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**RESILIENCY  
AND RELEVANCE  
IN A TIME OF CHANGE**

**JUNE 12 – 14, 2019  
NEW ORLEANS**



# FROM THE 2019 ANNUAL MEETING PROGRAM CHAIR



The Annual Meeting Planning Committee (AMPC) is delighted to invite you to attend AUPHA's 2019 Annual Meeting as we share ideas, exchange resources, and focus on how to make a difference in our field. This year's theme is *Resiliency and*

*Relevance in a Time of Change*, which lends itself to a broad range of topics that relate to what and how we teach to ensure that our graduates possess the knowledge and behaviors to be resilient in their careers and maintain relevancy in the healthcare industry. It is a fitting theme to be set in the city of New Orleans where the people are known for their love of music, food, and fellowship while exhibiting resiliency and relevance in many times of change.

For those arriving early, join your colleagues for a three hour "City of New Orleans and Katrina Recovery Tour." You will learn about the Garden District, historic cemeteries, the French Quarter, and recovery from Hurricane Katrina. Space for this tour is limited; please register early through the online registration form.

Once again, the Global Symposium will be held on the morning of Wednesday, June 12, before the Annual Meeting formally opens. Be sure to visit the Annual Meeting web site for more details on this important event.

We are honored to have Rebekah E. Gee, MD, MPH, as this year's opening Pattullo Lecturer. Dr. Gee is the Secretary of the Louisiana Department of Health, the state's largest agency, with a budget of \$14 billion. Her oversight responsibilities include public health and other direct service programs for citizens in need such as behavioral health, developmental disabilities, aging and adult

services, emergency preparedness, and the Medicaid program. Under Dr. Gee's leadership, over 480,000 Louisianans are newly insured under Louisiana's Medicaid Expansion, and, for the first time, many are receiving primary and preventive health care.

We are thankful for Julie Carmalt, PhD, who, for the fourth year, will offer complimentary yoga classes during the conference. Dress comfortably; all are welcome.

The meeting will close with the AUPHA Forum Speaker, Charles N. (Chip) Kahn, III. Since June 2001, Chip has served as President and CEO of the Federation of American Hospitals, the national advocacy organization for investor-owned hospitals. A special thanks to Mark Diana, PhD, for his assistance in securing this wonderful closing speaker.

We are also happy to announce our first AUPHA No Talent Necessary (NTN) Show, to be held on Friday, June 14, from 5:30 – 7:00pm. Please come and support your colleagues who are sharing their talents with us. Brenda Freshman, PhD, serves as the coordinator and sponsor in part for this event, and Christy Harris Lemak, PhD, FACHE, will serve as the Mistress of Ceremonies. What a fine event to let the good times roll!

We look forward to seeing you in New Orleans this June. Each of us can, each day, make a difference, no matter how or how much. We hope this meeting allows for you to learn, be reenergized, and poised to make a difference. *Laissez les bon temp roller!*

**Leigh W. Cellucci, PhD, MBA**  
2019 Annual Meeting Program Chair

**NEW THIS YEAR**  
**SPECIAL NETWORKING EVENT**

## NO TALENT NECESSARY SHOW

**FRIDAY, JUNE 14, 5:30–7:30PM**

You won't want to miss AUPHA's first ever "No Talent Necessary Show," featuring AUPHA members and friends. Join the camaraderie for popular songs, sing-a-longs, parodies and more; it's going to be a blast!

Sponsored in part by Brenda Freshman and Orbis Unim, LLC. AUPHA wishes to extend their sincere thanks to Brenda for her coordination of and passion for this event.



# KEYNOTE SPEAKERS

## Opening Session/Pattullo Lecture

WEDNESDAY, JUNE 12, 1:00-2:15PM

### Rebekah E. Gee, MD, MPH

Secretary, Louisiana Department of Health



AUPHA is pleased to announce the 2019 Annual Meeting's opening keynote speaker/Pattullo Lecturer, Dr. Rebekah Gee, MD, MPH. Dr. Gee is the Secretary of the Louisiana Department of Health, the state's largest agency with a budget of \$14 billion. Her oversight responsibilities include public health and other direct service programs for citizens in need such as behavioral health, developmental disabilities, aging and adult services, emergency preparedness, and the Medicaid program. Under Dr. Gee's leadership, over 480,000 Louisianans are newly insured under Louisiana's Medicaid Expansion, and, for the first time, many are receiving much needed primary and preventive health care.

Dr. Gee is an Obstetrician/Gynecologist and brings a caregivers' perspective to the people she serves. She is also a trained policy expert who has served in numerous state and national policy roles and in 2017 she was elected to the National Academy of Medicine. Prior to her role as Secretary, Dr. Gee served as the director for the Birth Outcomes Initiative where she led the charge to decrease infant mortality and prematurity statewide – an effort that in part led to a 25% reduction in infant mortality, an 85% drop in elective deliveries before 39 weeks, and a 10% drop in NICU admissions statewide.

She is the mother of five energetic children and lives in New Orleans where she continues to see patients.

## Closing Session/AUPHA Forum

FRIDAY, JUNE 14, 3:15-4:30PM

### Charles N. Kahn, III

President and CEO, Federation of American Hospitals



Charles N. (Chip) Kahn, III, has served as President and CEO of the Federation of American Hospitals, the national advocacy organization for investor-owned hospitals, since 2001. Mr. Kahn's extensive health policy expertise, outstanding leadership abilities, lengthy Capitol Hill experience, and proven campaign and communications skills make him one of Washington, DC's most effective and accomplished trade association executives.

Mr. Kahn is one of only three health care leaders who have appeared on Modern Healthcare magazine's annual "100 Most Influential People in Healthcare" list (formerly the "100 Most Powerful People in Healthcare" list) since its inception. In 2016, the magazine credited him with helping shape health care policy and said he is at the "forefront of change."

In December 2018, The Hill newspaper selected Mr. Kahn as one of the capital's top lobbyists for the 18th consecutive year. Becker's Hospital Review also included Mr. Kahn on its "50 Most Powerful People in Healthcare" list for 2015. He also appeared on the list in 2014, 2012, 2011, 2010, and 2009. Fortune magazine, for three consecutive years, named the former Health Insurance Association of America (HIAA), under Mr. Kahn's leadership, as the nation's most influential insurance trade association.



A special thanks to Tulane University and Mark Diana, PhD, for sponsoring the AUPHA Forum.

## PRACTITIONERS PANEL AND BREAKFAST

FRIDAY, JUNE 14, 8:15-9:30AM

Panelists will introduce themselves and share examples of accomplishments relating to the theme of resilience and relevancy (event, plan, and action) that they are proud of and why they are proud. Panelists will also share how they identify as a "person of resilience" and how they work to ensure that their efforts are relevant to making a difference in healthcare, giving examples to illustrate.

### MODERATOR

**Leigh W. Cellucci, PhD, MBA**  
East Carolina University

### PANELISTS



**Takeisha Davis, MD, MPH**  
CHIEF EXECUTIVE OFFICER  
New Orleans East Hospital  
New Orleans, Louisiana



**Fernando O. Rivera, MBA, FACHE**  
DIRECTOR  
Southeast Louisiana  
Veterans Healthcare System  
New Orleans, Louisiana



**Michael Hulefeld, MHSA**  
EXECUTIVE VICE PRESIDENT  
AND CHIEF OPERATING OFFICER  
Ochsner Health System  
Jefferson, Louisiana

# SCHEDULE AT A GLANCE

Schedule subject to modification. Check the AUPHA web site for updates to the program.

## TUESDAY, JUNE 11

### 8:00 AM – 4:00 PM

- » CAHME Boot Camp

### 8:30 AM – 4:30 PM

- » AUPHA Board of Directors Meeting

### 2:00 PM – 4:30 PM

- » Site Tour: City of New Orleans and Katrina Recovery Tour (OPTIONAL TICKETED EVENT)

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## WEDNESDAY, JUNE 12

### 7:00 AM – 12:00 PM

- » Global Healthcare Symposium

### 7:30 AM – 9:30 AM

- » Undergraduate Certification Reviews

### 9:30 AM – 10:45 AM

- » Faculty Forum Leaders Meeting

### 10:00 AM – 11:00 AM

- » CAHME Update

### 10:00 AM – 12:00 PM

- » Undergraduate Certification Reviews

### 11:15 AM – 12:00 PM

- » New Members/First Time Attendees Orientation

### 12:15 PM – 1:00 PM

- » Attendees Luncheon



### 1:00 PM – 2:15 PM

- » Opening Keynote Session/Pattullo Lecture

### 2:30 PM – 3:15 PM

- » Poster Sessions

### 3:15 PM – 4:15 PM

- » Global Healthcare Symposium Session

### 3:15 PM – 4:15 PM

- » Education Sessions

### 4:30 PM – 5:15 PM

- » Faculty Forum Meetings

### 4:30 PM – 5:30 PM

- » Undergraduate Certification Workshop

### 6:00 PM – 7:00 PM

- » AUPHA Welcome Reception

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## THURSDAY, JUNE 13

### 6:30 AM – 7:30 AM

- » Morning Fitness: Yoga

### 8:15 AM – 9:15 AM

- » Breakfast Meetings:
  - » Graduate Programs
  - » Undergraduate Programs

### 9:30 AM – 10:30 AM

- » Education Sessions

### 9:30 AM – 10:45 AM

- » Deep Dive Sessions

### 11:00 AM – 11:45 AM

- » Faculty Forum Meetings

### 11:00 AM – 11:45 AM

- » Committee Meetings
  - » JHAE Committee Meeting (Closed)
  - » Finance Committee Meeting (Closed)

### 12:00 PM – 1:15 PM

- » AUPHA Annual Business Meeting and Luncheon

### 1:15 PM – 1:45 PM

- » Poster Sessions

### 2:00 PM – 2:45 PM

- » Undergraduate Program Committee Meeting (Closed)

### 2:45 PM – 3:45 PM

- » Education Sessions

### 2:45 PM – 4:00 PM

- » Deep Dive Sessions

### 4:15 PM – 5:15 PM

- » Education Sessions

- » Collaboration & Conversation Sessions

### 6:45 PM – 8:30 PM

- » Graham Prize Dinner

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## FRIDAY, JUNE 14

### 6:30 AM – 7:30 AM

- » Morning Fitness: Yoga

### 8:15 AM – 9:30 AM

- » Practitioners Panel and Breakfast

### 9:45 AM – 10:30 AM

- » UPD Open Meeting

### 9:45 AM – 10:30 AM

- » Faculty Forum Meetings

### 10:45 AM – 11:45 AM

- » Collaboration & Conversation Sessions

### 10:45 AM – 12:00 PM

- » Deep Dive Sessions

### 12:30 PM – 1:45 PM

- » Awards Luncheon

### 2:00 PM – 3:00 PM

- » Education Sessions

### 3:15 PM – 4:30 PM

- » Closing Session/AUPHA Forum

### 5:30 PM – 7:30 PM

- » Networking Event
- » No Talent Necessary Show (OPTIONAL EVENT – FREE AND OPEN TO ALL!)



# SESSIONS OVERVIEW

Schedule subject to modification. Check the AUPHA web site for updates to the program.

## WEDNESDAY, JUNE 12

**3:15 PM – 4:15 PM**

### EDUCATION SESSIONS (60 MINUTES)

- » Authentic Collaboration: Developing Long-Term Industry and Institution Connections
- » Changing Practice in a Changing World
- » Maintaining Relevancy in Healthcare Administration Education: Implementing Novel Cross-Geographical Educational Collaborative Models
- » Teaching Health Management Students About Social Determinants of Health in Healthcare

## THURSDAY, JUNE 13

**9:30 AM – 10:30 AM**

### EDUCATION SESSIONS (60 MINUTES)

- » Connecting the Dots: Collaborating Across Courses Through “Shared” Assignments
- » Preparing Leaders to be Resilient: Innovative Pedagogical Approaches
- » Teaching and Assessing Soft Skills

**9:30 AM – 10:45 AM**

### DEEP DIVE SESSIONS (75 MINUTES)

- » An Urgent Imperative: Enriching Professionalism Education to Promote Resilience and Relevance
- » M3: Members Mentoring Members

**2:45 PM – 3:45 PM**

### EDUCATION SESSIONS (60 MINUTES)

- » Improving Collaboration Between Scholars & Practice: The University Center for Healthcare Management
- » The Pedagogical Utility of Community Health Assessments for Improving Population Health

**2:45 PM – 4:00 PM**

### DEEP DIVE SESSIONS (75 MINUTES)

- » Agility and Resilience: Leading Yourself, Your Team, and Your Organization to High Performance (INVITED SESSION)
- » Exceeding Expectations: Ensure Your Students Are Obtaining Desired Competencies

**4:15 PM – 5:15 PM**

### EDUCATION SESSIONS (60 MINUTES)

- » Building Healthcare Management Student and Alumni Career Resilience Amidst Rapid Environmental Change
- » Striving for Inclusive Excellence
- » Time for Your Students to Experience the “Patient Experience”

### CONVERSATION AND COLLABORATION SESSIONS

(60 MINUTES)

- » Academic Burnout: Recognize, Reverse, Resilience
- » An Important Seat at the Table: Health Administration Inclusion in IPE Simulation
- » Identifying and Applying Resilient and Relevant Authentic Assessments in Changing Learning Environments
- » Interactive Classroom Activities to Build Generational Competency
- » MHA Students Report Heightened Awareness in the Value of Interprofessional Education

## FRIDAY, JUNE 14

**10:45 AM – 11:45 AM**

### CONVERSATION AND COLLABORATION SESSIONS

(60 MINUTES)

- » Advisory Board Development: Important Input and Strategy for Significant Financial Support
- » Collaboration Between a Health Administration Program, a Hospital, & Urban Agriculture
- » Disaster Week: Increasing Organizational Resilience by Preparing Future Leaders
- » Informatics and Information Management Accreditation in the AI/ML Era
- » Journaling: A Simple Method for Developing Resiliency in Students

**10:45 AM – 12:00 PM**

### DEEP DIVE SESSIONS (75 MINUTES)

- » Integrating Crisis Leadership, Planning, and Decision-Making Into Curricula and Lifelong Learning
- » Survival of the Fittest? Preparing Healthcare Administrators for Contemporary Health System Mergers

**2:00 PM – 3:00 PM**

### EDUCATION SESSIONS (60 MINUTES)

- » Beyond Etiquette... Values-Based Professional Development
- » Beyond Statistics: Can Your Students Navigate Today's Data-Driven Healthcare World?
- » Flickers-->Sparklers: Focusing on Joy, Purpose and Resiliency in Teaching and Learning
- » Innovation by Design: Incorporating Design Thinking in Health Administration Curricula

# 2019 GLOBAL SYMPOSIUM

The 2019 Global Symposium will be held on Wednesday, June 12th, and will begin prior to the official opening of the conference.

This Symposium will:

- » link participants with shared interests in Global Healthcare Management & Policy;
- » share best practices in enhancing exposure to quality global health management education;
- » further partnerships and to provide a succinct review of opportunities for faculty to enhance their teaching (both overseas and in the U.S.), service, and research, and
- » explore ideas for opportunities, addressing challenges, multi-national approaches, and innovative channels to advance global health management, both overseas and in the U.S.

## SCHEDULE

Schedule subject to modification. Check the AUPHA web site for updates to the program.

### 7:30AM – 8:15AM

- » Continental Breakfast and Welcome

### 8:15AM – 12:15

- » Session Presentations

### 12:15PM – 1:00PM

- » Attendees Luncheon



### 1:00PM – 2:15PM

- » Opening Keynote Session/Pattullo Lecture

### 2:15PM – 3:15PM

- » Break/Poster Sessions

### 3:15PM – 4:15PM

- » Educational Session

### 4:30PM – 5:15PM

- » Global Healthcare Management Faculty Forum

### 6:00PM – 7:00PM

- » AUPHA Welcome Reception

# TOUR NEW ORLEANS

TUESDAY, JUNE 11, 2:00 – 4:30PM

Immerse yourself in the culture, history, and landscape of vibrant New Orleans on this city-wide tour. This experience combines elements from several disparate tours, including those focusing on architecture, the Garden District, historic cemeteries, the French Quarter, and recovery from Hurricane Katrina. Come see beautiful architecture, city landmarks, and even spooky cemeteries with local legends attached. Your guide will tell you all the fascinating stories about the history and culture of each area, and discusses the city's experience of and recovery from Hurricane Katrina.



## GETTING THERE

Louis Armstrong New Orleans International Airport (MSY) is just twelve miles from the French Quarter.

**Taxicabs:** Taxicab booths are located on the first level of the Terminal outside of Baggage Claim Belts 1 and 14. Passengers must wait in line at one of these booths for taxi service. Taxi rides cost \$36.00 from the airport to the Central Business District (CBD) or French Quarter (west of Elysian Fields) for up to two (2) passengers. For three (3) or more passengers, the fare will be \$15.00 per passenger. Taxis are required accept credit card payments. Note: Fares are correct as of January 2019, press time.

**Airport Shuttle:** Shuttle service is available from the airport to hotels and various other locations in the New Orleans for \$24.00 (per person, one-way) or \$44.00 (per person, round-trip). These fares include three (3) bags per person. Additional baggage may be subject to additional fees. Passengers can purchase tickets at the Airport at Airport Shuttle ticket booths located on the first level throughout the Baggage Claim area.

**Mass Transit:** Public mass transportation from the airport to downtown New Orleans is easy. The Jefferson Transit Authority (JET) and the Regional Transportation Authority (RTA) provide nine (9) daily departures to downtown New Orleans. Both utilize the bus stop located on the outer lanes of the second floor, outside the Concourse C Lobby Information Booth.

The Airport-Downtown Express (E2) Bus operated by JET is \$2.00. The fare boxes will accept \$1, \$5, \$10, \$20 dollar bills and all U.S. coins. The Airport-Downtown Express (E2) provides service from the Louis Armstrong New Orleans International Airport in Kenner, down Airline Drive into New Orleans, which takes approximately fifty (50) minutes. For more information on public transit in the area, visit the Jefferson Transit website, [www.jeffersontransit.org](http://www.jeffersontransit.org).

The Regional Transit Authority (RTA) provides the Airport Express (202) Bus with service to and from the Airport into New Orleans. Pick up locations for the Airport Express (202) Bus in New Orleans can be found at Elk Place at Cleveland and the Union Passenger Terminal Bus Bay 2 with transport to the Departures Level at the Airport Terminal and select trips to the new terminal construction site. The fare for this route is \$1.50. For bus schedule information, pick up locations, and route information, please click [here](#).

**Uber and Lyft:** Uber and Lyft offer transportation services from the Airport. Passengers can meet their app-based ride service outside of the Ground Transportation Center located on the first floor of the Short-Term Parking Garage by crossing the pedestrian crosswalk located outside of Baggage Claim 6.

## GETTING AROUND THE CITY

Whether you get here via car, shuttle or taxi, once you're at the hotel, you probably won't need a car anymore. If you're staying in the French Quarter or Central Business District, there are many restaurants, sights, shops and other attractions that you can get to by walking. If you can't get their by foot, there are bikes you can rent and pedicabs (bicycle-powered cabs).

**Buses:** No matter where you're staying, New Orleans has a popular, safe and efficient public transportation system to take you to wherever you want to go. The buses can get you from just about any part of the city to another.

**Streetcars:** You might want to plan your itinerary with activities along the streetcar routes. The New Orleans streetcars are as much a tourist attraction as they are a way to get people around town, so make sure to plan at least an afternoon riding the St. Charles Avenue streetcar uptown or the Canal Street line up to City Park or the Museum. A one way ticket is \$1.25. Make sure you bring cash, because drivers do not take credit cards. There are also 1, 3, 5 and 31 day unlimited riding passes valid on streetcars and RTA buses. Click [here](http://www.norta.com/Fares-Passes/Overview) for more details: <http://www.norta.com/Fares-Passes/Overview>

## WHERE TO STAY

AUPHA has reserved a block of rooms at the Sheraton New Orleans Hotel for Annual Meeting attendees only.

RESERVE YOUR ROOM

Boasting a prime location adjacent to the French Quarter, the Sheraton New Orleans is located on the historic Canal Street streetcar line just steps from the city's best dining, entertainment, and nightlife. This 4-star hotel is within a 15-minute walk of Jackson Square and the National World War II Museum and 0.7 mi (1.1 km) from French Market and 1.1 mi (1.8 km) from the Mercedes-Benz Superdome.

The hotel is dog friendly and offers a full service restaurant, bar, in-room dining, Starbucks, business center, fitness center, pool, tour desk, gift shop, and valet parking. All guest rooms and suites feature the award-winning Sheraton Sweet Sleeper Bed. Club Level rooms provide breathtaking views and VIP amenities. Guests of the Club Level also enjoy exclusive use of the private Club Level Lounge featuring wireless internet access and serving complimentary continental breakfast and evening hors d'oeuvres.



## WHILE IN NEW ORLEANS...

Tour the neighborhoods: The French Quarter (and nightlife on Bourbon Street!), Jackson Square, the Garden District...

Visit The National World War II Museum – New Orleans' #1 attraction according to Trip Advisor...

Nosh on beignets and drink café au lait at Café du Monde...

Take a class at the New Orleans School of Cooking...

Enjoy a jazz brunch...

Marvel at St. Louis Cathedral...

Get Jazzed at Preservation Hall...



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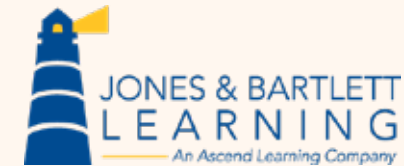


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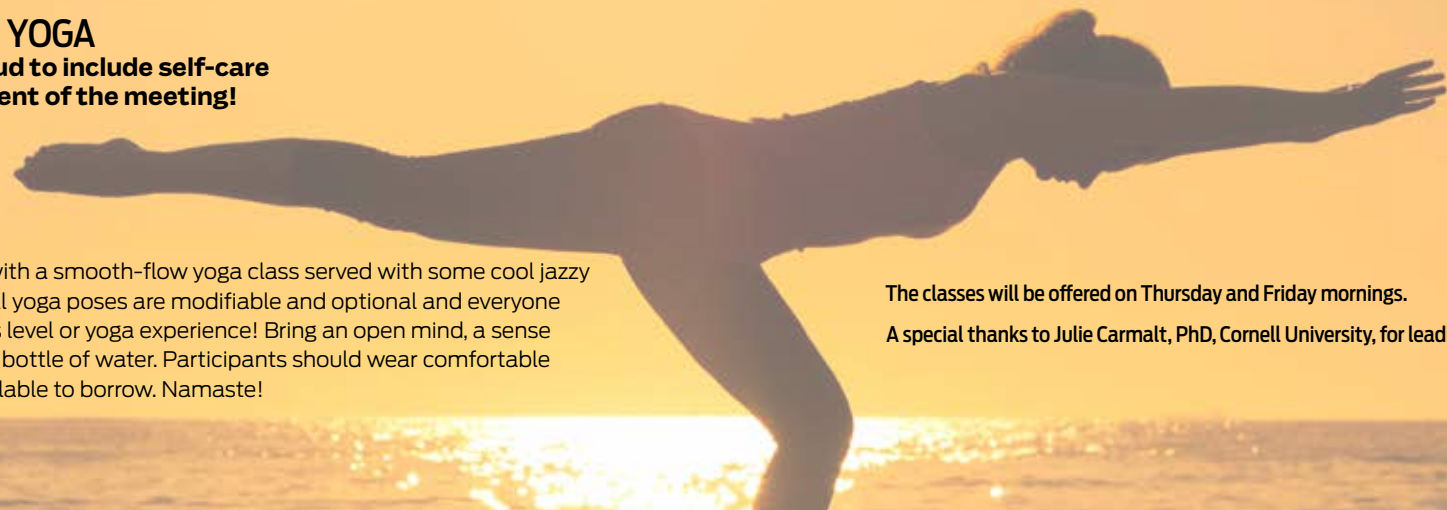
## “BIG EASY” MORNING YOGA

Once again, AUPHA is proud to include self-care and wellness as a component of the meeting!

Start your day “Big Easy” style with a smooth-flow yoga class served with some cool jazzy vibes. No experience needed! All yoga poses are modifiable and optional and everyone is welcome regardless of fitness level or yoga experience! Bring an open mind, a sense of adventure, a yoga mat, and a bottle of water. Participants should wear comfortable clothes. Some mats will be available to borrow. Namaste!

The classes will be offered on Thursday and Friday mornings.

A special thanks to Julie Carmalt, PhD, Cornell University, for leading the class.





**Association of  
University Programs in  
Health Administration**

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Registration Category	Early Rates Received on/before April 1	Regular Rates Received after April 1
Member	\$875	\$975
Additional Member(s) Must register with one payment.	\$825	\$925
Non-Member	\$975	\$1075
Student Must provide copy of ID. Applies only to students currently enrolled in a Health Administration program.	\$275	\$300
International	\$675	\$775
Global Symposium Wednesday Only	\$275	\$375

**Additional Passes**

Graham Prize Dinner Guest Pass

\$150

TUESDAY  
City of New Orleans and  
Katrina Recovery Tour

\$50  
Tickets are limited, register early.

FRIDAY  
No Talent Necessary Show

Free

**REGISTER NOW**