

NAHUC Annual Education Conference

"Agility"

Join NAHUC in this one of a kind professional development event as we come together to be agile, life-long learners.

The National Association of Health Unit Coordinators (NAHUC) 41st Annual Education Conference is open to all Healthcare Support Team Members and their supervisors, educators, and administrators and all audiences involved in health care. This includes, but is not limited, to health unit coordinators, unit secretaries, unit clerks, ward clerks, business service associates, healthcare support associates, health unit assistants, medical secretaries, medical assistants, nursing assistants, patient care associates, patient access staff, and unit customer service representatives.

AUGUST 7-8, 2023
KNOXVILLE
TENNESSEE

815-633-4351
<https://nahuc.org/>



NAHUC's 41st Annual Education Conference August 7-8, 2023

The National Association of Health Unit Coordinators, Inc., is dedicated to promoting health unit coordinating as a profession through education and certification, complying with the NAHUC Standards of Practice, Standards of Education and Code of Ethics.

NAHUC Continuing Education Contact Hours:

Thirteen and one quarter (13.25) NAHUC education contact hours are available for this conference. Any attendee who is absent from an education session for 15 minutes or longer will not be eligible to receive credit for that session. At the time of publication, NAHUC is seeking approval for American Association of Medical Assistants (AAMA) continuing education units for select sessions. Watch NAHUC website for more details.

Conference Accommodations

Hotel

Crowne Plaza
401 W Summit Hill Dr
Knoxville TN 37902

Reservations can be made by calling (865) 522-2600 and referencing the NAHUC Group Code or by visiting the booking link:

<https://www.ihg.com/redirect?path=hd&brandCode=6C&localeCode=en®ionCode=1&hotelCode=TYSSH&PMID=99801505&GPC=HUC&cn=no&viewfullsite=true>

Room Rates*

(If booked before July 6 at 11:59 pm eastern and subject to availability*)

Room with 2 queens = \$120.00 plus 17.25% tax*
Room with 1 queen and a sofa = \$130.00 plus tax*
Room with 1 King = \$135.00 plus tax*

All Crowne Plaza reservations must be guaranteed with a major credit card or one night's deposit.

Refunds are issued only if cancellation notice received by 6 PM eastern time at least 24 hours prior to arrival. Check-in time is 3:00 PM and check-out time is 12:00 PM.

These rates are available from August 4-8, 2023 and for a period of two days before and two days after the meeting dates, subject to availability of rooms at the time of reservation to accommodate those who wish to extend their visits.

*** Please note that hotel tax, transportation and parking rates are all subject to change.**

Conference Education Sessions

Education Sessions will be held at East Tennessee Children's Hospital (ETCH) and round-trip group transportation will be provided on Monday and Tuesday between the Crowne Plaza and ETCH for registered hotel guests only. The bus will pick up from Crowne Plaza in am and drop off at Crowne Plaza in pm. Attendees not staying at the Crowne Plaza will be responsible for their own transportation. If you are driving, you may park at ETCH in Parking Garage C that is located on the corner of Clinch Avenue and 22nd Street.

Koppel Plaza Building
Meschendorf Conference Room 2nd Floor
East Tennessee Children's Hospital (ETCH)
2018 W Clinch Ave
Knoxville TN 37916

Transportation and Parking*

Airport

The Crowne Plaza is 13 miles north of McGhee Tyson Airport (TYS) in Knoxville. TYS is serviced by many carriers including Allegiant Air, American Airlines, Delta Air Lines, Frontier Airlines and United Airlines.

Ground Transportation*

The conference hotel does **not** offer an airport shuttle. We highly encourage you to make ground transportation reservations in advance to guarantee transportation once you arrive at the airport. Long waits can occur if traveling without previously made ground transportation arrangements.

Taxi

Upon exit from the Baggage Claim area, proceed to the Ground Transportation Center in front of the terminal building. The average fare for a taxicab between airport and downtown is less than \$35.00. Below is a link to an alphabetical list of taxi companies currently licensed to do business at the airport. Click on taxis after clicking on the link. <https://flyknoxville.com/ground-transportation/>

Rideshare or Transportation Network Provider (Uber, Lyft, etc.)

The ridesharing pick-up spot for Uber and Lyft is on the terminal building's lowest level. The pick-up point is straight to the right of the building. Directional signs are available to help passengers find their ridesharing car.

Hotel Parking*

The Crowne Plaza offers self-parking for a \$10.00 fee in their well-lit garage. Oversized vehicles must contact the hotel 2 business days prior to arrival to arrange street parking behind the hotel from the city for \$25 minimum.

Getting Around

Once at the Crowne Plaza, you will be within walking distance to the Market Square, Gay Street, and Old City neighborhoods with access to countless shops, restaurants, and bars.

Knoxville is often described as a hidden gem. First time visitors are typically amazed by all this city has to offer. Very few places offer the opportunity to experience live music, culture, outdoor adventure, eclectic shopping, and highly acclaimed cuisine in one unique location.

Trolleys

Free Trolley Rides via the Knoxville Area Transit, (KAT). The orange line trolley takes you to the University of Tennessee and to downtown Knoxville. The green line trolley takes you to the Old City and Gay Street. The blue line trolley takes you to Knoxville Station, The Civic Coliseum, and waterfront pathway. <https://katbus.com/178/Free-Trolley>

Buses

Knoxville Area Transit's (KAT) Fixed Route service provides quality transportation throughout the City of Knoxville. <https://katbus.com/172/Bus-Routes>

Tourism and Networking

To plan your visit, you may start by visiting the Knoxville Convention & Visitors Bureau at <https://www.visitknoxville.com/about/>

Other Knoxville tourism sites include:

<https://www.southernliving.com/knoxville-tennessee-local-guide-7113533>

and

<https://www.lonelyplanet.com/usa/tennessee/knoxville>

You may want to include time to explore the Smokey Mountains and other iconic attractions in the state of Tennessee, too. Visit

<https://www.tnvacation.com/trip-planner>
and <https://tennesseesmokies.guide/>

Offsite Group Activities

Monday, August 7, at 5:30 PM

Five Thirty Lounge

530 S Gay Street on the rooftop of the Hyatt Place Hotel
Kick off your Monday evening at this centralized meeting place. We suggest you meet here and network with healthcare support team members from across the country. Unwind, enjoy the view, and grab a drink or a small bite. Guaranteed to recharge you for the rest of your evening!

Tuesday, August 8, from 6:00-8:30 PM

Volunteer Princess Sunset Dinner Cruise

Experience an unparalleled view of Knoxville on a fantastic Sunset Dinner Cruise on a 132-passenger yacht. Enjoy a two-hour cruise around Knoxville and indulge in a three-course meal featuring fresh ingredients.

Boarding: 6:00 p.m. Cruising: 6:30 – 8:30 p.m.
956 Volunteer Landing Lane, Knoxville, TN 37915

The Volunteer Landing Dock is approximately a mile from the Crowne Plaza. Attendees must arrange their own transportation to and from the dock whether that be walking, driving, ride share, or public transportation.

Parking is located to the left-hand side of Ruth's Chris Steakhouse under the overpass in spots labeled "Volunteer Landing Marina" or "Adventure Center." Once you have parked, simply walk past Ruth's Chris onto the cement walkway to the right-hand side of the building. Keep left at the fork, and you will see the yacht shortly thereafter! Guests who require handicapped parking may park in the designated handicapped spots at Ruth's Chris Steakhouse.

The dress code is smart casual attire. We recommend bringing along a light jacket or wrap as it may get breezy on board. Cruise sails rain or shine.

The Sunset Dinner Cruise menu features something appealing for everyone! Dual Entrée Beef Tenderloin and Oven Roasted Chicken served w/ Garden Salad, Rolls w/ butter, Mashed Potatoes, Mixed Vegetables and New York Style Cheesecake. Water and Lemonade included. Cash Bar.

Fee: \$60.00 per person includes cruise, dinner, tax, and tip.

Photo Credit

Cover photo courtesy of the Knoxville Convention & Visitors Bureau.

Schedule of Events

Breakfasts, lunches, and all education sessions will be held at East Tennessee Children's Hospital (ETCH).

Monday, August 7

Ongoing	Healthy Agile H.U.C.
7:00 AM	Bus Leaves Hotel with registered guests.
7:30 AM-8:00 AM	Breakfast and Registration
8:00 AM-12:00 PM	Morning Education Sessions
12:15 PM-1:00 PM	Lunch and Annual Business Meeting (no ceu's awarded)
1:15 PM-4:30 PM	Afternoon Education Sessions
4:30-4:45 PM	Bus Pick-up

Tuesday, August 8

Ongoing	Healthy Agile H.U.C.
7:00 AM	Bus Leaves Hotel with registered guests.
7:30 AM-8:00 AM	Breakfast and Registration
8:00 AM-12:00 PM	Morning Education Sessions
12:15 PM-1:15 PM	Education Session with Lunch
1:30 PM-4:15 PM	Afternoon Education Sessions
4:15 PM-4:30 PM	Closing Ceremony
4:30-4:45 PM	Bus Pick-up
6:00 PM-8:30 PM	Offsite Group Activity (no ceu's awarded)

Wednesday and Thursday, August 9 and 10

9:00 AM-5:00 PM Board of Directors Meeting (Participants are welcome to observe board meetings.)

The NAHUC Program Committee reserves the right to make changes to the program and cannot be held liable for any scheduled event failing to be presented. Be aware that certain procedures and events of the conference are recorded. Your attendance is an implied consent. Please contact the Program Chairperson via the NAHUC office if you have any concerns.

For your comfort, we recommend dressing in layers since it is difficult to regulate the classroom room temperatures to please everyone.

Prepare to be at East Tennessee Children's Hospital (ETCH) all day, both days without access to your hotel room and bring with you any personal items you may need throughout the day. For example: medications, purse or wallet, phone, a wrap or jacket, etc. Breakfast and lunch will be provided both days at ETCH for all registered conference attendees.

Special Events

Healthy Agile H.U.C. (Monday & Tuesday) Participate in an agility activity of your choice each day. Daily participation cards will be available while at ETCH to enter a drawing for a prize.

Breakfast at ETCH (Monday & Tuesday, 7:30-8:00 AM)

NAHUC Luncheon/Annual Business Meeting at ETCH (Monday, 12:15 PM-1:00 PM)

There is no additional fee for registered conference attendees for this. The annual NAHUC business meeting is held during this time. The national annual awards are presented during the meeting. All registered conference attendees are encouraged to participate; only members may vote.

Exhibitor and Display Tables at ETCH

For a table agreement form, visit www.nahuc.org or contact the NAHUC office by June 1, 2023.

Memorial Display at ETCH

The Memorial Display is in memory of those friends of NAHUC who have passed on. If you know of someone to honor, please contact the NAHUC office prior to the conference.

NAHUC Board of Directors Meetings (Wednesday and Thursday 9:00 AM-5:00 PM)

If you have not observed a NAHUC board meeting, please consider watching the board in action.

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Knoxville TN 37916

Presenters and Topics

“Ambiguity” presented by Dr. Rumay Alexander

Learning Objectives:

1. Establish the need to "skate to where the puck will be" and stay current.
2. Define, explore, and analyze concepts of ambiguity, inclusive excellence, stereotypes, and micro/macro aggressions.
3. Guide through facilitated conversation, belonging and inclusion principles and acts of living out the mission and values of the workplace as Health Unit Coordinators.

G. Rumay Alexander, EdD, RN, FAAN, noted presenter and consultant, is currently a professor in the School of Nursing, Assistant Dean of Relational Excellence at the Adams School of Dentistry and formerly the Associate Vice -Chancellor for Diversity and Inclusion/Chief Diversity Officer of the University of North Carolina at Chapel Hill. At the end of 2019, she completed her presidency of the National League for Nursing, the national voice for nursing education which has over 40,000 nurse educators and 1200 schools of nursing.

In February of 2021, she became the American Nurses Association's Scholar-In-Residence and advises the National Commission to Address Racism in Nursing. She most recently was appointed to The LeapFrog Group Board. The Leapfrog Group is a nonprofit watchdog organization that serves as a voice for health care consumers and purchasers, using their collective influence to foster positive change in U.S. health care. Leapfrog is the nation's premier advocate of transparency in health care—collecting, analyzing, and disseminating data to inform value-based purchasing and improved decision-making.

As one of nursing's prominent thought leaders, guiding individuals in academic, corporate, health care and religious organizations in the exploration of marginalizing processes and lived experiences of difference, her expertise has and continues to be frequently sought. She has been appointed to several transformative healthcare initiatives addressing diversity, equity and inclusion including the Commission of Workforce for Hospitals and Health Systems of the American Hospital Association (over 500,000 copies of the report have been distributed nationally and internationally), the Tri-Council of Nursing, and the National Quality Forum's steering

committee which developed the first national voluntary consensus standards for nursing-sensitive care. As the Senior Vice President for Clinical and Professional Services at the Tennessee Hospital Association and their first vice president of color for 2 decades, she designed and executed one of the nation's first minority health administrators' program, Agenda 21, which exists to this day. As a result, over 250 minority health care executives are serving and stewarding healthcare in the nation. Her passion for equity of opportunity and penchant for holding courageous dialogues to steward and promoting human flourishing is evident in all her encounters and characteristically describes her as a prophetic and caring leader.

She holds a Bachelor of Science in Nursing from the University of Tennessee - Knoxville, a Master of Science in Nursing (MSN) and Family Nurse Practitioner from Vanderbilt University and an EdD (Doctorate) in Education, Administration and Supervision from Tennessee State University.

“Legal Topics for the Health Unit Coordinator” presented by Cathy Shuck

Learning Objectives:

Will address common and not-so-common legal Issues that H.U.C.'s encounter, such as: HIPAA; consent; requests from law enforcement personnel; private property rights; and more.

Cathy Schuck is the Vice President for Legal Services & General Counsel at East Tennessee Children's Hospital. Previously she was in private practice, specializing in employment law. Cathy also served for many years as an Adjunct Professor of Law at the University of Tennessee College of Law. Cathy received her B.A. from Northwestern University and her J.D. from the University of California, Berkeley.

“Teambirth: A Strategy to Standardize & Individualize Communication with Patients and Improve Outcomes” presented by Megan Young

Learning Objectives:

1. Describe maternal morbidity & mortality and outcomes disparities.
2. Explain the role of bias and communication in preventing optimal care delivery.
3. Identify the hallmarks of Team Birth.

After receiving her Master's in Public Health with a concentration in Maternal Child Health from the University of Alabama at Birmingham, Megan began working as Tennessee's State Long-Acting Reversible Contraception (LARC) Champion.

In this role, Megan works to help expand the access women have to LARC across the state. Working primarily on increasing LARC access immediately postpartum, Megan has acted as a local, state, and national resource, working towards solutions to the numerous barriers that occur during program implementation. Today, Megan serves as the Manager of Quality Improvement and Process Review in the Center of Women and Infants at the University of Tennessee Medical Center in Knoxville, managing several perinatal quality initiatives. Some of these include: Closing the Black-White gap in maternal health outcomes; severe maternal hypertension; postpartum hemorrhage; Team Birth; and cesarean birth reduction. Megan loves quality improvement and working with multidisciplinary teams!

**“Preceptor Role as a Health Unit Coordinator”
presented by Lauren Fisher, MSN, RN, CPN and Sarah Gordon, MSN, RN**

Learning Objectives:

1. Roles and Responsibilities of a Preceptor
2. Generational Differences and Learning Styles
3. Critical Conversations in the Clinical Setting

In her role as Clinical Onboarding and Workforce Development Coordinator at East Tennessee Children’s Hospital (ETCH), Lauren is responsible for the coordination of nurse programs organization wide, development and execution of nurse residency, externs, and preceptor workshop programs. Lauren is also involved in many volunteer activities including runs for hematology/oncology at ETCH, and the Girl Scouts of America.

In her role as the Accredited Education Specialist and NCPD Primary Nurse Planner at ETCH, Sarah develops, implements, and evaluates nursing continuing professional development activities, ensures compliance with accrediting bodies, collaborates with nursing leadership to meet organizational needs and strategic priorities, and is part of lead team that is responsible the organization’s preceptor education program. Sarah is also a member of the Association of Nursing Professional Development.

“Education Poster Displays” presented by Conference Attendees

Posters allow healthcare support team members to share their recent innovations, advances, and discoveries related to their profession or a topic of their expertise. Visit the NAHUC website or contact the NAHUC office for more information.

**“From Fragile to Agile: Communicating with Ease”
presented by Jenni Bates, Ed.D.**

Learning Objectives:

The ability to communicate effectively is an essential skill for successfully working as part of a team. To be an effective communicator, we must understand our own preferences and be able to discern the preferences of others. During this session, we will use a quick assessment to uncover our own behavioral style and learn a technique to improve our understanding of the styles of others. We will explore a model that fosters agile communication by leveraging our strengths while accounting for the needs of others.

Jenni is the Leadership Development Consultant at East Tennessee Children's Hospital. Jenni received her Doctor of Education, Executive Leadership, from Lincoln Memorial University. Jenni’s dissertation was “Patient Survey Impact Upon Hospital Administrators Servant Leadership Style-A Collective Case Study”. Jenni wrote, “Jenni’s Story: When a Tragedy Hits Home, Jenni Discovers Her Conversation Skills Do More Than Just Resolve Conflict” and her article was selected for publication and a scholarship award by Vital Smarts. In her spare time, Jenni is very involved with hockey and serves as the lead parent representative for Nashville Junior Predators Girls’ U19 Hockey.

“IT Downtime Preparedness and Lessons Learned from Real Events and Cybersecurity” presented by Christy Cooper, RN, MSN, CEN, CPEN, EMT-P and Rick Simpson, MSHA, LPhT

Learning Objectives:

1. Discuss the pivotal role that an H.U.C. plays in the preparedness and response to an IT Downtime event.
2. Identify common gaps in IT Downtime Planning.
3. Discuss mitigation strategies for gaps in Downtime Preparedness.

Christy teaches the Emergency Nursing Pediatric Course (ENPC), Pediatric Advanced Life Support (PALS), Pediatric Education for Pre-hospital Professionals (PEPP), Emergency Pediatric Course (EPC), and Concepts of Terrorism and Emergency Preparedness. She has presented on Preparedness at many national and regional conferences.

In Rick's role as Director of Information Technology, he is responsible for overall information management, technology and the coordination of information needs in support of the operational strategic plans for the organization. Provides technology vision and leadership for developing and implementing information technology (IT) initiatives that improve cost effectiveness, health care service quality, and business development in a constantly changing, competitive industry. Rick has many accomplishments including being a licensed Pharmacy Technician, migrating the hospital to a top ranked CMS approved EMR, migrating the hospital to a top ranked EPR, opening the facility's Urgent Care facilities enhancing patient throughput and ease of access to the system and decrease Emergency Room visits, implementing the first Telehealth/Virtual Strategy program for the organization, and supporting the technology behind all off-site locations. Rick has hosted Alder Hey Children's Hospital from Liverpool, England and Clatterbridge Hospital from Birkenhead, England. Rick has presented at MUSE, has several publications with the Dental Research Symposium, Proxim, TechTarget, and the University of Tennessee Knoxville

“Care Coordination” presented by Kathy Fowler, MSSW, LCSW

Kathy is the Director of Care Coordination at East Tennessee Children's Hospital.

Kathy has a 40-year history in service to children and families. First, at the Department of Children's Services in Pennsylvania, then at Helen Ross McNabb, and on to doing family therapy at Peninsula Village, a residential treatment facility for adolescents in Louisville, TN. Kathy landed at East Tennessee Children's Hospital 24 years ago working at the Rehabilitation Center briefly before coming to work in the Pediatric Intensive Care Unit for 15 years. Eight years ago, Kathy was asked to be the Director of the Care Coordination Department. As the Director, Kathy supervises the RN Case Managers and RN Navigator, the in-house Spanish Interpreters, and the Social Workers. The department serves a variety of needs of the patients and families to ensure safe and timely discharges and continuation of services in the community.

“Opening Our Professional Ranks: Inclusion of Our Colleagues” presented by Lee-Ellen Dunaway Hall, BA, AOS, CHUC

Learning Objectives:

1. Define the traditional clinical supportive roles.
2. Discuss the similarities between the various clinical supportive roles.
3. Discuss the ways all clinical supportive roles can be incorporated in the medical setting.
4. Discuss the ways all clinical supportive roles can be incorporated in professional organizations, such as NAHUC.

Lee-Ellen Dunaway Hall, BS, CST, CHUC is in her 44th year as a healthcare professional with Centra Health in Lynchburg, Virginia. Currently, Lee is the supervisor of the hospital staffing, scheduling and timekeeping department, where, with the help of a dedicated staff, she is making great changes that will benefit her staff, hospital personnel and most importantly, patients. She has served on the Virginia Commonwealth State Assembly of Surgical Technologists as a treasurer and board member. Her degree in surgical technology led her to certification in the field and a six-year teaching career which included teaching courses in medical law and ethics. She is a certified health unit coordinator, which is where her heart will always be. Education and promoting certification are top goals for Lee! She serves on the NAHUC publication committee and is the author of several articles published in The Coordinator. She is most proud of being a long time NAHUC member and hopes to continue far into the future!

“Pardon the Interruption: Errors, Stress, and Burnout - Oh My!” presented by Tammy Van Dyk, MBA, MSN, RN, CENP

Learning Objectives:

1. Describe how distractions and interruptions in the health care environment are major contributors to medical error and low quality of care.
2. Discuss how interruptions in the workplace may lead to staff stress and burnout.
3. Identify ways to reduce work interruptions/distractions in the healthcare environment to improve safety and reduce workplace stress.

In her role as the Director of Quality, Patient Safety, & Child Life at East Tennessee Children's Hospital, Tammy designs, coordinates, implements, maintains, and supervises the quality management department, medical staff credentialing, infection prevention, patient safety program, regulatory compliance, and office of patient experience. She oversees patient complaints,

grievances, and surveys including NRC and CAHPS-Child Hospital Survey. Tammy oversees all regulatory agency surveys and visits including, but not limited to, the JC, CMS, TDH, TDEC, CAP, FDA, IRB, & OSHA. She is an expert resource across the organization overseeing complex projects through collaboration, team building, change management, and team training. Responsible for regular updates on quality & safety to the Board of Trustees, Medical Executive Committee, and c-suite executives. Tammy was the recipient of the Tennessee Hospital Association (THA) Patient Safety Leadership Award in 2019. She is also a board member of the Red Cross of East Tennessee Chapter.

**“Biomedical Engineering: Communication is Key”
presented by Randy Bueckman**

Learning Objectives:

1. Clear concise problem communication.
2. Verify understanding.
3. Attention to Details.
4. More information is always better.

Randy is the Biomedical Manager at East Tennessee Children's Hospital. Randy started his Biomedical career as a BMET 1 and worked up to manager. Medical devices still used vacuum tubes and spark gaps intermixed with new transistor technology at that time. Randy selftaught computers, networking, and programming. He came to ETCH in 1996, where Biomed had two technicians plus myself as manager supporting 3000 medical devices. Today, we have five technicians supporting over 7000 disparate medical devices.

“Patient Experience” presented by Megan DeBolt

Megan is the Patient Experience and Child Life Manager at East Tennessee Children's Hospital.

**“Cardiovascular and Pulmonary Rehab 101: What it is and How You Can Help” presented by Andrew B. Sorey
MASC, RN, CCRP**

Learning Objectives:

1. Discussion of cardiovascular and pulmonary disease burden
2. Overview of Cardiac, Pulmonary, and Vascular Rehabilitation
3. The best part-how you can help!

Andrew Sorey is the Nurse Manager of Cardiovascular and Pulmonary Rehabilitation at The University of Tennessee Medical Center. He received his Nursing degree from the University of Southern Mississippi, his master's in Population Health Management from Johns Hopkins University, and holds a professional certification through the American Association of Cardiovascular and Pulmonary Rehabilitation. And though he is very tall, he really enjoys miniature golf. More importantly, Andrew finds great joy in helping his team and others grow passionate about the power of cardiovascular and pulmonary rehabilitation.

Education Poster Displays

Posters allow healthcare support team members to share their recent innovations, advances, and discoveries related to their profession or a topic of their expertise. Visit the NAHUC website or contact the NAHUC office for more information.

Conference Hosts

NAHUC is grateful to its conference hosts, East Tennessee Children's Hospital (ETCH) and the Crowne Plaza Downtown Knoxville.

East Tennessee Children's Hospital is a 152-bed hospital certified by the state of Tennessee as one of four Comprehensive Regional Pediatric Center in Tennessee and is accredited by the Joint Commission. The ETCH mission statement is “East Tennessee Children's Hospital will improve the health of children through exceptional, comprehensive family-centered care, wellness, and education.” NAHUC is thrilled to hold our conference education sessions at ETCH. Round-trip transportation will be provided to and from the ETCH both days for guests of the host hotel, the Crowne Plaza Downtown Knoxville. Combining luxurious comfort with quiet sophistication, Crowne Plaza Downtown Knoxville offers a home away from home in the heart of the city.

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Meschendorf Conference Room 2nd Floor
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2018 W Clinch Ave
Knoxville TN 37916

NAHUC 2023 Conference Registration Form

Complete the Following Fields

Name: _____

Email: _____

Mobile Phone: _____

Mailing Address: _____

Job Title: _____

NAHUC Member#: _____ 1st-time Attendee? __ (Yes)

Employer: _____

NAHUC Education Provider # if applicable _____

Check all attending:

Breakfasts, lunches, and all education sessions will be held at East Tennessee Children's Hospital (ETCH).

Monday, August 7

___ 7:30 AM-8:00 AM Breakfast at ETCH
 ___ 8:00 AM-12:00 PM Morning Education at ETCH
 ___ 12:15 PM-1:00 PM Lunch & Annual Business Meeting (no contact hours awarded) at ETCH
 ___ 1:15 PM-4:30 PM Afternoon Education at ETCH

Tuesday, August 8

___ 7:30 AM-8:00 AM Breakfast at ETCH
 ___ 8:00 AM-12:00 Morning Education at ETCH
 ___ 12:15 PM-1:15 PM Lunch & Learn at ETCH
 ___ 1:30 PM-4:30 PM Afternoon Education at ETCH
 ___ 6:00 PM-8:30 PM Offsite Dinner Cruise (add'l fee, no contact hours awarded)

**Mail form to NAHUC, PO Box 1898, Rockford, IL 61110
 or fax to 815-633-4438,
 or email to office@nahuc.org,
 or text a picture to 815-633-4351.**

**All registrations must be submitted prior to July 24, 2023.
 Those registering after July 24 must call the NAHUC office.**

Registration for the conference is not processed or confirmed until payment is received in full.

Refund Policy: 100% if requested by June 1, 2023
 50% if requested after June 1, but before July 1.
 No refunds after July 1, 2023.

All refund requests must be made in writing and postmarked with the date stipulation above.

Registration is transferable to another registrant for the 2023 annual conference only.

Registration Fee Discounts For 2-Day Attendance

- Deduct \$5.00 if paying by check or money order.
- NAHUC Member discount is already calculated in fee structure below. Call the NAHUC office at 815-633-4351 or visit www.nahuc.org to join NAHUC now.
- NAHUC Education Providers (EP) receive deferred registration for one attendee from EP.
- Students receive a 50% discount with proof of enrollment in a health unit coordinator program.
- Group Discount: Send Your Team and Save!

For every 4 registrations, deduct \$100.00 off the total group payment.

Group Discount Eligibility

1. All registrations must be submitted at the same time together.
2. One single payment must be made for a group at the time registrations are submitted.
3. Conference attendees must be registered at the conference hotel under the NAHUC group code. An exception will be made for local attendees not utilizing hotel lodging.
4. Cannot be combined with EP, speaker, or student discount.

Fees

The conference registration fee includes education sessions, breakfasts and lunches on Monday and Tuesday. It does not include airfare or fuel or lodging or other meals or activities.

Check All Attending and Add for Total

- Tuesday Sunset Dinner Cruise = \$60.00 _____
- Full 2-day Conference for non-members
 Before 7/1=\$335.00, After 7/1=\$410.00 _____
- Full 2-day Conference for **NAHUC members**
 Before 7/1=\$275.00 After 7/1=\$350.00 _____
- Mon Only for non-members
 Before 7/1=\$167.50 After 7/1=\$205.00 _____
- Mon Only for **NAHUC members**
 Before 7/1=\$137.50 After 7/1=\$175.00 _____
- Tues Only for non-members
 Before 7/1=\$167.50 After 7/1=\$205.00 _____
- Tues Only for **NAHUC members**
 Before 7/1=\$137.50 After 7/1=\$175.00 _____

- Guest at a meal = \$30.00 per meal _____
- Deduct \$5 if paying by check or money order _____
- Deduct \$100 if paying for a group of 4 _____
- =Total Amount Due USD = \$ _____

Method of payment

- Check or Money Order payable to NAHUC
- Visit the shopping page on the NAHUC website to pay by debit or credit card. <https://nahuc.org/shop/>

Breakfasts, lunches, and all education sessions will be held at East Tennessee Children's Hospital (ETCH). Please contact the NAHUC office at 815-633-4351 or office@nahuc.org with any questions.