



# 9<sup>th</sup> Annual New York State Healthcare Facilities Conference October 13<sup>th</sup> -15<sup>th</sup>, 2024

## “Rewiring Healthcare Facilities & Support Services Performance and Outcomes”

### EVENT AGENDA

#### Sunday, October 13, 2024

8:00 am – 5:00 pm  
Cypress Room

#### **NFPA 99 in Healthcare Facilities**

ASHE hosted course separate from conference fee.  
\$520.00 course fee reduced to \$300 with conference contribution.  
Gain guidance on how to effectively apply a category-based approach to risk assessment outlined in NFPA 99, Healthcare Facilities Code, 2012 addition.

1:00 pm – 7:00 pm

#### **Exhibitor Set Up in the Event Center (Exhibitors Only)**

1:00 pm – 4:30 pm  
4:45 pm – 8:00 pm

#### **Early Conference Registration – Cypress Atrium Lobby Registration at the Tin Rooster Lobby**

5:00 pm – 8:00 pm  
Tin Rooster

#### **Opening Welcoming Reception **Sponsored : by Stark Tech** “Showtime Classic Rock Band” 5 pm – 7:30 pm**

Cash bar / alcoholic & non-alcoholic beverages served  
Hors d’oeuvres 5:00 pm

#### **Cocktail Reception/Dinner served 5:00 pm -7:00 pm in Tin Rooster NY Giants vs. Cincinnati Bengals**

Game time 8:20 pm -11:30 pm in TS Sports Hotel Lobby or  
NY Rec and Social Club next to Tin Rooster

<https://www.turningstone.com/nightlife-lounges/ny-rec-and-social-club>



## Monday, October 14, 2024

6:30 am – 7:45 am	<b>Breakfast in Event Center</b>
7:00 am – 7:45 am	Early Exhibiting
8:00 am – 8:50 am Show Room	<b>Opening Ceremony / 3<sup>rd</sup> Annual Facility Hero Awards</b>
8:50 am – 9:00 am	<b>Mini Break</b>
<b>9:00 am – 10:30 am</b> Show Room	<b>Education Session 1 KEYNOTE</b> <b>“Rewiring Healthcare”</b> <i>Dan Collard</i> <i>Sponsored by: Paul Davis</i>
10:30 am – 11:00 am	Break
<b>11:00 am – 12:00 pm</b> Show Room	<b>Education Session 2</b> <b>The Joint Commission – Compliance in the Physical Environment</b> <i>Herman A. McKenzie – Physical Environment Department Standards Interpretation Group Director</i>
<b>11:00 am – 12:00 pm</b> Cypress Room A/B/C	<b>Education Session 3</b> <b>Improving Indoor Air Quality w/out increasing Energy Usage: Leveraging ASHRAE 241 to improve IAQ without “Breaking the Bank”</b> <i>Jeremy McDonald – Guth DeConzo Consulting Engineers</i>
<b>11:00 am – 12:00 pm</b> Cypress Room D/E	<b>Education Session 4</b> <b>Emergency Drill Prep and Ideas.....</b> <i>Jeff Henne – Penn Medicine – Hospital of the University of PA.</i>



## Monday, October 14, 2024 (Cont.)

- |   |  |
|---|--|
| <b>11:00 am – 12:00 pm</b><br>Onondaga / Seneca | <b>Education Session 5</b><br><b>Water Requirements for Sterile Processing ANSI/AAMI ST- 108</b><br><i>Mary McClellan – Chem Aqua</i>  |
| <b>11:00 am – 7:00 pm</b><br>Event Center       | <b>Two Dudes Photo / Free Professional Headshots</b>   |
| <b>12:00 pm – 2:30 pm</b>                       | <b>Lunch &amp; Exhibiting in Event Center</b>  |
| <b>12:00 pm – 1:00 pm</b>                       | <b>Book Signing @ Chapter Booth Center Aisle in Event Center</b>   |
| <b>2:30 pm – 3:30 pm</b><br>Show Room           | <b>Education Session 6</b><br><b>Medtail transformation at URMCAmbulatory Orthopedics Campus</b><br><i>Scott Hansche, AIA, LEED - Slam Collaborative</i><br><i>Matt Nelson, AIA, LEED - Slam Collaborative</i> |
| <b>2:30 pm – 3:30 pm</b><br>Cypress Room A/B/C  | <b>Education Session 7</b><br><b>How to have a stress free Physical Environment Survey, CMS Update, And top PE findings</b><br><i>Kelly Proctor – President, DNV Healthcare</i>                                |
| <b>2:30 pm – 3:30 pm</b><br>Cypress Room D/E    | <b>Education Session 8</b><br><b>Contemporary Healthcare Security</b><br><i>Thomas Egan, PhD</i><br><i>Joseph Sweeney, MPH</i>   |
| <b>2:30 pm – 3:30 pm</b><br>Onondaga / Seneca   | <b>Education Session 9</b><br><b>Seniors as our Susceptible Host: Preventing Outbreaks in LTC</b><br><i>Jim Gauthier, MLT, CIC – Jim Gauthier Consultants</i>  |
| <b>3:30 pm – 3:45 pm</b>                        | <b>Break</b>   |



**Monday, October 14, 2024 (Cont.)**

**3:45 pm – 4:45 pm**

Show Room

**Education Session 10**

**Integrative Design for Better Healthcare Environments**

*Cate Blakemore - Holt Architects*

*Rob Rosen - Taitem Engineering*

*Neil Gary - AT Bell & Spina Architects*

**3:45 pm – 4:45 pm**

Cypress Room A/B/C

**Education Session 11**

**NY Electric & Natural Gas Procurement Strategies & Other Energy Topics**

*Eric Bratcher, Chief Risk Officer - "5"*

**3:45 pm – 4:45 pm**

Cypress Room D/E

**Education Session 12**

**High Stakes in Saratoga – Keeping on Track with Lessons Learned for Incident Command & Public Safety**

*Saratoga Hospital Team*

*Jeffrey M. Casale, AVP Support Services*

*Taylor J. Herrick, Director of Public Safety*

*Danielle M. Jourdan, Manager Life safety / Emergency Preparedness*

*Marcy Dwyer, Administrative Nursing Supervisor*

**3:45 pm – 4:45 pm**

Onondaga / Seneca

**Education Session 13**

**Construction Do's & Don'ts – For Controlling Contaminants on Construction Projects**

*Harry Dow - ICRA Program Coordinator, UBC Certified ICRA Instructor*

**5:00 pm – 7:00 pm**

**Cocktail Reception in Exhibiting Hall**

*Sponsored by: Kinsley*

**Heavy Hors d'oeuvres served**



**Tuesday, October 15, 2024**

6:30 am – 7:30 am

**Breakfast in Event Center**

**7:30 am – 8:30 am**

Show Room

**Education Session 14**

**Who is Minding your Business Occupancies?**

*Joe Glaski, FASHE*

**7:30 am – 8:30 am**

Cypress Room A/B/C

**Education Session 15**

**Best Practices for Optimizing Emergency Department Design**

*Derek Veilleux – SMRT Architects & Engineers*

*Rebecca Casey – SMRT Architects & Engineers*

*Kate Everett – SMRT Architects & Engineers*

**7:30 am – 8:30 am**

Cypress Room D/E

**Education Session 16**

**Crisis / Emergency Notification**

*Phil Shields – Stark Tech*

**7:30 am – 8:30 am**

Onondaga / Seneca

**Education Session 17**

**From Swab to Requisition, Understanding Microbiology Reports**

*Jim Gauthier – Jim Gauthier Consultants*

8:30 am – 8:45 am

*Break*

**8:45 am – 10:15 am**

Show Room

**Education Session 18**

**Go From A to The: Stop Being A Leader. Start Being THE Leader!**

*Ryan Avery*

*Sponsored by : ServPro*

10:15 am – 10:30 am

*Break*

**10:30 am – 12:00 pm**

Show Room

**Education Session 19**

**Appreciating Healthcare Facility Excellence**

*Quint Studer*

*Sponsored by : Trane*



## Tuesday, October 15, 2024 (Cont.)

- |   |   |
|---|---|
| 11:30 am – 12:00 pm                           | Lunch (Exhibitors Only) in Event Center   |
| 12:00 pm – 2:00 pm                            | Lunch & Exhibiting in Event Center  |
| 12:00 pm – 1:00 pm                            | Book Signing @ Chapter Booth Center Aisle in Event Center   |
| <b>2:00 pm – 3:00 pm</b><br>Show Room         | <b>Education Session 20</b><br><b>2022 FGI Guidelines Update for Hospitals, Outpatient Facilities and Residential Care Facilities</b><br><i>David B. Uhaze – Health Facilities Design Consulting</i>  |
| <b>2:00 pm – 3:00 pm</b><br>Cypress A/B/C     | <b>Education Session 21</b><br><b>Sub-metering and Energy Plant Oversight Best Practices</b><br><i>Tim Angerame, COO – utilVisor</i>  |
| <b>2:00 pm – 3:00 pm</b><br>Onondaga / Seneca | <b>Education Session 22</b><br><b>Bio-Terrorism – Introduction to NETEC, NSPS, and Region 2 RSPTC with an overview of the new Joint Commission Standards related to infection control</b><br><i>Patricia Ann Tennille – Health and Hospitals Bellevue</i> |
| <b>3:00 pm – 3:30 pm</b>                      | <b>CEU Certificates Offered / or Emailed by request after conference</b>  |



**9:00 am – 10:30 am**  
Cypress Room

**Education Session 1 KEYNOTE**  
**“Rewiring Healthcare”**  
*Dan Collard*  
*Sponsored by: Paul Davis*

### **Hardwired to Rewired**

At first, you may have thought the title of this book had a typo. In 2003, Quint Studer wrote *Hardwiring Excellence: Purpose, Worthwhile Work, Making a Difference*. Now 20 years later the world has changed drastically. After all, since 2003, there has been a book that thousands of leaders have carried with them through their careers. It has become a mainstay in graduate courses in healthcare leadership. Its content has been cited in numerous articles. You might say it has been “hardwired” into our industry.

And yet...here we are today. It’s a different world from 2003. It’s a time that calls for different solutions...solutions that fit today versus 20 years ago. Medicine has evolved; technology has evolved. Wouldn’t the way we solve healthcare’s greatest challenges also evolve?

It’s time to rewire. This does not mean certain actions don’t remained hardwired. What it means is if action is working, leave it alone. There are times when some aspects stay hardwired, yet components are rewired.

This is more than a book about changing times. It’s a book that brings every bit of necessary passion to an industry that needs it now more than ever. It’s a book of doable approaches for an industry where sometimes even the most straightforward ideas are at risk of being overcomplicated. And it is a book that I call a “living book”. It will continue to be refined as we learn more.

Who best to turn to for breaking down complex ideas into bite size chunks....and making them accomplishable? The industry’s best friend and advocate for so many years, Quint Studer. If you a veteran leader, you will recognize Quint’s approach to creating solutions. If you’re a new leader, you will appreciate his gift for making the daunting see doable. If you’re a student or aspiring leader, get ready for a healthy dose of reality so you can enter the world of healthcare leadership with an eyes-wide open view.

Get ready to rewire.

-----Dan Collard



**11:00 am – 12:00 pm**

Show Room

### **Education Session 2**

#### **The Joint Commission – Compliance in the Physical Environment**

*Herman A. McKenzie* – Physical Environment Department Standards Interpretation Group Director

The presentation will go into what's new at The Joint Commission in terms of operations and survey process. Mr. McKenzie will also go into detail of some of the top scored environment of care and life safety code deficiencies. Lastly the discussion will cover some common questions that are submitted to the Central Office regarding code compliance.

Learning objectives of the presentation.

- What's new and innovative
- CMS direct observation surveys
- Survey preparation and document review
- Post survey follow-up

**11:00 am – 12:00 pm**

Cypress Room A/B/C

### **Education Session 3**

#### **Improving Indoor Air Quality w/out increasing Energy Usage: Leveraging ASHRAE 241 to improve IAQ without "Breaking the Bank"**

*Jeremy McDonald* – Guth DeConzo Consulting Engineers

*ASHRAE recently released ASHRAE 241: Control of Infectious Aerosols. This standard is a first of its kind (at least in modern times) effort to provide tools to harden buildings indoor air quality in preparation for future pandemics. This session will provide insight into the basics of ASHRAE 241, what it means for building owners and steps to prepare for the ultimate implementation of this standard as law. We will especially focus on air cleaning devices and air to air heat recovery, to help mitigate the energy impact of improving IAQ for our buildings.*

Learning objectives of the presentation.

- *IAQ Best Practices*
- *IAQ Emerging Technologies*
- *Energy impact of IAQ*
- *IAQ Continuous Commissioning*





**11:00 am – 12:00 pm**

Cypress Room D/E

**Education Session 4**

**Emergency Drill Prep and Ideas.....**

*Jeff Henne – Penn Medicine – Hospital of the University of PA.*

This program will help provide some best practices, ideas for drills, documentation standards, scheduling drills through your EM committee, reaching out to other hospital for partnerships for drills.

Learning objectives of the presentation.

- Meeting the Joint Commission and AHJ Standards
- Best Practices
- Drill Ideas for future drills
- Partnerships with other AHJs, local hospitals and associations

**11:00 am – 12:00 pm**

Onondaga / Seneca

**Education Session 5**

**Water Requirements for Sterile Processing ANSI/AAMI ST- 108**

*Mary McClellan – Chem Aqua*

Technical discussion on the elements included in ST-108 and issues caused by poor water quality in Sterile Processing. Presentation will discuss all equipment components required by the standard and how they effect water quality as well as the monitoring requirements that are included in ST-108. We will also discuss the role steam plays in sterile processing and ST-108 as well.

Learning objectives of the presentation.

- Understanding the differences between TIR 34 and ST-108
- Understanding issues caused in Sterile Processing by poor water or steam quality
- Understanding the Equipment components of ST-108
- Understanding the Monitoring components of ST-108



**2:30 pm – 3:30 pm**

Show Room

**Education Session 6**

**Medtail transformation at URMC Ambulatory Orthopedics Campus**

*Scott Hansche, AIA, LEED - Slam Collaborative*

*Matt Nelson, AIA, LEED - Slam Collaborative*

The presentation will discuss the transformation of a Sears and Mall area to one of the largest Ambulatory Orthopedic Campuses in the Northeast. The Marketplace Mall is the new 350,000 SF home of University of Rochester Medical Center Ambulatory Orthopedic Campus on 20 acres at the Marketplace Mall. It will discuss choosing of the site, the design of the facility, and the lessons learned.

Learning objectives of the presentation.

- What are the benefits to reuse space for Health Care
- How to transform a retail space to a medical space
- What challenges were inherent in the transformation of the space
- Lessoned learned from the project

**2:30 pm – 3:30 pm**

Cypress Room A/B/C

**Education Session 7**

**How to have a stress free Physical Environment Survey, CMS Update, And top PE findings**

*Kelly Proctor, President – DNV Healthcare*

This presentation will cover the proper process on how to present a surveyor with documentation and how to conduct a building tour. It will also provide the attendee with a CMS update and the top Physical Environment findings.

Learning objectives of the presentation.

- How to keep and present proper documentation
- How to conduct an effective building tour
- CMS update
- Top Physical Environment findings



**2:30 pm – 3:30 pm**  
Cypress Room D/E

**Education Session 8**  
**Contemporary Healthcare Security**  
*Thomas Egan, PhD*  
*Joseph Sweeney, MPH*

This presentation explores the challenges of today's healthcare environment with discussions on the conflicts between law enforcement and the therapeutic environment, criminal justice trends that lead to more violent and volatile patients coming into healthcare, and the dangers that come with it. It also discusses the pros and cons of armed security/police in healthcare.

Learning objectives of the presentation.

- Understanding the current security environment in healthcare.
- Understanding the role (s) of law enforcement in a healthcare setting.
- Understanding the dangers of working in a contemporary healthcare setting.
- Have a better understanding of the potential benefits and concerns of having a law enforcement presence in a healthcare setting
- Have a clear understanding of the potential benefits and concerns of having an armed presence in a healthcare setting.

**2:30 pm – 3:30 pm**  
Onondaga / Seneca

**Education Session 9**  
**Seniors as our Susceptible Host: Preventing Outbreaks in LTC**  
*Jim Gauthier, MLT, CIC – Jim Gauthier Consultants*

The Microbiology laboratory has minimal control over the specimens received. Improperly collected specimens can provide misleading results which can lead to unneeded antibiotics. This presentation reviews proper specimen collection and possible pathogens that can be present in and on the human body. Antibiotic Stewardship issues will be tied to improper specimen collection.

Learning objectives of the presentation.

- State at least one problem that seniors may experience with their Immune System, Skin, Nutrition, Respiratory System, GI System, Genito-urinary system & Medications
- Apply small modifications to care procedures to minimize risk to the susceptible host.
- State three methods to help minimize the risk of outbreaks
- State the difference between vertical and horizontal infection prevention.



**3:45 pm – 4:45 pm**

Show Room

### **Education Session 10**

#### **Integrative Design For Better Healthcare Environments**

*Cate Blackmore, Architect - HOLT Architects*

*Rob Rosen, Senior Engineer - Taitem Engineering's Energy & Sustainability Dept.*

*Neil Gary, Structural Engineer and Building Enclosure Engineer - Bell & Spina*

Cate Blakemore of HOLT Architects will discuss the WELL Building and LEED v4.1 credits utilized and integrated into the building's design and layout. The Design Team will also discuss building design strategies used to create a place of well-being for both employees and patients. The design Team will also identify challenges and successes of designing and constructing a building during the COVID-19 pandemic.

Rob Rosen of Taitem Engineering will provide an overview of the Tompkins County Industrial Agency's Enhanced Energy Incentive Policy and NYSEDA incentive programs, the available compliance options and those utilized by the Cayuga Park project. The Neil Garry of Bell & Spina Architects will discuss the project's LEED v4.1 Integrative Process (credit IPC1) and how this process dovetailed with LEED V4.1 prerequisite EAp1 – Fundamental Commissioning and Verification, credit EAc1 – Enhanced Commissioning and credit EAc2 - Optimize Energy Performance.

#### Learning objectives of the presentation.

- Explore and use Well Building and LEED v4.1 standards as part of the integrative design process to assist in selecting materials that support occupant/visitor health.
- Identify and describe onstage and offstage medical office design strategies and how they support both patient and employee health.
- Describe and analyze the following LEED v4.1 credits:
  - Prerequisite EAp1 – Fundamental Commissioning and Verification
  - Credit EAc1 – Enhanced Commissioning
  - Credit EAc2 – Optimize Energy Performance
- Summarize how the use of whole-building energy-modeling can be utilized to demonstrate enhanced energy performance and compliance with all applicable energy codes.
- Explain the benefits of building envelope commissioning and how construction phase quality-control and collaboration with the construction team can ensure success.



**3:45 pm – 4:45 pm**  
Cypress Room A/B/C

**Education Session 11**

**NY Electric & Natural Gas Procurement Strategies & Other Energy Topics**  
*Eric Bratcher, Chief Risk Officer - "5"*

NY Electric & Natural Gas Procurement Strategies & Other Energy Topics is the title of the presentation where we will cover:

- Complexities of market, pass-through continuing to change (i.e., Fixed price is not what it was previously)
- Clearing up the Myths of “Group Aggregations” & “Reverse Auctions”
  - No volume discounting on commodity
  - Buying in “shoulder months”
- Value of Curtailability increasing as Capacity Prices continue to rise
- The Energy Transition Impacting Energy Costs & Price Volatility

Learning objectives of the presentation.

- Description and approach to energy procurement
- Best practices and ideas for energy procurement in a volatile environment
- Why doing energy procurement right will add to the bottom line
- Knowing when to buy, how to buy and what to buy will determine your energy procurement success.

**3:45 pm – 4:45 pm**  
Cypress Room D/E

**Education Session 12**

**High Stakes in Saratoga – Keeping on Track with Lessons Learned for Incident Command & Public Safety**

*Saratoga Hospital Team*

*Jeffrey M. Casale, AVP Support Services*

*Taylor J. Herrick, Director of Public Safety*

*Danielle M. Jourdan, Manager Life safety / Emergency Preparedness*

*Marcy Dwyer, Administrative Nursing Supervisor*

With an increase in tourism and high profile mass gathering events in the Saratoga region coupled with changes in societal behavior this program will show the challenges and improvements our organization has made to our Incident Command and Public Safety response based on actual events and drills.

Learning objectives of the presentation.

- *Lessons learned from recent events from Bomb Threat, Active Shooter, Utility Failures, Weather Alert, and High Profile Mass Gatherings*
- *Incident Command improvement highlighting collaborating and training with Leadership, Community agencies and Law Enforcement partners*
- *Increased Public Safety Response and Campus Security improvements*
- *Improved approach to handling Behavioral Health incidents i.e. Code BERT.*



**3:45 pm – 4:45 pm**  
Onondaga / Seneca

**Education Session 13**

**Construction Do's & Don'ts – For Controlling Contaminants on Construction Projects**

*Harry Dow, ICRA Program Coordinator, UBC Certified ICRA Instructor*

The presentation is an overview of the important do's and don'ts that should be followed on any healthcare related construction project whether it's being performed in-house or by an outside contractor. The primary focus is on performing all work in the safest possible way to protect the patient as well as the doctors, nurses and support staff that are exposed to the contaminants introduced when performing renovations.

Learning objectives of the presentation.

- Planning and Risk Management
- Communication
- Use of Containments, Negative Pressure & Monitoring
- Professionalism, Protocols, Personal Responsibilities and Education

**Tuesday, October 15, 2024**

**7:30 am – 8:30 am**  
Show Room

**Education Session 14**

**Who is Minding your Business Occupancies?**

*Joe Glaski – FASHE*

Effective July 1, 2021, The Joint Commission began to survey organizations accredited under both the Hospital and Behavioral Healthcare Services Manual under the new TJC LS.05 Business Occupancy Standards for compliance and referenced in NFPA 101-2012 Life Safety Code Chapters 38/39.

Learning objectives of the presentation.

- Review and Discuss TJC Business Occupancy Chapter and the Elements of Performance.
- Identify Business Occupancies and their requirements.
- Review Fire Protection Systems and Inspection and Testing of systems "ITM"
- Review and discuss the use of ASHE Business Occupancy Survey Simplification Tool as known as the "BOSS"
- Discuss the use of Life Safety Drawings for Business Occupancies and Mixed Occupancies in Healthcare.



**7:30 am – 8:30 am**  
Cypress Room A/B/C

**Education Session 15**

**Best Practices for Optimizing Emergency Department Design**

*Derek Veilleux – SMRT Architects & Engineers*

*Rebecca Casey – SMRT Architects & Engineers*

*Kate Everett – SMRT Architects & Engineers*

The emergency department (ED) is the front line of healthcare, where every second counts. Increasing patient volumes, evolving medical practices, and heightened expectations for patient safety and care quality are placing unprecedented pressure on ED facilities and operations. This presentation delves into the critical aspects of designing an efficient, resilient, and adaptable ED, providing attendees with actionable insights and strategies. By the end of this session, attendees will be equipped with the knowledge and tools to transform their emergency departments into highly efficient, resilient, and patient-centric spaces.

Learning objectives of the presentation.

- Understand the forces putting pressure on emergency department facilities and operations.
- Identify the tools and best practices for right-sizing and organizing your emergency department.
- Evaluate the systems necessary for incorporating resiliency and redundancy into your ED.
- Implement strategies to enhance the safety of your emergency department for both patients and staff.
- Develop design approaches that improve patient flow and reduce wait times in the ED.

**7:30 am – 8:30 am**  
Cypress Room D/E

**Education Session 16**

**Crisis / Emergency Notification**

*Phil Shields – Stark Tech*

This presentation will focus on the solutions available, and the reasons why emergency/Crisis notification is critical.

Learning objectives of the presentation.

- Understanding options/solutions available for emergency/Crisis notification
- Reason why emergency/Crisis notification is critical
- Risk - Impact of not having procedure and processes
- The value of local agencies on the same communication system



**7:30 am – 8:30 am**  
Onondaga / Seneca

**Education Session 17**

**From Swab to Requisition, Understanding Microbiology Reports**

*Jim Gauthier – Jim Gauthier Consultants*

The Microbiology laboratory has minimal control over the specimens received. Improperly collected specimens can provide misleading results which can lead to unneeded antibiotics. This presentation reviews proper specimen collection and possible pathogens that can be present in and on the human body. Antibiotic Stewardship issues will be tied to improper specimen collection.

Learning objectives of the presentation.

- Be able to list at least two pieces of information required on a requisition to ensure identification and clinically relevant results
- Understand the proper collection of urine and stool
- Understand issues with swab and fluid specimens
- Recognize how poor specimens can lead to overuse of antibiotics

**8:45 am – 10:15 am**  
Show Room

**Education Session 18**

**Go From A to THE®: Stop Being A Leader. Start Being THE Leader!**

*Ryan Avery*

Get ready to learn new communication strategies that sharpen your skills.

What's costing your team members the sale? The win? In most cases, they are missing relevant connection! They might not know how to weave the communication threads necessary to build the relationships that help to form relationships for life. The kind of relationships that not only buy – but also refer. That's where Ryan Avery brings out the game-changers. He challenges audiences to stop “convincing” and start connecting with the clients, customers, and c-suite executives that will grow our teams to new levels of success.

Learning objectives of the presentation.

- The strategic storytelling strategies that masterfully allow leaders to connect across diverse generations and cultures
- The strategic leadership strategies top entrepreneurs use that differentiate you from your competition
- The strategic leadership strategies top entrepreneurs use that differentiate you from your competition and getting people to take action
- How to create confidence when storytelling and make your audience feel they are in the story.





**10:30 am – 12:00 pm**

Show Room

**Education Session 19**

**Appreciating Healthcare Facility Excellence**

*Quint Studer, Co-Founder Healthcare Plus Solutions Group*

Quint Studer is a lifelong student of leadership. He has a gift for translating complex strategies into doable behaviors that allow organizations to achieve long-term success.

Quint is the author of 16 books, beginning with his first title, BusinessWeek bestseller *Hardwiring Excellence*. While most of his books are geared to those working in healthcare, two of his general business books—*Results That Last* and *The Busy Leader's Handbook*—became Wall Street Journal bestsellers. In 2021, he released *The Calling: Why Healthcare Is So Special*, which is aimed at helping healthcare professionals keep their sense of passion and purpose high. In 2023, the book *Sundays with Quint*, a collection of his most popular leadership columns, was released.

His new book, *Rewiring Excellence: Hardwired to Rewired*, provides tools and techniques that are doable. He believes the decision to rewire is as individual as the organization itself. If it's working, great. Keep doing what's hardwired. But if you're not getting the results you want, don't be afraid to rewire. Quint is the coauthor (with Katherine A. Meese, PhD) of *The Human Margin: Building the Foundations of Trust*, a leadership resource that combines the latest workplace research findings with tactics proven to help people and organizations flourish. The research interprets what today's workforce wants and it shows that trust in leadership is at the heart of everything.

Quint has worked with organizations from all industries, helping them to diagnose and treat their most urgent pain points to achieve and sustain results. He focuses on creating a workplace of replenishment, innovation, and professional advancement. His tools and tactics are used across the country to improve staff attraction, retention, and engagement.

Learning objectives of the presentation.

- Attendees will leave with tools that will increase employee retention, focusing on the first 6 months of employment when turnover is the highest. This will include specific techniques for onboarding new staff and how to implement a personal retention plan. Both lead to lowering employee turnover.
- Attendees will leave with methods to conduct safe conversations with employees for early identification of mental health concerns to promote employee well-being.
- Research shows that trust in leadership has declined. Attendees will leave the session with methods to build trust in their departments and in the organization.



**2:00 pm – 3:00 pm**

Show Room

**Education Session 20**

**2022 FGI Guidelines Update for Hospitals, Outpatient Facilities  
and Residential Care Facilities**

*David B. Uhaze – Health Facilities Design Consulting*

This presentation will look at the significant changes that were made in the 2022 Facility Guidelines Institute's – Guidelines for Design and Construction of Health care Facilities. It will cover changes in Hospitals, Outpatient facilities and Residential Health, Care and Support facilities. It will also provide a brief history of the Guidelines and the role of FGI in developing those standards, and a look at proposed changes to the next edition.

Learning objectives of the presentation.

- Attendees will understand the history and purpose of the FGI Guidelines
- Attendees will understand the process behind the development of the Guidelines
- Attendees will better understand the significant changes from the 2018 edition to the 2022 edition
- Attendees will get an overview of potential changes in the upcoming edition of the Guidelines



**2:00 pm – 3:00 pm**  
Cypress A/B/C

**Education Session 21**  
**Sub-metering and Energy Plant Oversight Best Practices**  
*Tim Angerame, COO – utilVisor*

Entitled "Submetering and Energy Plant Oversight Best Practices," this course features examples of practical use cases from our 45 years of experience and addresses common facility owner concerns, such as:

- How to better recoup tenant costs and decrease unforeseen expenses
- Where submetering plans tend to go wrong
- What equipment and systems not to recommend
- Setting realistic owner expectations about plant operations on Day 2
- How to find and validate new energy conservation measures
- Financial incentives to minimize your customers' capital spend

*\*This course was developed in compliance with NYS Mandatory Continuing Education requirements for Professional Engineers and approved by the Practicing Institute of Engineering, Inc. (PIE).*

Learning objectives of the presentation.

- Description and approach to submetering
- Best practices for design and implementation of submetering systems
- Why plant oversight matters
- Energy plant monitoring services save you money, maintain efficiencies, and prevent small problems from becoming catastrophic failures

**2:00 pm – 3:00 pm**  
Onondaga / Seneca

**Education Session 22**  
**Bio-Terrorism – Introduction to NETEC, NSPS, and Region 2 RSPTC with an overview of the new Joint Commission Standards related to infection control**  
*Patricia Ann Tennille – Health and Hospitals Bellevue*

*Bio-Terroism* - An overview of NETEC (National Emerging Special Pathogens Training and Education Center), NSPS (National Special Pathogens System of care), and Region 2 RSPTC and what to know for the new 2024 Joint Commission Standards for Infection Control. Also, how to access free resources related to new standards created by NETEC and the Region 2 RSPTC.

Learning objectives of the presentation.

- Explain the organizational framework of NETEC and NSPS
- Identify Infection Prevention and Control (IPC) practices to meet new TJC requirements
- Discuss the education and competency requirement
- Review tools and resources available through NETEC to enhance preparedness for special pathogens



**Thank you to all of our Exhibitors, for without your assistance and sponsorship we would not be able to continue this conference!**

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