



AHEF 2020 Virtual Panel

October 21, 2020

11:30 a.m. – 1:00 p.m.

1.5 ACHE Face-to-Face Hours Provided

Per ACHE guidelines, attendance is limited to 50 registrations for virtual events.

COVID-19

What We Learned: Staffing/People Resources

Emergency management requires precise identification and allocation of staff to align capabilities and capacity with the need to effectively deliver care for the community. The COVID-19 outbreak caused a substantial shift in the availability of staff and resources, and the accessibility of timely delivery of care. In response to the evolving needs, organizations have shifted staff in a variety of ways to ensure they were able to effectively screen, triage and care for patients. This panel will provide strategies and tactics of how their organizations adjusted their staffing structure to ensure that the most appropriate level of care is delivered during a medical surge such as the COVID-19.

Moderator



Elisa White, Arkansas Hospital Association (AHA) vice president and general counsel, provides legal services to the AHA, as well as education and information to the health care industry, government representatives and association members about health policy, compliance, state and federal regulations, accreditation, health insurance, and other issues. Elisa is part of the ArkPrepare Team, set up for response to the COVID-19 pandemic in early March 2020. The ArkPrepare team educates and assists Arkansas hospitals through weekly calls and resources, as well as timely communications via email. Elisa has received her Six Sigma Green Belt, Lean Sigma and Six Sigma Black Belt certificates from Villanova University. A graduate of the UALR William H.

Bowen School of Law and Arkansas State University, Elisa is a frequent speaker and author on health care legal and regulatory issues and is a member of the American Health Law Association, the American Law Institute, the American Bar Association, and the Arkansas Bar Association.

Panelists



Peter Austin is the vice president and chief operating officer at Jefferson Regional in Pine Bluff. Prior to his current position he served as the executive director of operations for the Physician Enterprise at Piedmont Athens Regional in Athens, GA. From 2012-2015 he served as vice president of Physician Practice Management at Jefferson Regional, and he worked in executive roles at Delta Health System in Greenville, MS, from 2005-2012. Austin, a native of McComb, MS, received a BBA in Accounting from Millsaps College and a MBA from The University of Mississippi. He is a Fellow in the American College of Healthcare Executives and is Board Certified in the American College of Medical Practice Executives.



Natalie Plumer is director of workforce solutions and clients services at Qualivis. In her role, she oversees hospitals in Texas, Oklahoma, Arkansas and Idaho — maintaining the overall health of the program and ensuring Qualivis meets and exceeds expectations for fulfillment. She also handles all contractual inquiries, changes and agreements.

Natalie earned a Bachelor of Business Administration degree University of Georgia's Terry College of Business and brings over five years of healthcare staffing experience to her role. Prior to joining the Qualivis team in December 2018, Natalie worked as both a recruiter and recruiter team manager for Aya Healthcare.

Panel continued on next page...



Angie Smith is the vice president of nursing and nurse executive for St. Bernards Medical Center in Jonesboro. In her role as vice president of nursing, she oversees all nursing care including education, research, recruitment and patient experience. Smith received her Bachelor of Science in Nursing from the University of Central Arkansas in 1994, a Masters Degree in Nursing in 2005 and Doctor of Nursing Practice in 2017, both from Arkansas State University. As a licensed APRN, she values both clinical practice and educational certification and serves as adjunct faculty for Arkansas State University's Advanced Practice program as well as holding several certifications in the field of nursing and education.

What is the process for attending an ACHE virtual event?

1. Attendees will need to complete the AHEF registration form (page 3 of this flyer). It is best to fax the form to (501) 224-0519 to ensure your registration is received in a timely manner.
2. Once you have been registered through AHEF, approximately one week prior to the event (October 14th) an email will be sent to you from Lyndsey Dumas (ldumas@arkhospitals.org) with information from ACHE with another link to "connect" the event to your ACHE account.
3. You will need to click on this link, sign-in to your ACHE account, select the event that you are registered for and "check out." There are NO additional fees with ACHE to attend this event. This is simply "connecting" the event to your account so that you receive the face-to-face hours.
4. Once you check out, you will receive an email from ACHE that provides you with additional steps. You must complete these steps in order for ACHE to "connect" the event to your ACHE record.
5. Once the event is "connected" to your account, you will receive an email from "Blue Sky" which will have your personal link for the meeting on the day of the event.
6. On the day of the event, you will need to use the email from "Blue Sky" to access the event. Or, you may log into your ACHE account, click on "My ACHE" and select "My Events." Please begin this process approximately 30 minutes before the event begins to ensure you are in the event on time.

Because of this process, last minute registrations cannot be accepted.

Arkansas Health Executives Forum Virtual Panel

COVID-19 - What We Learned: Staffing/People Resources

October 21, 2020

Registration Form

Per ACHE guidelines, attendance is limited to 50 registrations for virtual events with priority being given to in-state members of AHEF.

You may fax your registration to (501) 224-0519 to ensure that your registration is received.

Emailed registrations are NOT accepted.

Registration Fee: **\$50 per person**

Name Title

Hospital/Institution

Mailing Address

City, State, Zip

Phone Number Fax Number

E-Mail Address

Send Registration Form with Check, payable to AHEF, to:

**Arkansas Health Executives Forum
419 Natural Resources Drive
Little Rock, AR 72205**

Credit Cards Not Accepted

Registration Cut-Off Date:

Registrations will not be received after October 14th. Due to COVID-19, all registrations MUST be received by mail with payment or by fax (501-224-0519) with check being mailed after. Last minute registrations cannot be accepted due to staff working from home.

Cancellation Policy:

Due to the limited number of registrations set forth by ACHE, once a registration is received cancellations are not possible.

