the major forces reshaping the field — from demographic shifts and evolving consumer expectations to the accelerating impact of AI. Participants will learn how to connect emerging trends with practical, future-focused strategies. Through visioning tools and strategic frameworks, leaders will clarify both “what game we want to play” and “how to win,” helping them position their organizations for growth, relevance, and resilience in the decade ahead.

**BREAK | 1:45 p.m. - 2:00 p.m.**

**SESSION TRACKS | 2:00 p.m. - 3:30 p.m. (please select one)**

**Track 1: LEADERSHIP (ACHE) — ADD-ON FEE:** \$75 for ACHE Face-to-Face Credits

### **Successfully Leading Change in Healthcare Organizations**

Moderator: Brad Turpen, FACHE, FACMPE, Chief Executive Officer — Valor Health

Panelists: Erika Ferrozzo, MHA, Chief Executive Officer — Idaho Urologic Institute and Surgery Center of Idaho; Nathan Carter, FACHE, Chief Executive Officer — Portneuf Medical Center; Shannon Barnes, MSOD, SHRM-SCP, Chief Human Resources Officer — Bonner General Health

The healthcare environment is constantly changing, and provider organizations must adapt in order to survive and thrive. This session dives into how organizations are frequently asked to respond to legislative changes, market fluctuations, safety concerns, and patient or staff demands. The success of major change implementation hinges on how it is communicated and how it impacts individuals and processes in the organization. Stakeholders frequently resist change for many reasons, including not having enough information, fear of how the change will affect them, comfort with the status quo, and not understanding the benefits of the change. For change to truly be effective, a leader must know how to effectively communicate the benefits, minimize the barriers, and describe the processes. Learn from your peers as they share approaches that were successful and those that impeded the change process.

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## **Track 2: FINANCE (HFMA)**

### **The Vital Role of the CFO in High Performing Spend Management**

Nicholas Meyer, MBA, VP, Client Engagement — Elevate

As hospitals and health systems face mounting financial pressures — rising product and medication costs, labor shortages, regulatory demands, tariff volatility, product shortages — leaders must reimagine their supply

chain operating models to ensure long-term viability. Acting as a strategist, change agent, and operational leader, the CFO's involvement in the hospital supply chain ensures a high performing and sustainable future. We will share the importance of the CFO's leadership in the hospital supply chain and arm them with key considerations that they should address with their supply chain and department leaders as well as the outcomes they should expect.

### **Track 3: GOVERNANCE**

Sponsored by **UnitedHealthcare**

#### **Elevating Board Meetings**

Craig Deao, MHA, Managing Director — Huron

Too often, board meetings are packed with reports but light on strategy. This session challenges that norm, offering a fresh approach to meeting design that helps boards focus on what matters most. The discussion will share actionable ideas to streamline agendas, frame issues at the right level, and create space for meaningful dialogue and decision-making. Participants will leave with practical techniques to make their board meetings more efficient, engaging, and aligned with their organization's priorities.

### **Track 4: QUALITY & COMPLIANCE**

#### **Designing Population Health in a Critical Access Hospital | 2:00 - 2:45 p.m.**

Holly Davis, MBA, BSN, RN — Bingham Memorial Hospital

Bingham Memorial Hospital, part of Bingham Healthcare, is a state-of-the-art CAH located in Blackfoot, Idaho, serving a 150-mile area with in-network clinic locations. To enhance patient outcomes in Bingham's rural setting, a population health program focusing on advanced nurse care models was launched in 2018, led by Holly Davis, Bingham Memorial Hospital's chief nursing officer. Since then, Bingham's population health team has grown to include five RNs, a data analyst, and several care coordinators. Discover how Bingham developed a successful rural population health program that has improved its quality care measures and financial sustainability.

#### **Legal Pulse: What Hospitals Need to Know | 2:45 - 3:30 p.m.**

Kim C. Stanger, Attorney — Holland & Hart, LLP

The legal and regulatory environment for hospitals is shifting at an unprecedented pace — impacting everything from staffing models and reimbursement to patient privacy and strategic partnerships. In this timely and focused session, a leading healthcare attorney will break down the most important legal developments affecting hospitals today. This session will explore key updates in areas such as regulatory compliance, EMTALA, Stark Law and Anti-Kickback enforcement, labor and employment law, data privacy, and recent CMS and DOJ activity. More importantly, it will translate these legal shifts into strategic considerations for hospital leadership, helping you manage risk while advancing organizational goals.

#### **HEALTHCARE BUSINESS VENTURES BOARD OF DIRECTORS MEETING | 4:00 p.m. - 5:00 p.m.**

*This meeting is open to Healthcare Business Ventures board members and invited guests. Materials will be provided under separate cover.*

#### **IHA BOARD OF DIRECTORS NETWORKING EVENT | 6:00 p.m. - 9:00 p.m.**

*This event is open to IHA board members and invited guests. Details will be provided under separate cover.*

## **THURSDAY, OCTOBER 9**

#### **IHA BOARD OF DIRECTORS MEETING | 8:00 a.m. - 11:30 a.m.**

*This meeting is open to IHA board members and invited guests. Materials will be provided under separate cover.*



# SPEAKER BIOS



**Whit Ayres** is a leading Washington, D.C. political consultant with 40 years of experience in polling and survey research for high profile political campaigns, associations, and nonprofit organizations.

As Founder and President of North Star Opinion Research, a national public opinion and public affairs research firm located in Arlington, Virginia, Mr. Ayres has provided strategic insights and messaging advice to numerous political clients at all levels of government.

His U.S. Senate clients have included Lamar Alexander, Bob Corker, Paul Coverdell, Bill Frist, Lindsey Graham, Jim Inhofe, John Kennedy, Mack Mattingly, Marco Rubio, Jeff Sessions, and Strom Thurmond. His gubernatorial clients have included David Beasley, Carroll Campbell, Ron DeSantis, Bill Haslam, Bill Lee, and Bob Riley. His more than 80 association and nonprofit clients have included The American Medical Association, The Bipartisan Policy Center, The Boy Scouts of America, The Environmental Defense Fund, The Federalist Society, the Nature Conservancy, the Peter G. Peterson Foundation, and the U.S. Chamber of Commerce.

Mr. Ayres has been active in the American Association of Political Consultants (AAPC) for over 30 years, serving as its Treasurer, President, and Chair. In 2012 he was honored as the Republican Pollster of the Year by the organization, and he was inducted in 2024 into the AAPC Hall of Fame.

Mr. Ayres is the author of *2016 and Beyond: How Republicans Can Elect a President in the New America*. The book argues that the GOP must adapt to the changing demographics of America to be politically successful in the future.

His comments and analysis appear on *NPR* and in *The Wall Street Journal*, *The New York Times*, *The Washington Post*, *The Los Angeles Times*, *USA Today*, and numerous regional newspapers.

He is active with numerous Presbyterian Church, educational, and volunteer organizations. He currently serves on the board of the News Literacy Project, the Alexandria Symphony Orchestra, and the PBS station WETA.

Mr. Ayres founded his company after a career as a tenured professor at the University of South Carolina, and Budget and Policy Director for former South Carolina Governor Carroll Campbell. He is a graduate of Davidson College and holds a Ph.D. in political science from the University of North Carolina at Chapel Hill.



**Shannon Barnes** is the chief human resources officer at Bonner General Health in Sandpoint, Idaho. Over a bright and competent career, Ms. Barnes has spent time honing her skills in nearly all facets of HR work – in Leadership and Career Development, Organizational Development and Change, Talent Acquisition, Total Rewards, Employee Engagement, Labor Relations, and Internal Communications. And after 30 years of embracing the fact that she “knows enough to be dangerous,” her approach today is richly collaborative as she brings a fresh spin to the proven belief that great ideas truly do come from everyone. When she’s not at work, you will find her pursuing her Healthcare Coaching Certification.



**Ginnie Berg** is a thoughtful and experienced strategist dedicated to helping identify and navigate the ever-changing waters facing independent community hospitals today. She brings a fresh perspective and looks for novel ways organizations can remain resilient and relevant through the challenges they face.

With over ten years of experience in data analytics and market analysis, Ms. Berg has been able to help organizations better understand their current landscape and develop actionable strategies that allow clients to drive their organizational mission and vision forward in a sustainable way. Her experience spans healthcare finance, strategic planning, and medical staff development planning, allowing her to provide focused, data-driven insight on how organizations can improve the delivery of healthcare through innovation and collaborative thinking.



**Nate Carter** grew up in Eagle, Idaho. He is a graduate of Brigham Young University and he earned a master's degree in healthcare administration from the University of Minnesota. He thereafter held previous hospital leadership roles in Eugene, Oregon and Easton, Pennsylvania, but jumped at the opportunity to relocate to Idaho in 2019.

In addition to fulfilling his duties as the CEO of Portneuf Medical Center, he serves as an adjunct professor at the Idaho State University College of Business, and he is the past president of the Idaho Chapter of the American College of Healthcare Executives.



**Olivia Currin-Britt** is the vice president of client success at Savista, where she leads with a passion for operational excellence and client-centered strategy. With over 20 years of experience in the healthcare industry, Ms. Currin-Britt brings deep expertise in revenue cycle management, process improvement, and service delivery.

A certified Lean Six Sigma Black Belt, she is known for her ability to simplify complex challenges and drive measurable, lasting results. Her career began in operations, where she successfully led teams and optimized workflows before transitioning into strategic and client experience-focused leadership roles.

Ms. Currin-Britt's innovative approach, combined with her commitment to continuous improvement, makes her a trusted partner to healthcare organizations navigating today's dynamic landscape.

She also serves as the director of programs and communications chair for the North Carolina HFMA Chapter, where she helps drive member engagement and elevate professional development across the state.



With a clinical background in adult critical care nursing, **Shannon Davila** specializes in infection prevention and healthcare quality improvement. Ms. Davila has provided leadership throughout several state and national patient safety programs, including the New Jersey Sepsis Learning Action Collaborative and CMS Hospital Improvement Innovation Network. She has co-led both the national CMS Sepsis and Antimicrobial Stewardship Affinity Groups. She has authored a book and published several articles focusing on infection prevention's importance. In 2016, Ms. Davila was honored with the APIC Heroes of Infection Prevention Award.



**Holly Davis** began her nursing career at Bingham Memorial Hospital in 1995. In addition to her rural nursing experience, Ms. Davis has worked in large metropolitan health systems in Las Vegas and hospitals in Idaho and Montana. She has served as an RN in medical/surgical units, acute care and postpartum units, and various perioperative departments. Ms. Davis earned an Executive MBA from Boise State University and has held various positions in the nursing leadership field. She is passionate about training new nurses and has dedicated thousands of hours throughout her career as a nurse educator and preceptor. She has served as Bingham's chief quality officer, overseeing quality and risk management programs and population health and value-based care contracts.



**Craig Deao**, MHA, managing director at Huron and national speaker, has provided consulting services to healthcare organizations for two decades. He is a trusted advisor to boards and executive teams, with a focus on governance, strategic planning, growth, patient experience, and organizational transformation. His expertise extends to board education, governance restructuring, and the facilitation of strategic and leadership development initiatives.

Mr. Deao's work emphasizes the importance of creating high-performing governance structures and leadership teams that drive both cultural and operational success. Over his career, he has guided healthcare boards through complex strategic challenges, helping them clarify vision, improve efficiency, and strengthen accountability frameworks. He is highly sought after for his ability to facilitate effective strategic planning and governance processes, enabling senior leaders and boards to develop actionable, forward-thinking goals. He is a frequent speaker at national and international healthcare leadership conferences, including events hosted by the American College of Healthcare Executives, the American Hospital Association, and more than 20 state hospital associations. He has delivered more than 400 presentations across the United States, Canada, and Australia, consistently earning top ratings from participants.

Mr. Deao has authored numerous publications, including the book *The E Factor: How Engaged Patients, Clinicians, Leaders, and Employees Will Transform Healthcare*, which has over 20,000 copies in circulation. His insights on governance and leadership have appeared in publications such as *Health Executive*, *Trustee Magazine*, and *Healthcare Philanthropy*.

Before joining Huron, Mr. Deao held leadership roles at VHA (now Vizient), where he led large-scale educational initiatives for healthcare executives, achieving significant improvements in organizational performance and satisfaction. His educational background includes a Master of Healthcare Administration from the University of Minnesota and dual undergraduate degrees from Louisiana State University.



**Erika Ferrozio** is the chief executive officer of Idaho Urologic Institute (IUI) and Surgery Center of Idaho (SCI). Ms. Ferrozio joined IUI & SCI in May of 2021. In 2025, she was honored as one of Idaho Business Review's Accomplished Under 40, named one of Idaho Business Review's Women of the Year, and featured in Forbes Business.

Ms. Ferrozio earned a master's in public health, healthcare administration from National University and received the Presidents Chair Award for Academic Excellence, and a Bachelor of Science in Kinesiology with an emphasis in Sports Medicine from San Diego State University. In addition, she is a certified Lean Six Sigma Black Belt, a certified HBI Revenue Cycle Leader, and is a certified HBI Patient Access Specialist.

When not at work, she volunteers time on several boards as the president of the Idaho ACHE (American College of Healthcare Executives) chapter, as a board member for the Idaho MGMA (Medical Group Management Association), as a board member for the KYRA committee with the Boys and Girls Club, as a board member for LUGPA (Large Urology Group Practice Association) and volunteers with Boys and Girls Club philanthropy committees.



**Mike Hamilton** is a field CISO with Lumifi Cyber, which provides managed and professional cybersecurity services. His roles have included managing consultant for VeriSign Global Security, CISO for the City of Seattle, policy adviser for Washington State, and vice-chair of a DHS government coordinating council for critical infrastructure protection.



**Tim Johnsen** is currently the chief operating officer of a large healthcare system in the Southwest which is the largest provider of healthcare services in the state. In addition to his professional role, Mr. Johnsen is active on community and hospital association boards currently serving as the chair for Ronald McDonald House Charities of New Mexico, he is an elected board member for New Mexico Hospital Association, and also serves as an elected member of the Regional Policy Board, Region 8, for the American Hospital Association.

Mr. Johnsen began his career at the bedside as a registered nurse; first working in an adult cardiac intensive care unit and then as a flight nurse for an air ambulance program. In this role, he was appointed his first leadership position as chief flight nurse for the program, later being promoted to program director. He went on to become an ER nursing director, director of clinical support programs, and eventually chief operating officer of a 74-bed rural facility in Missouri. He was then appointed chief executive officer for Mercy Health, based out of St. Louis, MO, and led their hospital and ambulatory clinic operations in Lebanon, MO, later promoted to president and CEO of Mercy's health system in Hot Springs, AR. Next, he became the hospital president of INTEGRIS Baptist Medical Center in Oklahoma City, OK, then promoted to division chief adding a 117-bed behavioral health freestanding facility and three other hospitals to his role and responsibilities. In 2019, he left INTEGRIS to join his current health system in New Mexico overseeing nine hospitals across the state.

Mr. Johnsen earned his bachelor's degree in nursing from Missouri State University, his master's degree in health services administration at Southwest Baptist University in Missouri and later his master's degree in business administration from Webster College in St. Louis, MO. He is a Fellow with the American College of Healthcare Executives (ACHE) and while in Oklahoma, served as the ACHE Regent for that state.



His teaching experience includes serving as a clinical preceptor early in his nursing career and multiple instructor roles for clinical education courses including Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) and many others. Additionally, he became adjunct faculty for a master's program in healthcare administration where he taught graduate-level courses including "Current Topics in Healthcare" and "Total Quality Management" semester-long courses for three years while working full-time as a healthcare leader. For a period of time, he was a nationally recognized speaker for trauma nursing topics before advancing into more administrative roles. He has authored and published multiple articles on healthcare topics. Most recently, he has re-initiated his public-speaking on healthcare leadership topics and has presented regionally and nationally at more than 50 symposiums, seminars, meetings, and other settings on a variety of healthcare topics.



**Dr. Kelly McGrath's** career spans more than three decades at Clearwater Valley Hospital, and he serves as the chief medical officer of the multi-state accountable care organization Clearwater Valley Hospital is a part of and actively teaches and mentors residents. Dr. McGrath also serves as Comagine Health's clinical director in Idaho, where he drives population health improvement projects across the state's care continuum. He serves as co-chair of the Idaho Payer Provider Workgroup, which supports the transition to value-based healthcare in Idaho. He also serves as co-director of the Kootenai Health Rural Health Fellowship.

In 2019, he was honored by the Idaho Academy of Family Physicians as the Family Physician of the Year. Dr. McGrath was commended for his generous contributions to his profession, ongoing dedication to his patients, and commitment to his community.

Dr. McGrath earned a Master of Science in Chemical Engineering from the University of Washington, where he also attended medical school.



**Nicholas Meyer** is the vice president of client engagement for Elevate. Mr. Meyer is a seasoned healthcare professional with 17 years of extensive experience, primarily in healthcare account management and strategic consulting. He currently oversees the Elevate Client Engagement team. Elevate provides supply chain expertise and strategic support in all areas of total spend management. The team utilizes robust analytical tools and resources to present cost-reduction strategies and best practices to Ovation Healthcare members.

Mr. Meyer received his MBA from Auburn University's Raymond J. Habert College of Business and a Bachelor of Business Administration from University of Mississippi School of Business.



**Thomas J. Mortell** is a co-managing partner and chair of Hawley Troxell's Health Law Practice Group. He serves as general counsel of the Idaho Hospital Association (IHA) and he and his firm represent many of the IHA's member hospitals.

Since 2002, Mr. Mortell's practice has focused on advising hospitals and other healthcare providers on all aspects of healthcare law. He assists healthcare providers in business transactions, including the acquisition of competing entities, hospital/physician joint ventures, and the acquisition of physician practices. He also helps medical providers with professional services contracts between hospitals and physicians and advises hospital boards on issues relating to physician integration, compliance, governance, and strategic planning.

Mr. Mortell represents hospital clients in federal false claims act litigation, payer reimbursement claims, and related compliance matters. He represents and advises hospitals, and other healthcare clients with issues relating to regulatory compliance (Stark, Anti-kickback statute, HIPAA, EMTALA) as well as physician peer review, credentialing, and provider discipline. Recently, Mr. Mortell and his firm initiated litigation on behalf of two of the firm's hospital clients against the State of Idaho. Those lawsuits resulted in the recovery of millions of dollars of Medicaid payments that had been improperly recouped by Idaho Medicaid.

Mr. Mortell has been listed in the Best Lawyers publication for healthcare since 2013 and was selected in 2016, 2022, and 2024 as Lawyer of the Year for Health Care Law in Boise. He was named to the Idaho Business Review's 2023 Power List of the Most Influential Business Leaders in Idaho. In

2025, Mr. Mortell was selected as the Boise Metro Chamber of Commerce's Government Advocate of the Year.

On the volunteer side, Mr. Mortell serves as a member of the Board of Directors for the Boise Metro Chamber and served as the Chamber's Board Chair in 2021. He is currently the Chair of the Chamber's Policy Committee and Board Chair of the Boise Valley Economic Partnership. He also serves on the board of the Idaho Shakespeare Festival as well as the board of Faces of Hope, a non-profit corporation that provides crucial services to those affected by domestic violence.



**Dr. Kenneth Newhouse** has over 20 years of orthopedic experience, most of which has been spent serving the people of eastern Idaho. He is double board certified in orthopedic and sports medicine and specializes in minimally invasive arthroscopic surgery of the knee and shoulder. Over the course of his career, Dr. Newhouse has learned many things while performing surgery on high-demand professional athletes. He has found that these lessons are applicable to all of his patients, whether they are injured from an accident or are "weekend warrior" athletes. Dr. Newhouse is a very genuine person, and patients find it easy to speak with him about anything. He states that he did not choose orthopedics, orthopedics chose him. Dr. Newhouse enjoys working in a field of medicine where he can make a significant difference in his patient's quality of life. He believes that it is his duty as an orthopedic surgeon to provide his patients with the highest quality of total care. He also believes in developing professional relationships with his patients. Dr. Newhouse knows that developing these relationships and providing the highest level of care requires him to treat each patient in an individual and unique way.



Born at Gritman, **Connie Osborn** joined the hospital's clinical staff as a nurse's aide while attending nursing school in 1976. More than 45 years later, and now serving as Gritman's chief quality officer, she continues to have the same passion for community-based healthcare. The hospital quickly proved to be a second family when Ms. Osborn joined the staff, giving the registered nurse from Troy an opportunity to grow and try new things.

She eventually worked full-time on the hospital's medical-surgical unit and devoted 17 years to the critical care unit. Always willing to help the health of the community, she was instrumental in getting Gritman's cardiac rehabilitation program up and running in the 1990s. She has been chief quality officer at Gritman since 2006, ensuring the healthcare services offered throughout the hospital and clinic system meet the highest possible standards.



**Rick Pollack** is president and CEO of the American Hospital Association (AHA), the nation's largest hospital and healthcare system membership organization with nearly 5,000 member hospitals, healthcare systems, networks, and other providers of care.

Serving as the AHA's top leader since 2015, Mr. Pollack is widely recognized for his strong, effective advocacy and leadership on behalf of our nation's hospitals, the patients, and communities they serve, and the healthcare professionals those organizations support. During the height of the COVID-19 pandemic, he built a coalition including the American Medical Association, the American Nurses Association, state and regional hospital associations, and other leading health organizations to support efforts in following public health guidelines, promoting vaccination, with a focus on vulnerable communities, and successfully obtaining the financial resources and regulatory flexibility to keep our hospitals open to care for their patients and communities during the most challenging public health crisis of our time.

As hospitals recovered from the pandemic, Mr. Pollack has been an influential leader in securing the field's financial stability, as well as redefining the "H" to care for patients in more efficient and convenient ways. Under his leadership, the association launched a comprehensive effort to address historic workforce challenges.

Mr. Pollack has shaped and grown what is widely regarded as one of the nation's most respected and effective advocacy organizations. This includes both a sophisticated political and grassroots network in every congressional district in the country, as well as a political action committee, AHAPAC, which is one of the largest in healthcare.

Mr. Pollack has also guided AHA's efforts to improve quality and patient safety and eliminate disparities in care. As an early leader committed to addressing the growing and evolving threats cybercrimes pose to patients and our healthcare system, he launched a partnership with the Federal Bureau of Investigation and other government agencies to help provide hospitals greater support and resources in this area.

A recognized advocate in expanding healthcare access, Mr. Pollack is a leader in many broad-based national coalitions that have led to improved healthcare coverage for patients. The AHA is a founding member of the Coalition to Strengthen America's Healthcare, a media arm of the hospital field that leads an online community of more than two million activists dedicated to ensuring access to high-quality care for every American.

In addition to serving on the AHA Board of Trustees and the Board of Directors of the Coalition to Strengthen America's Healthcare, Mr. Pollack is a member of steering committees for the National Academy of Medicine Action Collaborative on Clinician Well-Being and Resilience and the Action Collaborative on Decarbonizing the U.S. Health Sector. In addition, he serves on the U.S. Chamber of Commerce Committee of 100 and is a former member of the Special Medical Advisory Group to the Secretary of the U.S. Department of Veteran's Affairs. He is the former chair and current member of the International Hospital Federation's Association Leadership Council.

Mr. Pollack began his career in Washington, D.C. as a legislative assistant to Rep. David Obey of Wisconsin, followed by serving as a legislative representative for the American Nurses Association. He joined the AHA in 1982, a tenure which has included more than 20 years as its executive vice president for advocacy and public policy prior to becoming president and CEO. He holds a bachelor's degree in political science and communications from the State University of New York at Cortland and a master's degree in public administration from American University.



**Jake Poore** firmly believes that exceptional patient experiences start with exceptional caregiver experiences. "Patient experience is an inside job," Jake says. "How caregivers treat each other will mirror how they treat the patient."

This philosophy drives his mission to transform healthcare by elevating its human side. Unlike traditional consultants, he immerses himself in the realities of healthcare, collaborating with clinical and non-clinical teams to ensure that the care team's experience lays the foundation for sustainable world-class patient experiences.

Mr. Poore brings a deep understanding of creating and sustaining service cultures. With nearly two decades at Walt Disney World in Florida, he helped recruit, train, and align 65,000 employees to deliver personalized, memorable experiences. He was instrumental in launching the Disney Institute, Disney's external training arm, in 1996. It was there that Jake discovered his passion for healthcare, as 80% of the attendees were healthcare professionals seeking to bring the art and science of Disney's "magic" to their organizations.

Inspired by this experience, he launched Integrated Loyalty Systems in 2001, to revolutionize healthcare by putting caregivers at the heart of cultural transformation. ILS specializes in helping organizations build patient-centric cultures by first designing blueprints that prioritize caregiver well-being and engagement. Mr. Poore and his team focus on defining patient experience strategies, mapping ideal caregiver and patient journeys, and operationalizing cultural transformations that endure.

ILS has partnered with leading healthcare organizations, including Neom Health & Wellbeing, Mayo Clinic, Intermountain Health, Kaiser Permanente, Dignity Health - CommonSpirit, University of PA-Penn Medicine, Ochsner Health System, National Rehabilitation Hospital, and BJC Healthcare, to build cultures where caregivers thrive — and, in turn, patients benefit.



Mr. Poore has also served as faculty for the American College for Healthcare Executives (ACHE) since 2009, teaching a two-day course on building worldclass cultures that foster both exceptional patient and caregiver experiences. In recognition of his work, Jake received the prestigious Ozmun Award in Administrative Excellence from the Mayo Clinic in 2018.

His popular book, *"99 Lessons Learned from Disney to Improve the Patient Experience,"* and its companion workbook provide actionable strategies for integrating Disney's principles into healthcare, always with a focus on empowering caregivers to excel.



**Rachel Pugliano** assists clients with the improvement of their revenue cycle functions as well as maintaining compliance with the current regulatory environment. Her specific expertise is in the mid-cycle of the revenue cycle, which includes revenue integrity, chargemaster maintenance, charge capture and coding.

When working with Ms. Pugliano, clients can expect a collaborative approach to solving revenue cycle challenges. She will listen to the issues, validate with data, and uncover the root cause of the problem. She realizes that there is not a "one-size-fits-all" solution and that every organization is unique.

Ms. Pugliano is part of the military community through her husband's active-duty service in the Army. Support of new military spouses, new arrivals to military installations and contributing to a sense of belonging for this unique population is a fulfilling way to give back to those who serve.



**Kim C. Stanger** is a partner in the Boise office of Holland & Hart, LLP, and the chair of the firm's Health Law Group. Mr. Stanger helps clients navigate the complex state and federal regulations governing the healthcare industry, including healthcare reform, fraud and abuse laws, HIPAA, EMTALA, Medicare and Medicaid requirements, and licensing, compliance, administrative proceedings, and litigation.

He was named the Best Lawyers® 2021 Health Care Law "Lawyer of the Year" in Boise. He is also listed as a Mountain States Super Lawyer and in Best Lawyers in America® for Health Care Law by *U.S. News & World Report*. He is a member of the American Health Lawyers Association; the American Bar Association Health Law Section; and past president of the Idaho Bar Association Health Law Section. Mr. Stanger is a frequent and popular speaker at industry events and meetings, including those sponsored by hospital, medical, and long-term care associations.



**Brad Turpen** is the chief executive officer at Valor Health, a critical access health system in Emmett, Idaho. He is a Fellow in the American College of Healthcare Executives (ACHE) and a Fellow in the American College of Medical Practice Executives (ACMPE). His healthcare career has spanned consulting, private practice management, hospital owned medical groups, hospital administration, and health system operations.

Mr. Turpen grew up in the Treasure Valley and left to earn a bachelor's degree in management from the Air Force Academy, after which he served active duty for six years, separating as a Captain. He earned a master's degree in business administration from Utah State University and led engineering teams in the F-16 and Joint STARS programs, while also competing for the Air Force Triathlon team. He returned home to raise a family and serve his community in healthcare, which he has enjoyed for 23 years.

Mr. Turpen is currently the past-regent for ACHE Idaho, having previously served as president and education chair. He served on the Idaho Hospital Association Board of Directors and currently chairs the IHA Legislative Policy and Rules Committee, which is very active during the legislative session. He is a past president of the Idaho Medical Group Management Association (MGMA), having volunteered on the IMGMA Board from 2006-2012. He was also appointed by Mayor Dave Bieter to serve as a Commissioner for Boise City Parks and Recreation from 2011-2015.

# AWARD RECIPIENTS

## STEVEN A. MILLARD STAR GARNET AWARD



Over a career spanning more than three decades and dozens of meaningful initiatives, systems and processes, **Dr. Bart Hill** has championed the health and safety of the people of Idaho and the region, starting as an emergency department physician in 1993 and progressing through influential executive and leadership positions. He represents the best of Idaho care and medicine; his dedication and service, and the legacy of excellence that he has established, make him a worthy recipient of the Idaho Hospital Association's Steven A. Millard Star Garnet Award.

On March 13, Dr. Hill was honored as he retired from the position of St. Luke's chief quality officer; he had served as the organization's chief quality officer since 2012, leading multiple significant initiatives and helping to design and guide COVID-19 response efforts, the state's time-sensitive emergency framework, pandemic and public health disaster scenario planning, stroke certification for St. Luke's hospitals, planning and communications regarding the state's blood and blood product stocks and many other critical functions at the intersection of health and safety.

In earlier years, and building on his successes in the emergency room, Dr. Hill took on progressive positions including vice president of medical affairs for St. Luke's Regional Medical Center in Boise and St. Luke's Treasure Valley region; moving to system vice president and chief quality officer, he worked to standardize care processes across St. Luke's multiple hospitals and more than 100 clinics.

With Dr. Hill guiding quality, St. Luke's earned meaningful accolades and recognition from organizations such as Healthgrades, IBM Watson (formerly Truven), Leapfrog, the Centers for Medicare & Medicaid Services and others; his commitment to excellence has played a pivotal role in elevating St. Luke's reputation nationally for quality care. St. Luke's five-star Medicare ratings bear Dr. Hill's signature.

He has been equally dedicated to advancing St. Luke's goal of becoming a high-reliability organization. This element of his legacy in particular will continue, based on his strong and clear vision, attention to detail and the strong foundation he established for ongoing progress. This effort and so many others illustrate his unwavering commitment to operational excellence and his tireless work ethic.

Results-driven, passionate, with demonstrated outcomes success across patient collaboration, staff and clinical leadership, survey architecture, personnel and change management, credentialing, continuous performance and care improvement, Dr. Hill has been a sought-after speaker, thought partner and collaborator at all levels, including government entities, not-for-profit partners and myriad health systems and organizations.

Among colleagues and associates, however, he likely will most be remembered for his compassionate leadership and people-centered approach, always prioritizing the well-being of others.

Dr. Hill received his medical degree from the University of Wisconsin School of Medicine and Public Health. He also holds a master's degree in public administration from Western Michigan University and came to Idaho from positions in Michigan.

From 1996 to 2006, he served as medical director and chairman of the emergency department and medical director with St. Luke's Regional Medical Center in Boise; during that time, he created what was then the 11-member Emergency Medicine of Idaho entity to provide emergency services to St. Luke's and initiated and led multiple ED initiatives, including the computerized emergency medical record, emergency department efficiency, patient satisfaction and bedside registration efforts, and the redesign and construction of a 24-bed emergency department.

He has served on and headed up numerous hospital and foundation boards, councils and committees, and has been highly engaged with the Red Cross as a board member and on blood and blood product supplies and shortages campaigns and efforts.

## TRUSTEE OF THE YEAR AWARD



**Robert Colvin's** leadership as a trustee for Kootenai Health since 2016 has been nothing short of transformative. His steady guidance has helped shape the organization into one of the most respected regional health systems in the Northwest, and his impact will be felt for years to come.

Bob first served on the Kootenai Hospital District Board, and following the organization's transition to a 501(c)(3), he continued his service on the newly formed Kootenai Health, Inc. board. For 5.5 years, he served as vice chair, providing steady, thoughtful leadership during a time of extraordinary growth and change. He also chaired both the Strategic Planning Committee and Compensation Committee, and took an active, engaged role on the CEO Search Committee during a pivotal leadership transition.

His contributions have directly supported an organizational culture focused on high-quality care, patient satisfaction, and fiscal responsibility. Most notably, Bob played a central role in several strategic initiatives that have strengthened healthcare access in North Idaho, including:

- Forging a groundbreaking partnership with MultiCare to bring the Epic electronic health record system to North Idaho
- Developing a new comprehensive multi-phased medical campus that will begin with a micro hospital with an Emergency department, ASC, and house medical clinics in Post Falls. This campus will serve the current and future healthcare needs of a high growth market for generations to come.
- Supporting the successful integration of St. Mary's and Clearwater Valley hospitals under Kootenai's leadership.
- Helping oversee Kootenai's complex 501(c)(3) conversion, which positioned the organization for long-term stability and flexibility.
- Providing invaluable governance during the COVID-19 pandemic, followed by helping to steer a multi-year financial turnaround plan that restored operational and financial health.

He has also provided governance leadership for several major expansion projects, including the Heart Center, Emergency Department, and Main Operating Room expansions, each of which significantly improved regional access to critical care.

Bob is known for his ability to build consensus, champion forward-thinking strategies, and advocate for improved healthcare access. His thoughtful, mission-driven leadership has enhanced the organization's visibility, strengthened community trust, and deepened partnerships across the state.

For his vision, integrity, and enduring contributions to healthcare in North Idaho, Robert Colvin exemplifies the qualities celebrated by the IHA Trustee of the Year Award.

## EXCELLENCE IN MEDICINE AWARD



**Dr. Kenneth Krell** exemplifies the values at the core of this honor — service, community involvement, clinical excellence, altruism, and leadership — and has done so for over four decades at Eastern Idaho Regional Medical Center (EIRMC) and throughout the region.

Dr. Kenneth Krell has been a cornerstone of EIRMC since 1982, first as a distinguished ICU physician and, more recently, as the Program Director of EIRMC's Internal Medicine Residency. His leadership through the COVID-19 pandemic was nothing short of heroic. He chaired EIRMC's crisis committee, advised the regional Health Department, served on Idaho's SIDMAC committee, and provided calm, expert public guidance through testimony and media. A moving letter from ICU Director Kristi Caldera, RN, highlights his tireless work during those years — often being the first in and the last out, supporting patients, staff, and families alike.

Though he "retired" from ICU care, Dr. Krell failed spectacularly at retiring altogether. He found renewed purpose in Graduate Medical Education, dedicating himself to training residents not only to be knowledgeable

but to be exceptional clinicians. His passion for teaching has deeply shaped our residency program and, by extension, the future of medicine in Idaho.

Throughout his career, Dr. Krell has displayed a remarkable commitment to service. He is deeply embedded in his community, known for his compassion, his brilliance at the bedside, and his unwavering integrity. Idaho could not have done nearly as well during the pandemic years without him. Patricia Howell, EIRMC's chief medical officer states, "I hear frequently from patients and providers alike how greatly his clinical presence is missed, even as he continues to serve in new ways."

In every sense, Dr. Krell embodies the spirit of this award. His legacy is one of innovation, leadership, sacrifice, and mentorship.

## AWARD OF EXCELLENCE IN PATIENT CARE



In the ever-evolving landscape of healthcare, the role of a population health and infection control nurse extends far beyond clinical expertise. It requires unwavering dedication to patient safety, a deep understanding of public health trends, and the leadership necessary to implement evidence-based practices that elevate the standard of care. **Chantelle Traughber** not only embodies excellence in patient care but serves as a driving force for innovation, collaboration, and continuous learning—qualities that make her truly deserving of IHA's Award of Excellence in Patient Care.

Chantelle staying connected to national, state, and local discussions on patient care is not just a professional expectation, it is a commitment that defines her approach to nursing. Whether engaging in policy discussions on infection prevention, contributing to statewide initiatives on health equity, or participating in national forums on emerging healthcare threats, she ensures that the voice of the patient remains at the center of every decision. She actively translates these discussions into real-world applications, ensuring that frontline providers and healthcare teams remain informed and empowered to uphold the highest standards of patient safety.

Chantelle's leadership in patient care goes beyond adherence to guidelines — it is about fostering a culture where safety and quality are non-negotiable priorities. Through data-driven decision-making, she identifies opportunities for improvement and implements innovative solutions to enhance infection control protocols, reduce hospital-acquired infections, and improve overall patient outcomes. Her ability to translate knowledge into action is evident in initiatives such as hospital-wide hand hygiene, antibiotic stewardship program, and the seamless integration of infection prevention strategies into everyday clinical workflows.

Her influence is not limited to policy implementation — she leads by example, empowering teams to embrace change and prioritize patient-centered care. By fostering an environment where every healthcare professional understands their role in infection prevention, she cultivates a culture of accountability, vigilance, and shared responsibility.

True excellence in patient care is not achieved in isolation — it thrives in an environment where knowledge is shared, perspectives are valued, and collaboration is encouraged. As an educator and mentor, Chantelle dedicates herself to training colleagues, leading interdisciplinary workshops, and developing best-practice guidelines that bridge gaps between theory and practice. Whether mentoring new nurses, or conducting facility-wide trainings on emerging infectious diseases, she ensures that learning is a continuous, shared journey.

Chantelle's passion for collaborative learning extends beyond the walls of Lost Rivers Medical Center. She forges partnerships with public health agencies, academic institutions, and community organizations, recognizing that the future of patient care depends on a collective commitment to knowledge-sharing and innovation.

Excellence in patient care is not just about expertise — it is leadership, advocacy, and an unyielding commitment to safety and innovation. Chantelle Traughber exemplifies all these qualities, ensuring that every patient receives the highest standard of care. Her ability to stay at the forefront of healthcare discussions, implement transformative infection control measures, and inspire those around her makes her not only deserving of this award but an invaluable asset to the future of patient care.



## SPECIAL RECOGNITION OF RETIREMENT AWARD



**Dallas Clinger** has worked as the hospital CEO/Administrator at Power County Hospital District for 19 years, before retiring on May 31, 2025. He first came to the Hospital District as a successful local CPA Accountant to “help out” with the hospital books, but he was quickly promoted to CEO after the absence of the current administrator. He dived in quickly to learn the fast and complicated details of management in the healthcare industry. He worked tirelessly to better serve and improve the healthcare options and needs of his rural community within the District that includes the diversity of a critical access hospital, skilled nursing facility, and rural health clinic.

Dallas has been a constant leader and reassuring face for the Hospital District with the staff and community he served. Over the years, he helped transition through 22 Board of Trustee members, 13 providers and many physician and midlevel residents, 3 EMR system transitions, 14 long term care facility surveys, 10 hospital surveys, several minor facility renovations, 2 Rural Health Clinic changes, and 1 pandemic! Dallas helped make strides of improvement over the years at the often struggling rural hospital district. One of the most profound impacts was helping to pass a 2017 general obligation bond of \$14.95 million dollars with the community that allowed the total renovation of the 50 year old facility that was recently completed over the last year. This extensive update completed over a 7-year period, while staying open and through the difficulties of COVID, will help make a lasting impact in keeping better future healthcare options in the community.

Dallas always had a commitment to making healthcare stronger in his community and across the state with a focus on the importance of collaboration and learning from his colleagues. Dallas worked proudly with The Hospital Cooperative of southeast Idaho and its members over the years serving as Board Chair and Finance Committee duties. He also regularly attended Idaho Healthcare Association meetings to promote changes and better care within the long term care industry. He was also very proud to meet and participate with his associates on the Idaho Hospital Association Board of Directors for over 15 years. He proudly served as the IHA Board Chair in 2017 as well as many years as a Southeast RLC Director to help advance better health and facility initiatives with the Idaho legislature. He always enjoyed and appreciated the networking and support of his fellow CEOs and staff through these associations in working through the challenges of the healthcare industry and running a hospital district.

Dallas will enjoy his retirement and all the extra time to travel with his wife Brenda for some off-road jeepin', visiting grandkids, or hopping on his Harley Davidson every chance he gets for another “Iron Butt” Motorcycle Challenge. He will be missed and has been a true and loyal servant to making healthcare better for his family and friends in Power County and Idaho.

## LEADER OF VOLUNTEER EXCELLENCE (LOVE) AWARD



**Vicky Durant** exemplifies what it means to lead with compassion, commitment, and quiet strength — qualities that have defined her volunteer service at Kootenai Health since 2018. Her leadership, dedication, and kindness have touched every corner of the hospital and community — and this year, she was honored with her 1,000-hour service award, a testament to the depth and consistency of her impact.

Following a 40-year career in insurance liability claims — where she traveled extensively, raised two children, and earned her bachelor's degree — Vicky retired and immediately began giving back by volunteering in Kootenai Health's NICU Cuddler Program. She was quickly recognized for her natural empathy and leadership, and in early 2020 was named co-chair of what is now the Infant and Children's Volunteer Program.

In this role, Vicky oversees a team of 28 volunteers, interviewing new applicants, mentoring incoming Cuddlers, and maintaining the highest standards of care and compassion. She played a key role in revising and improving the program's Training Curriculum and Protocol Manual, ensuring it reflects best practices and prepares volunteers for the sensitive work of caring for NICU patients. Beyond her administrative role, she also provides hands-on training and guidance to every new Cuddler, personally modeling the thoughtful, calming presence needed in this high-touch environment.

Her presence is felt far beyond the NICU. Vicky serves as recording secretary for the Kootenai Health Volunteer Steering Committee, which allocates gift shop funds to major hospital projects such as the NICU, Heart

Center, and Women's Health. This past year, the committee set a record by donating \$163,000 to support critical initiatives. Among these projects was the purchase of Angel Eyes technology for the NICU, a live video system that allows parents to stay connected to their infants when they cannot be at the hospital — an investment that has brought comfort and peace of mind to countless families. Vicky also volunteers her time at educational and outreach events such as Stop the Bleed, which teaches community members how to provide life-saving care in emergency situations.

In the broader community, Vicky brings the same generosity of spirit. She volunteers with the Coeur d'Alene Symphony's youth programming and ticketing efforts, and in 2019, she joined fellow Symphony volunteers in decorating a donated tree for the Festival of Trees, a signature event hosted by the Kootenai Health Foundation to support patient care initiatives. That same dedication carries into her role as a board member of the River City Gardeners Club, where she serves as both secretary and membership chair. In addition to organizing educational events and beautifying facilities like the Garden Plaza Assisted Living Facility, she helps guide the club's annual donation decisions, contributing membership funds to local causes such as the Post Falls and Coeur d'Alene food banks, NewBygginings, and the New Vision Garden.

Justin Schorzman, Kootenai Health's guest and volunteer services manager states, "On a personal note, I am especially grateful to Vicky for the mentorship and support she provided to me when I transitioned into my role overseeing volunteer services. Vicky generously shared her broad knowledge of the NICU Cuddler Program, brought me up to speed on the handbook and procedures, and served as a valued advisor regarding the high expectations and standards the program upholds. Her guidance made an immediate impact on my ability to lead effectively, and her encouragement helped build a strong foundation for our department's continued success."

Vicky's "can-do" attitude, conscientiousness, and deep care for those around her set the standard for volunteer excellence. She is the kind of person whose absence would leave a real void — not just in duties performed, but in spirit and heart.

## JUNIOR VOLUNTEER OF THE YEAR AWARD



**Taryn Lommasson** has been a dedicated and compassionate volunteer at Kootenai Health for almost two years, demonstrating a commitment to serving patients, staff, fellow volunteers, and the broader community.

Since joining the Junior Volunteer Program, Taryn has consistently exceeded the annual 40-hour service requirement, contributing a total of 300 volunteer hours in less than two years. Her dedication extends beyond routine responsibilities, as she has also taken on leadership roles, including serving on the teen volunteer board. In this capacity, she has helped recruit, onboard, and mentor new volunteers, and played a pivotal role in enhancing the patient experience through her kindness and enthusiasm. In the last year, while working in the gift shop, Taryn's efforts contributed to a record donation of \$163,478.26 to the Kootenai Health Foundation to be used for grants and awards throughout the coming year supporting patients, staff, and the organization.

Beyond her contributions to the hospital, Taryn excels academically and remains actively engaged in extra-curricular activities, balancing her service with her studies and leadership roles in school and the community. Taryn's commitment to higher education is evident, as she plans to pursue a nursing degree following high school graduation.

Taryn embodies the spirit of volunteerism and community service that this award seeks to recognize. She is a delight to work with. Elizabeth Brewer, Kootenai Health's director of research and care transformation states, "I truly look forward to seeing her both at the hospital and out in the community. She makes me smile. Her compassionate heart, strong work ethic, and leadership qualities make her a truly deserving candidate for this honor."

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Visit <https://teamiha.org/about-us/> for a complete IHA staff listing.





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