



# NAHTM 2013 Providence RI

Conference 2013 brought the National Association of Healthcare Transport Management, INC (NAHTM) to Providence, RI. From September 28 through October 2, conference attendees enjoyed autumn at its best! Providence was bursting with fall color while the temperature remained fairly warm. The **Providence Biltmore Hotel**, the site of this year's conference, was a charming reminder of a bygone era. This beautifully restored hotel is located in the heart of historic downtown Providence. Evenings along the Providence River, just steps from the Biltmore, proved to be "sweater weather" so stepping out of the hotel to discover the many restaurants and shops in Providence was a pleasant experience for all.

Conference 2013 was dynamic, illuminating and provided ample opportunity for attendees to network and exchange ideas as well as stories from the frontline! The following bullets highlight the best of NAHTM Conference 2013:

- ❖ The conference kicked off on Saturday, September 28 for a 2-day ***Level I CHT Instructor Training*** course, provided by Impact Training Corporation principals **Jori Philippi Kennedy** and **Ruthann Walsh**. During this course, future ***Level I CHT Instructors*** are prepared to deliver the curriculum of NAHTM's performance based, 3-book certification program to their respective transport staffs. On the completion of the performance based, 3-book course, the Patient Transporter then earns the credential ***Certified Healthcare Transporter***. This well attended session generated much enthusiasm among attendees to get home and get started with their staff! For those who could not attend the conference ***Instructor Level I CHT Instructor Training***, Impact Training will be offering the course in Savannah, Georgia at the Homeward Suites from March 7-8, 2014...more on that to come!
- ❖ On the afternoon of Sunday, September 29, the ***Registration Reception*** was held at the top of Biltmore, in the ***L'Apogee***. This sunny venue provided panoramic views of Providence, the Providence River as well as Providence Harbor. The nibbles were excellent, the conversations lively and noisy and the registration process was seamless, thanks to NAHTM Treasurer **Pamela Douglas- Ntagha** and **Carlette Collins**, both from MD Anderson Cancer Center, located in Houston, TX.

- ❖ Special thanks goes out both to **Robert A. Klugman, M.D.**, FACP Associate Professor of Medicine and Quantitative Health Science at the University of Massachusetts Medical School and Senior Vice President, Chief Quality Officer and Medical Director of Managed Care for UMass Memorial Health Care and **Tze Chaim, PhD**, Performance Improvement Specialist for UMass Memorial Medical Center. Drs. Klugman and Chaim provided a timely, lively, humorous and...YES...informative **KEYNOTE** experience. Stressing the use of LEAN tools and focusing on the tenets of patient centeredness, this dynamic duo addressed the increasing shift of hospitals toward operating as an Accountable Care Organization (ACO) while maintaining high quality and SAFE patient care. As one long time NAHTM conference attendee wrote on the Keynote session evaluation..."this was the BEST keynote ever..."
- ❖ KUDOS to the **Education Committee** : **Laura Dilts** Of Harrington Hospital, Southbridge, MA, **Moira Crouteau**, Cheshire Medical Center, Keene NH, **Preston Mack** of Wake Forest Baptist Medical Center, Winston-Salem, NC and chaired by **Pamela Douglas- Ntagha** . The efforts of this group produced a variety of timely, pertinent and current topics and education opportunities, presented through a variety of venues. There were 21 breakout sessions, several poster presentations as well as lunch time table topic discussions that encouraged conversations around topics such as transport productivity/metrics, Certification, staff training, on-boarding and engagement, patient centered care and so on. Three NAHTM sponsors, Allscripts, Bedwatch and TeleTracking presented as well.
- ❖ And THANKS to those members and quest and sponsor presenters who stepped up and provided their experience and expertise through breakout sessions and posters presentations at conference 2013:

<p>Russell Ashen            Kristie Bell, MBA            Jane Callahan, BS            Dale Calloway            Deborah Cox, MBA            Charlotte Cumbo, MBA, MHRM            G'Zelle Davis, MA            Laura Dilts, MPA            Pamela Douglas-Natgha, RN, MSN, MBA,            JD            Maureen B. Fagan, DNP, MHA, WHNP-            BC, FNP-BC            Candace Fox, BA            Angela Hayes-Rodgers, MBA, HCM            Sherryll Howe, BS            Carmaie(Michelle) Huntley</p>	<p>Michelle Jackson            Elbert Lewis, MBA            Angela Lindsay            Marty Luzer, RN, MNEd            Tom Perry            Jorie Philippi, MA            Andrew Rich, MS, OTR/L, CSPHP            Kelly Rose, RN, MSN            Susan Sabino, MS            Joseph Smith, MA            William Sisolak, Jr.BS            Ruthann Walsh, MS            Terry White            Holley Willis, MBA            Nebiye Woldahaimanot, BS            James A. Wright, MBA</p>
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❖ Providence RI is hailed as one of the top 5 “FOOD” cities in the USA! In the many eclectic Providence neighborhoods, restaurants offering a wide variety of cuisines abound. However, one did not have to stray from the hotel to find a culinary experience as the Biltmore offered up an excellent menu. **The Exhibitor/Hotel Relations and Networking Committee** chaired by Vice President **Deb Cox** and staffed with members **Charlotte Cumbo** from MD Anderson cancer Center, **Bobby Williams** from Metropolitan Health Services and **Holley Willis**, from Oschner Health pulled out all the stops to provide a positive dining experience for conference attendees. This committee also recruited the vendors and sponsors, as well as organized the annual conference exhibition, the conference gala and the afternoon visit to Newport RI. Below are the highlights from these events:

- The NAHTM Exhibition was a well attended success! The Biltmore’s Grand Ballroom was the home to this year’s event and both attendees and vendors were very happy with this sunny and spacious venue. The committee drew 16 vendors to the event. Products ranged from software, dispatch and asset tracking, as well as products to assist with safe patient handling and transport. Throughout the Exhibition, attendee names were drawn for prizes from both NAHTM and vendors. In total, 12 prizes were awarded. **Moira Croteau** from Cheshire Medical Center won the **Grand Prize, a free conference registration for 2014.**
- Special thanks and hearty applause to NAHTM’s 2013 Exhibitor Sponsor’s:
  - **Bedwatch:** Sponsored the Tuesday evening Gala
  - **Allscripts:** sponsored lunch on Tuesday
  - **TeleTracking:** sponsored lunch on Monday and the USB drives
  - **Towne Park:** sponsored lanyards/ID pockets
- And thanks to the many vendors who supported NAHTM through their presence at the Exhibition:

<b>Allscripts</b> - Marty Luzer	<b>IPM Assets Solutions, Inc.</b> - John Pacini and Craig Sadler
<b>AirPal</b> - Eric Nelson	<b>McAuley Medical, INC</b> - John McAuley and Matt Center
<b>A.R.C. Distributors</b> - Cindy Houser	<b>Patient Focused Systems</b> - Ron Gregg and Mary Cooper
<b>aXtra Hand LLC</b> - Peter Charow	<b>PHS West</b> - Molly Cummings and Jim Vollmuth
<b>BedWatch</b> - Russell Ashton, David Kraeger, Steve Jourdan	<b>Service Hub</b> - Hans Wynholds
<b>CentralLogic</b> - Jeff Green	<b>Stryker Corporation</b> - Mike Gilligan and Anthony Anastasi
<b>EZ Way</b> - Eddie Lisle and Jim Jones	<b>TeleTracking</b> - Tom Perry and Mike Wood
<b>The HUBSCRUB Co.</b> - Jan Soderquist and Jeff Vilardi	
<b>Transmotion Medical</b> – Ryan Yerky	



- NAHTM attendees had a second chance to revisit the Grand Ballroom, this time at night for the annual GALA. *Mistress of Ceremonies*, **Holley Willis** added a touch of mystery and to the table décor as she set each with masques from her organizations' home base of New Orleans. The food, again was excellent, the music provided by DJ Anthony Crocini was varied and enticed many on to the dance floor once the GALA program was over. The program included:
  - **Holley Willis**, *Mistress of Ceremonies* and **Steve Jourdan**, President and CEO of **BedWatch**, the Gala sponsor, graciously opened the Gala
  - **Cathleen Thom**, then NAHTM President welcomed all and **Bobby Williams** offered up a *Blessing of Food*
  - Recognition plaques were presented to all podium and poster presenters by **Pamela Douglas-Ntagha**
  - The *2013 Exhibitor of the Year* award was presented to **Tom Perry** of **TeleTracking** by Cindy Hauser of ARC Distributors, the 2012 Exhibitor of the Year recipient
  - *The Deborah Cox Distinguished Member Award* was presented to **Pamela Douglas-Ntagha** by **Deborah Cox**, the awards' namesake and first recipient.
  - *Special Presentation of the combined NAHTM membership*, *NAHTM Exhibitor* and *Jack and Jill Organization children's shoe donations to Nicholas Lowinger, founder of Gotta Have Sole* by the NAHTM Executive Committee.
- **GOTTA HAVE SOLE** is a charitable organization founded by **Nicholas Lowinger** when he was 14 years old. Nicholas, a native of Cranston, Rhode Island, collects new children's shoes that are then distributed to children housed in temporary shelters throughout the United States. To date, over 10,000 pairs of shoes in have been distributed throughout 21 states!





- ❖ The **Annual Member’s Business Meeting** was held on the morning of Tuesday, October 1, 2013 in the Garden Room. The agenda was ambitious yet much was accomplished. Highlights of Business Meeting outcomes are as follows:
  - The 2013 Nominations Committee, **G’Zelle Davis** and **Bobby Williams** conducted the election of a new Secretary. **Elbert Lewis**, of Harris Health, Houston TX, the only candidate was duly elected.
  - Then President, **Cathleen Thom** , requested volunteers for the 2014 Nominations Committee. 2014 will elect a new President and Vice President. **Susan Sabino** and **Angela Lindsay** will serve on Nominations; **G’Zelle Davis** will serve as chair.
  - **Pam Douglas-Natagha** recognized the contributions of those who served on the various conference planning committees. **Laura Dilts, Holley Willis and Charlotte Cumbo** will receive a free conference in 2014 for their outstanding work. Pam noted that, post conference, a call for conference planning volunteers, as well as other standing committees, will be sent to all members.
  - **Deborah Cox** briefly discussed Conference 2014 in Denver CO. She also canvassed the membership for the site of conference 2015. Las Vegas, Nevada was the “hands-down” winner!
  - **Cathleen Thom** and **Deb Cox** discussed proposed changes to the website to include bringing on social media and a benchmarking site managed by an independent party. Participation in quarterly benchmarking would be a standard NAHTM membership benefit once established. NAHTM Member **Rudolph Beverly** proposed a motion that the Executive Committee move this initiative forward by seeking RFPs from independent administrators. The Motion was seconded and unanimously passed by the attending members.
  - **Cathleen Thom** presented a proposition that NAHTM explore a partnership with American Healthcare Environment (AHE) organization, and American Hospital Association (AHA) group. Members voted at this time to revisit this proposal by 2015.
  - **Laura Dilts** proposed a scholarship fund that would annually grant, once certain criteria was met, 1 or 2 free conference registrations to NAHTM members. This proposal was tabled for consideration and discussion at later date.
  - **The various committees presented**
    - **President’s Report:** Cathleen Thom briefly touched upon accomplishments of the past year
    - **Treasurer’s Report:** Pamela Douglas- Natgaha reported on 2013 Financial Statement. She also reviewed the many changes in NAHTM’s financial policy and processes that have been implemented as well as future changes, including the development of an annual operating budget.

- **Secretary's Report:** in the absence of the prior secretary who resigned just prior to the conference Cathleen Thom and Deb Cox reported out on standing membership and conference attendance
- **Bylaw' Committee Report:** Deb Cox reported out on status of proposed changes from 2012, specifically the addition of Conference Planning committees. Pam Douglas-Natgha introduced a ballot proposing several new changes.
- The **Conference Planning Committees** reported out on their conference planning activities for the past year
- Lastly, Deb Cox and Chester Wortham reported on progress with **NAHTMs' Certified Healthcare Transporter (CHT)** program. Chester reports that his organization, Johns Hopkins is adopting not only the **CHT** program but the companion EVS Worker certification also developed by Impact Training Corp. Deb Cox reported on progress of certification of new CHT's but also status of recertification.

❖ **Legendary Newport RI!** At the close of conference on Wednesday, October 2, some NAHTM attendees ventured down the state to this seaport town rich in naval and seafaring history, early American architect (as well as the fabulous summer "cottages" of the *Golden Age* rich and famous), great shopping and scrumptious seafood. After an excellent dining experience on Bannister's Wharf, the group ambled through the old town, taking in the sights, shopping and enjoying each other's company. It was a great end to a great conference!



**Some of the NAHTM NEWPORTER'S on Bannister's Wharf, Newport RI. From left to right are:**  
  
Rudolph Beverly, Shelly Martin, Susan Sabino, Laura Dilts, Angela Lindsay, Deborah Cox and Carmaine (Michelle) Huntley (photo taken by Glenn Abare)

For those of us who did attend the conference in Providence, RI, we hope to see you in Denver, Colorado at Conference 2014. The beautiful **Renaissance Denver Hotel** will play host to NAHTM from **September 26-October 1, 2014.**

*Reaching New Heights in Patient Transport Excellence!*

