



The Organization for Transplant Professionals

A diverse group of approximately 18 professionals, including men and women of various ethnicities, are standing in a line. They are all dressed in business attire, such as suits, blouses, and dresses. They are holding a large, white, rectangular banner that spans across the middle of the image. The banner contains the text "Hospital Development Core Curriculum".

Hospital Development Core Curriculum

November 2-5, 2018

Tempe Mission Palms Hotel and Conference Center

Tempe, Arizona

Register at www.natco1.org

Hotel Deadline: October 4, 2018

Meeting Registration Deadline: October 11, 2018

**Registration
Brochure**

Hospital Development Core Curriculum

Hospital Development (HD) staff maintain a close, collaborative relationship with hospitals throughout the United States, to help define, shape and guide their roles in the donation process. HD staff require core competencies and skills to execute their role effectively. This course offers instruction and skill-development in these HD areas:

Communication & Interpersonal Interaction

Communication at all levels, physician engagement, emotional intelligence and conflict management

Hospital Performance and Engagement

Ensuring HD objectives drive quality and donation goals; strategic planning, process development, donation as the mission, real time HD, understanding dashboards and reports

Measures of Excellence

Review of legislation, CMS and Joint Commission requirement; how to utilize SRTR, OPTN, UNOS, and other resources

Best Practices

HRSA Community of Practice Initiatives, pre-donation and referral management, time management, hospital behavior, negotiation skills, presentation skills

Who Should Attend?

The Hospital Development Core Curriculum (HD) is designed to share and teach “best practices” to HD professionals and any OPO professionals wishing to develop and grow HD skills. This course is not intended as an initial HD orientation course. It is designed to supplement existing HD knowledge and provides a forum to explore resources, learn best practices and share with colleagues from across the country. It is recommended that those attending this course should have at least three months of experience in HD. To build upon the HD knowledge and prepare new and future leaders, an HD Summit is also offered in the Spring.

Location and Accommodations

The Tempe Mission Palms Hotel and conference center is five miles from the Phoenix Sky Harbor International Airport. The hotel is located in downtown Tempe and within walking distance of more than 170 shops, galleries and restaurants. The hotel is a certified conference center, creating a high-quality learning experience. Tempe Mission Palms offers many amenities, including an outdoor swimming pool with two whirlpools, complimentary fitness center and tennis courts. To learn more about the hotel, please visit www.missionpalms.com. NATCO has reserved a block of rooms at the Tempe Mission Palms Hotel for course participants at a rate of \$189 plus tax and hospitality fee per night for a single or double room. To make your hotel reservation contact the hotel directly at 480-894-1400 or 800-547-8705 or make your reservations online using the link found on our website: www.natco1.org. In order to receive this room rate, you must make your hotel reservation no later than midnight **Thursday, October 4, 2018**.

An additional \$13.95 per night hospitality fee will be charged to each guestroom. The fee includes local and toll-free telephone calls, incoming fax service, daily newspaper delivered to each guestroom, in-room coffee service, airport transportation, wireless high-speed Internet access, valet parking, bell staff and maid gratuities and access to the fitness center.

Transportation

Each attendee receives complimentary ground transportation to and from the airport with a room reservation at the conference hotel. The Tempe Mission Palms Hotel provides shuttle service every half hour from 5:30 a.m. to 10:30 p.m. Once you have arrived at Sky Harbor International Airport, pick up your luggage at the baggage claim, then call the Tempe Mission Palms operator at 480-894-1400 using your personal cell phone or airport pay phone and indicate in which terminal you are located. The shuttle should arrive within a few minutes. The travel time to the hotel is approximately 10 minutes.

For departure from the hotel, let the hotel bell staff know approximately 15 minutes prior to the half hour that you need to take the next shuttle to the airport.

Cab fares to and from the airport are a flat fee of \$18 one way.

Parking: Complimentary valet parking is available at the hotel. Metered parking is also available at \$2 per hour or \$12 per day.

Continuing Education

NATCO will award a continuing education certificate of attendance to participants who attend the entire course. CE records are maintained by the NATCO Executive Office for a period of seven years.

Schedule of Events

Afternoon refreshment break provided on Friday. Continental breakfast, lunch and refreshment breaks provided on Saturday and Sunday. Continental breakfast and refreshment break provided on Monday.

HOSPITAL DEVELOPMENT CORE CURRICULUM

Friday, November 2

1:00 p.m. – 5:00 p.m.	Maximizing Hospital Development (Maximizing outcomes; customer focus, performance management, Quality Improvement Planning, data analysis, communication, strategic thinking, negotiation skills, teamwork) Donate Life What is NATCO Communication & Interpersonal Interaction (Understanding personality types, self-awareness and communication goals. Adapting communication and consulting skills to all levels of hospital personnel) What have we learned from the Community of Practice (Change Packet, First Things First, PDSA Improvement Strategy)
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Saturday, November 3

8:00 a.m. – 12:00 p.m.	Time Management Strategies (Give your time management a S.P.A. treatment.) The Power of Nice (Relationship Building and Negotiation Skills. <i>Building relationships is better than a one-time deal!</i>) Conflict management/Emotional intelligence (Working with difficult situations and difficult people.)
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1:00 p.m. – 5:00 p.m.	Team Building; The Foundation for Improvement (Team building is the foundation to establishing process improvement to achieve results.) Regulatory and Data Resources (Legislative requirements, e.g. CMS, The Joint Commission, state-laws, FDA, Data resources - SRTR, OPTN, UNOS, etc., how to find and utilize them.)
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Sunday, November 4

8:00 a.m. – 12:00 p.m.	Hospital Engagement (Donation as the Mission, Real Time Hospital Development, Rounding with a Purpose, Engaging Physicians) Dashboards and Data (What do they say...which data is important to who? Learning how to utilize quality tools to drive improvement.) Pre-Donation and Referral Management
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1:00 p.m. – 5:00 p.m.	Hospital Plans in Action: Creating a Shared Vision (Developing and implementing collaborative plans and projects with your hospital for improved outcomes and best practices.) Look Who's Watching (Hospital Behavior and Etiquette) Why Aren't They Listening? (Facilitation techniques for conducting effective meetings with presentation skills that drive your message and engage your audience. Work on group projects.)
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Monday, November 5

8:00 a.m. – 11:00 a.m.	Group Presentations
11:00 a.m. – 11:30 a.m.	Wrap-Up and Close

COURSE FACULTY

Woody Marshall, BA, MS, Director Hospital Services, Intermountain Donor Services
Karen Libs, Program Manager, NATCO

COURSE FORMAT

The Hospital Development Core Curriculum course was developed based on feedback from HD directors and managers across the nation. Attendance of the entire course, which includes the group presentation on the final day, will result in a certificate of attendance.

The course material will be provided on a thumb drive. **Please bring your computer so you can access the material.** Small group discussions and projects are facilitated and completed throughout the course with feedback from faculty. As a concluding exercise, all teams will be building and delivering a brief presentation on the final day, utilizing information and "best practices" shared during the HD course. It is extremely important that all attendees depart for the airport after 12:00pm on Monday, November 5th. Certificates of completion will only be given to attendees who have attended the entire course.

Hospital Development Core Curriculum

REGISTRATION FORM

November 2-5, 2018

Course Registration Postmark Deadline: **October 11, 2018**

Register online at www.natco1.org

First Name M.I. Last Name

Institution Name

Job Title

Work Home Address

City State Zip Country

Business Telephone Fax Number

Email Address

Please specify any special needs:

In case of emergency, please notify (*Name/Relation/Telephone*):

Method of Payment

Payment by check, credit card or money order must accompany this registration form to complete registration.

Check or money order (U.S. dollars only, drawn on a U.S. bank) payable to NATCO – Tax ID: 74-2076651

Charge payment to the following credit card:

American Express VISA MasterCard Discover

Credit Card Number Expiration Date

Name as it appears on Card – Please Print CVV

Signature Date

Cardholder Phone Number

3 Ways to Register



Register online at
Fax with credit card
information to:
www.natco1.org
703-879-7544



Mail to:
NATCO
P.O. Box 711233
Oak Hill, VA 20171

Overnight Mail Only:
NATCO
12820 Rose Grove Dr.
Oak Hill, VA 20171

Registration Choices

\$995.00 for NATCO members
 \$1,195 for non-members
Total enclosed: _____

Cancellation Policy:

A refund for the registration fee, less a \$50 processing fee, will be made if written cancellation (and request for reimbursement) is received by October 19, 2018. Substitutions are permitted but must be submitted in writing. You may submit a written cancellation or request for reimbursement or substitution via fax at 703-879-7544 or email at info@natco1.org. Please include refund request and the reason for the cancellation.