



SEPTEMBER 4-6, 2024
ANAHEIM MARRIOTT

JOIN US FOR OUR PRECONFERENCE

**Preconference requires a separate registration fee (not included with General Conference)*

WEDNESDAY, SEPTEMBER 4 | 8:30 AM TO 12:30 PM

The California Employer - An ASC HR Overview

As an ASC administrator, you bear significant HR responsibilities. Many find themselves navigating this domain for the first time, while even seasoned administrators benefit from regular knowledge updates. This preconference session is meticulously crafted to equip you with the essential insights needed to manage common HR issues. Packed with valuable information, this seminar aims to maximize learning efficiency. Topics include a review of recent California laws and legislation on hiring practices, disciplinary procedures, benefits administration, COBRA compliance, FLSA regulations, ADA accommodations, FMLA guidelines, record-keeping protocols, and discrimination policies. By attending this course, you will gain a solid foundation to adeptly address daily HR challenges with confidence and effectiveness.

FOR CONFERENCE DETAILS PLEASE VISIT
CASURGERY.ORG/CASACON24



CONFERENCE KICK-OFF

WEDNESDAY, SEPTEMBER 4, 2024 | 3:00 PM

ASC Imagination-Creating the Optimum ASC Experience

Join us as we navigate the path to an optimal ASC environment of tomorrow. In this enlightening session, a panel of esteemed California ASC experts will delve into the challenges and prospects that lie ahead. Explore the shifting landscape of ASCs and discover key avenues for expansion and sustainability. From embracing value-based care to forging strategic partnerships, we will discuss pivotal factors that drive success.

Make sure you are part of this session, as we harness the ASC experience to enhance outcomes for patients, partners, and staff alike. Don't miss this opportunity to chart a course towards excellence in healthcare delivery.

FEATURED SPEAKER PANEL



Jeff Orgen
VP of Operations
AMSURG
Moderator



Keith Hennegan
COO
AMSURG



Carrie Millsap
COO
Monterey Peninsula
Surgery Centers



Oren Shill
Group President
SCA Health



**Tamala Norris-
McJunkins**
Senior Vice President &
Enterprise Chief Clinical
Officer
Surgery Partners



Brad Heaton
CEO Ambulatory
Surgery Center Division
Sutter Health



Eric Boon
Market President
USPI



FEATURED SPEAKER
Dennis Snow
Customer Experience Expert,
Speaker and Author

Leading a Culture of Service Excellence: Lessons From the Mouse

In today's competitive market, developing a service-excellence strategy is an important part of any leader's role. Beyond developing the strategy, however, there is the challenge of executing the plan. It is in the execution that service-excellence strategies become a reality or simply another "flavor-of-the-month" program. Employees watch to see how committed the organization truly is to customer service and take their cues directly from their leaders. To effectively implement an organization-wide service-excellence strategy, today's leaders must rely on the skills of a facilitator and idea champion and must walk the talk of service excellence. Based on the leadership principles Dennis learned, lived, and taught during his 20 years with Walt Disney World, this presentation highlights specific leadership behaviors that bring a service strategy to life and describes how to "hardwire" service excellence into an organization's culture.

THURSDAY, SEPTEMBER 5, 2024



FEATURED SPEAKER
Libby Gill
Executive Coaching,
Leadership & Development
Speaker and Author

Leading Through Change & Challenge

Libby delivers an inspiring message about creating a future-focused vision despite ongoing change. She shares her process for transforming insight and influence into lasting impact. With powerful stories, relevant case studies, and evidence-based strategies, she helps your organization reframe change as opportunity. This session will guide you to (1) Master results-based strategies based on Libby's trademarked True Hope Process™ to "Clarify the Vision; Simplify the Pathway; Execute the Plan; and Review, Reflect, and Refine" for current and future success. (2) Identify the personal Leadership Superpower that helps you guide others to be adaptable and innovative. (3) Link beliefs (emotions) to behaviors (actions) to break down barriers and move yourself and your team past any obstacles in your path.

ACCREDITATION FRIDAY, SEPTEMBER 6, 2024



FEATURED SPEAKER

Elizabeth Evan
Sr. Associate Director
The Joint Commission

Beyond Checklists: Elevating Accreditation Standards for Exceptional Patient & Staff Experiences

Meeting accreditation standards is necessary, but how do you evolve them from a checklist to improving the patient and staff experience? This session will unravel the origins of accreditation standards and their pivotal role in the success of the ASC industry. We will explore opportunities to engage your ASC team, empowering them to champion excellence. Buckle up as we navigate the path from compliance to transformational impact—where standards become catalysts for stellar outcomes!



FEATURED SPEAKER

Dr. David Shapiro
AAHC

Navigating the Storm: ASCs & Emergency Preparedness in an Era of Heightened Risks

Natural disasters seem to be occurring more frequently. Californians have faced fires, floods, earthquakes, and recently, even hurricanes. Tensions and workplace violence incidents are on the rise. CMS and accreditation organizations expect ASCs to be prepared for emergencies and include an emergency preparedness plan that utilizes risk assessment, policies and procedures, communication, and training. Learn what is required of ASCs and how we can successfully implement a program to prepare and respond to these situations.



Unlocking the Accreditation Enigma: Insights from the Fab Four

Explore accreditation with our expert panel—representatives from AAAHC, ACHC, QuadA, and TJC. We will dissect California's unique landscape, delve into deemed vs. non-deemed surveys, and demystify collaboration with the California Department of Public Health (CDPH). Learn strategies to empower your team to excel under pressure and mitigate citations.

BREAKOUT SESSIONS

- Implementation of an OR Nurse Development Program in an ASC
- Mindset: A Challenge in the Pre-op Area for Patients
- Mistakes to Avoid in ASC Construction and Maintenance Projects: SPD, HVAC, and OR Additions
- Understanding Financial Analytics and KPIs as They Relate to HR
- Surgical Smoke in the Operating Room: Should We Do More to Protect the Surgical Team?
- How to Prepare for and Navigate Board-Level Conversations
- How to Create and Implement Your Own Comprehensive ASC Financial Health Plan
- Managing Challenging Employees
- Elevating the Clinical Experience - Level Up Your Team
- OAS CAHPS Preparation for ASCs
- Are you Ready to Start a Robotics Program?
- Cultivating Excellence: Navigating Workplace Culture for Success

REGISTRATION INCLUDES

- CASA 2024 Annual Conference Syllabus
- Entry to education sessions
- Conference attendee tote with sponsorship items
- Entry to the exhibit hall with 100+ industry vendors
- **Wednesday:** conference kick-off sessions, Welcome Reception
- **Thursday:** general sessions, lunch, Clinical, Financial, HR and Quality tracks, Special Event with Dinner
- **Friday:** breakfast, Accreditation Friday sessions

REGISTRATION/RESERVATIONS

CONFERENCE REGISTRATION AND PROGRAM DETAILS

casurgery.org/CasaCon24

Early-bird discounted registration ends Friday, August 2, 2024.

HOTEL RESERVATIONS

For reservation information visit casurgery.org/CasaCon24.

ROOM RATE AND DEADLINE

For CASA group room rates (single/double occupancy) reservations must be made by Friday, August 9, 2024.



Preconference Registration	Early Bird Rate - August 2nd	Received August 2nd - September 3rd
Member Discount Rate	\$245	\$295
Full Price (non-member)	\$400	\$450
General Conference Registration	Early Bird Rate - August 2nd	Received August 2nd - September 3rd
Member Discount Rate	\$595	\$695
- Additional person(s)	\$515	\$615
Full Price (non-member)	\$775	\$875
- Additional person(s)	\$775	\$875



CASA
CALIFORNIA
AMBULATORY SURGERY
ASSOCIATION
PO Box 292698
Sacramento, CA 95829

For updated:

- AEU Credits Information
- Conference Program
- Conference Registration
- Hotel Rates and Information
- Sponsors and Exhibitors
- Special Events
- and More

Please visit

casurgery.org/CasaCon24

**EARLY BIRD
DISCOUNTS**
REGISTRATION ENDS
FRIDAY, AUGUST 2ND



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- **MCKESSON**

Event Sponsors

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- North American Partners in Anesthesia (NAPA)
- RFX Solutions, Inc
- SCA Health
- Surglogs
- Sutter Health

SPECIAL EVENT
THURSDAY EVENING, SEPTEMBER 5, 2024

Please join us Thursday evening for a night of fun and networking. Your paid conference registration includes admission to the special event.

CONTACT

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- ✉ registration@casurgery.org
- 📞 714.330.2343