Innovate, Integrate, Motivate

ASHES 2010 ANNUAL CONFERENCE & HEALTHCARE MARKETPLACE

September 26-30, 2010
Gaylord National Resort
National Harbor, MD

Celebrating 25 Years of Member Excellence!

Details Inside
Register at www.ashes.org/conference
A Message From the 2010 ASHES President

Dear Colleagues,

Each year there are so many unique and compelling reasons to attend the ASHES Annual Conference and Healthcare Marketplace. However, this year is presenting a myriad of challenges due to the impending healthcare changes and potential for reduced reimbursements for all healthcare providers. It’s no longer about doing more with less, but about how to operate as lean as possible and still provide quality services. ASHES realizes these challenges may play a factor in one’s ability to attend; so clearly articulating the business case for attendance and to garner the funding will be more critical than ever. While the challenges are certainly compelling, now is not the time to cut back on continuing education, rather, this is where we can learn how to be more creative in our role of managing people, quality and supplies. There will be many “Think outside of the Box” presentations which will challenge us to think more strategically to implement change.

The Healthcare Marketplace, the jewel of the conference, provides the opportunity to view the innovative products and service providers that are available to the environmental services professional. The participating suppliers are very committed to our profession, healthcare industry and addressing our ongoing challenges. Visiting and spending time at their booths demonstrates our commitment to them.

As you are probably aware, the conference was moved from Nashville, TN to the Washington DC (National Harbor, MD) area due to catastrophic flooding. The ASHES and AHA staff did an outstanding job negotiating the same hotel rate, which presents a once in a lifetime opportunity to meet at the Gaylord National Resort.

Below are some highlights of the dynamic speakers and sessions:

- Get Switched On! with Chip Eichelberger
- The Florence Prescription for Building a Culture of Ownership with Joe Tye
- Health Care Reform: Changes, Challenges and Opportunities with Rich Umbdenstock (AHA President and CEO)
- How to Create a Dream Team at Work: The Magic is in the Mix with David Rabiner
- Lean in Healthcare – a hands-on workshop/demonstration
- Facilitated Round Table Discussions to enhance networking and critical thinking opportunities in a group environment
- Many more topic specific learning labs and extended workshops!

Build your case and make your case. If you don’t ask, the answer will always be the same!

I can’t wait to see all of you in Maryland! The abundance of educational and networking opportunities make the perfect mix for another perfect meeting.

Warmest regards,

[Signature]

President’s signature
Fiona Nemetz, CHESP
ASHES 2010 President
Who should attend?

- Environmental Services, Housekeeping & Infection Prevention
- Hospitality Services
- Textile Care, Laundry & Linen
- Safety & Security
- Interior Design, Flooring Finishes & Furniture
- Carpet & Flooring
- Transport Management
- Waste Management Technologies, Pharmaceutical Waste & Recycling
- Integrated Pest Management
- Healthcare Service Oriented Disciplines

Educational Tracks: Principles of Performance Excellence

The conference educational tracks are based on the American Hospital Association’s Hospitals in Pursuit of Excellence (HPOE) strategic platform. ASHES and the AHA advocate the adoption of six fundamental HPOE Principles of Performance Excellence. The work within our profession is integral to the HPOE platform and is language your administration understands.

- **Perfect the patient experience.** Care must be respectful of, and responsive to, individual preferences, needs and values.
- **Create a high-reliability culture.** Hospital cultures must embrace the transformation of hospitals into places where each patient receives the best quality care, every single time.
- **Manage organizational variability.** Some variables, such as scheduling of elective surgery, can be smoothed out to achieve more even patient flow.
- **Remove waste.** Reducing inefficiencies, such as unnecessary process steps, can have a direct, positive impact on patient outcomes and the hospital’s bottom line.
- **Eliminate defects.** Finding and resolving problem points will result in greater efficiency and better health outcomes.
- **Reduce process variation.** Using quality tools and frameworks can increase consistency and reduce errors in both the clinical delivery of care and the policies and procedures that support care.

HPOE is based on the Institute of Medicine’s Improvement in Healthcare: Equity, Timeliness, Efficiency, Effectiveness, Patient Centeredness, and Patient Safety.

About ASHES

The American Society for Healthcare Environmental Services (ASHES) is the professional association of choice for over 2,300 environmental services professionals and its related disciplines. ASHES is the only healthcare environmental services organization affiliated with the American Hospital Association. ASHES offers education, professional development, and advocacy and is the organization thousands turn to for information and resources on new technologies, equipment, operations, and procedures. For more information on ASHES visit www.ashes.org or call 312-422-3860.
**Keynotes**

*Visit the ASHES website at www.ashes.org/conference to view the speakers’ videos.*

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**Get Switched On!**  
**Chip Eichelberger**

What could you be doing now to own your energy and attitude? How can you be the dispenser of enthusiasm for your team? How can you close the gap between where you are and where you want to be? You as a leader can set the tone for your department. Reignite your compelling vision and declare that your next year will be a great one regardless of any external events. Then, Chip will share how to apply the Stockdale Paradox to your life, how to reevaluate your daily routine, and challenge long held strategies and beliefs that may be holding you back. You will also learn how to adopt new beliefs that will affect you personally and professionally, and learn how to use the Law of Familiarity to your advantage instead of negatively influencing your life. Learn the formula for being switched on and being at your best consistently!

Chip Eichelberger will speak on Monday, September 27, 2010.

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**The Florence Prescription for Building a Culture of Ownership**  
**Joe Tye**  
**CEO and Head Coach of Values Coach, Incorporated**

In today’s complex world, mere accountability is not enough. Today’s hospitals cannot survive; much less thrive, with hired hands on the job. They need people who think like partners; people who own their work rather than just renting a space on the organizational chart. The speaker will share eight essential characteristics of a culture of ownership, and practical strategies for fostering such a culture. You will understand why the Invisible Architecture of core values, organizational traditions, and emotional climate is more important than the design and decor of physical buildings, and why eradicating toxic emotional negativity from the workplace is an essential leadership duty.

Joe Tye will speak on Tuesday, September 28, 2010.

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**Health Care Reform: Changes, Challenges and Opportunities**  
**Rich Umbdenstock**  
**President and CEO for the American Hospital Association**

Sweeping health care reform legislation was passed this spring. Rich Umbdenstock, President and CEO of the American Hospital Association, will discuss what it means for hospitals—the short and long term implications—and what we as health care leaders should think about as we plan for the future.

Rich Umbdenstock will speak on Wednesday, September 29, 2010.

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**How to Create a Dream Team at Work: The Magic is in the Mix**  
**David Rabiner, Certified Speaking Professional (CSP)**  
**Speaker**

Why let personality conflicts at work impact morale and disrupt productivity? Through hilarious examples of workplace behavior all audiences can relate to, David provides practical techniques to help audience members turn interpersonal differences into business advantages. An eye-opening window on human behavior, this program is perfect for helping teams to perform at their peak.

David Rabiner will speak on Wednesday, September 29, 2010.
### Schedule at a Glance

#### Saturday, September 25

**8:00am - 5:00pm**  
Department of Veterans Affairs EMS Meeting—For VA Employees Only

#### Sunday, September 26

**7:00am - 2:00pm**  
Golf Outing

**8:00am - 1:00pm**  
Department of Veterans Affairs EMS Meeting—For VA Employees Only

**2:00pm - 6:00pm**  
Registration | Conversation Café | Cyber Center

**3:00pm - 5:00pm**  
CHESP Review Session  
Pre-registration Required

**3:30pm - 4:30pm**  
Affiliated Society Board of Directors—By Invitation Only

**5:00pm - 6:00pm**  
First Time Attendee/New Member Reception—Sponsored by Encompass Group, ASHES Silver Sponsor

**6:00pm - 9:00pm**  
ASHES Welcome Reception—Sponsored by The Clorox Company, ASHES Corporate Champion and Diamond Sponsor  
Cherry Blossom Ballroom

#### Monday, September 27

**7:00am - 7:45am**  
Brewed Awakenings—Continental Breakfast

**7:00am - 4:00pm**  
Registration | Conversation Café | Cyber Center

**7:30am - 9:30am**  
ASHES Opening and Keynote: Chip Eichelberger—Get Switched On!  
Followed by 25 Year Anniversary Announcement

#### Tuesday, September 28

**6:30am - 7:30am**  
CHESP Registration and Examination—Pre-application Required! See page 25

**7:30am - 9:30am**  
CHESP Examination—Pre-application Required! See Page 25

**7:00am - 4:00pm**  
Registration | Conversation Café | Cyber Center

**7:00am - 7:45am**  
Brewed Awakenings—Continental Breakfast

**7:30am - 8:45am**  
General Session—Joe Tye: The Florence Prescription for Building a Culture of Ownership

**8:30am - 10:30am**  
Sponsor Focus Group—First Session (By Invitation Only)

**9:00am - 10:00am**  
Learning Labs and Roundtable Discussions—Multiple to choose from  
- Making Sense of the Sustainability Noise  
- Disinfection of Multi-Drug Resistant Organisms (MDROs) in the Hospital Environment  
- The Infectious Disease Game—It’s Contagious  
- Writing an RFP—Roundtable Discussion

**9:45am - 11:00am**  
Learning Labs and Roundtable Discussions—Multiple to choose from  
- Healthcare Laundry Accreditation Council: Benefits ofPartnering with an Accredited Laundry Operation  
- Social Networking for Environmental Services—iCohere  
- Flooring: Selection and Care*  
- Update from the Centers for Disease Control and Prevention (CDC)

**11:15am - 12:15pm**  
Learning Labs and Roundtable Discussions—Multiple to choose from  
- Pharmacy & The Future: A Compliant, Safe, and Sustainable Approach to Managing Pharmaceutical Waste  
- Emergency Management for Environmental Services  
- Flooring: Selection and Care*  
- Hospitals in Pursuit of Excellence

**12:15pm - 1:15pm**  
Lunch on your own

**1:30pm - 2:30pm**  
Learning Labs and Roundtable Discussions—Multiple to choose from  
- Microbiology Terms and Visuals  
- Creating the Environmental Services Dashboard (Metrics)  
- Developing New Procedures—Roundtable Discussion  
- Justifying Staffing Levels—Roundtable Discussion

**2:45pm - 3:45pm**  
Learning Labs and Roundtable Discussions—Multiple to choose from  
- Marketing Environmental Services to Internal Customers and the “C” Suite  
- Environmental Services Acute Long-term Care Facilities  
- The Michigan Keystone Project  
- Healthcare and Sustainability—How To Make A Difference

**3:45pm - 6:00pm**  
Healthcare Marketplace Opening and Reception—Prince George Exhibit Hall C and D  
Sponsored by STERIS Corporation—ASHES Platinum Sponsor

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* Notes a repeating session
Schedule at a Glance (continued)

1:00pm - 2:00pm
Learning Labs and Roundtable Discussions—Multiple to choose from
- Revenue Implications of Patient Flow*
- Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!*  
- ES Intervention Reduces Hospital Associated CDI by >90%
- Pharmaceutical Waste: Fine-tuning the Program—Roundtable Discussion

2:15pm - 3:15pm
Learning Labs and Roundtable Discussions—Multiple to choose from
- Integration of Infection Control Standards with Design and Construction
- Making Sense of Staffing Models—Panel Discussion
- Revenue Implications of Patient Flow*
- Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!*  

3:00pm - 5:00pm
Sponsor Focus Group—Second Session (By Invitation Only)

3:15pm - 3:25pm
Sunshine Break, Sponsored by Stericycle, ASHES Gold Sponsor

3:15pm - 4:45pm
Membership Meeting

6:30pm - 7:00pm
Presidents Reception

7:00pm - 10:00pm
Annual Awards Dinner

Wednesday, September 29

7:00am - 7:45am
Brewed Awakenings

7:00am - 4:00pm
Registration | Conversation Café | Cyber Center

7:15am - 8:15am
CHESP Recognition Breakfast
(Current CHESPs Only)

8:30am - 9:45am
General Session—Rich Umbdenstock: Health Care Reform: Changes, Challenges and Opportunities

11:30am - 12:45pm
Lunch on your own

1:00pm - 2:00pm
Learning Labs and Roundtable Discussions—Multiple to choose from
- Fundamentals of Patient Transport
- Excellence in Safety and Quality Improvement in Environmental Services—Sponsored by The Clorox Company
- The Role of Environmental Services in Creating a Collaborative Patient Care Environment*
- Best Practices for Post-construction Clean-up*

2:15pm - 3:15pm
Learning Labs and Roundtable Discussions—Multiple to choose from
- Integrated Pest Management
- Due Diligence for New Technologies and Products
- The Role of Environmental Services in Creating a Collaborative Patient Care Environment*
- FMLA as Amended—What Every Manager Should Know*
- Promoting Yourself and the Department: Not Always a Bad Thing—Roundtable Discussion

3:30pm - 4:30pm
Learning Labs and Roundtable Discussions—Multiple to choose from
- Legal Implications of HAIs and Never Events
- FMLA as Amended—What Every Manager Should Know*
- Best Practices for Post-construction Clean-up*
- The Joint Commission Standards for the Environment of Care Update
- Linen Services: Establishing Adequate Par Levels—Roundtable Discussion

5:45pm - 7:00pm
ASHES Closing Session: How to Create a Dream Team at Work—The Magic is in the Mix

Thursday, September 30

8:00am-12:00pm
Gaylord National Resort’s State of the Art Laundry and Housekeeping Tour (30 minute each block)

8:00am-1:00pm
US Army Medical Command, Environmental Management Services

* Notes a repeating session
Celebrating 25 Years of Commitment to the Environmental Services Profession

Last fall at the Conference in Reno, ASHES conducted ten focus groups from among attendees. Sixty participants represented membership at all stages and phases as a member and the total number of years in our profession. The snapshot told us: 1-30 years in the profession, membership from 8 months to 25 years and age groups from 32-61 years.

Additionally, last December ASHES conducted a very detailed member opinion survey to gather feedback about our organization, benefits, products, services, value, reputation, market penetration, recognition and everything the ASHES brand represented to our members and other stakeholders.

The compelling feedback was such that the ASHES board of directors spent the past 7 months analyzing and discussing the data with a professional branding and public relations firm. The data and information was cross checked against member data from 2007 and 2008 as well as with external trend information and environmental scans. The board then directed executive staff to work closely with the PR firm to lay out a path for a major re-branding initiative.

All of what ASHES collected, reviewed, re-analyzed and discussed, told the board it was time for a major overhaul that would broaden our organizational focus and deliver a wider array of products and services to meet the expanding responsibilities of the profession. There was an imperative to intensify efforts toward improving the visibility of the expertise of the profession. Overwhelmingly, we were told the value of the ASHES brand rested in what and who we represent, the delivery of education, networking and the competitive edge provided. We also heard how much members value being a part of the AHA.

As we celebrate 25 years as the organization of choice in healthcare environmental services, the board decided to unveil and launch a new brand at the Annual Conference on September 27th; immediately following the keynote. As we move into the next 25 years, you can be sure our organization remains relevant, committed to the membership and the profession, and grateful for the rich ASHES history handed down from previous leadership.

The board and staff hope you are excited about the launch of the new look for our honored and respected brand.

New Item! Roundtable Discussions

To enhance the participant experience at the 2010 Annual Conference, the Planning Committee requested inclusion of roundtable discussions. Attendees will have opportunities to actively participate in facilitated discussions using the knowledge acquired at the conference and through their professional experience.

A Roundtable Discussion is a format for individuals to collaborate in a small-group setting around a particular topic. This format helps individuals apply their knowledge and skills to a particular scenario, to problem solve, and discuss key ideas in response to questions and/or a case study presented at each roundtable.

Topics for the round table discussions will include:

- Writing an RFP
- Justifying Staffing Levels
- Procedures Development
- Pharmaceutical Waste – Fine-tuning the Program
- Patient Throughput
- Healthcare Reform – Impacts for Environmental Services
- Linen Services: Establishing Par Levels
- and more...
**Innovate, Integrate, Motivate**

**Ses-sions**

**Saturday, September 25**

8:00am - 5:00pm  
Department of Veterans Affairs EMS Meeting  
For VA Employees Only

**Sunday, September 26**

7:00am - 2:00pm  
Golf Outing

8:00am - 1:00pm  
Department of Veterans Affairs EMS Meeting  
For VA Employees Only

2:00pm - 6:00pm  
Registration | Conversation Café | Cyber Center

3:00pm - 5:00pm  
CHESP Review Session - Pre-registration Required  
Kent Miller, CHESP  
Director of Environmental Services for Carle Foundation Hospital  
This session is for professionals whose experience and education meet the Certified Healthcare Environmental Services Professional (CHESP) Examination eligibility requirements and wish to prepare for the CHESP Examination. Participants typically prepare by utilizing various reference materials and online education. This session serves as a supplemental review and discussion prior to the Examination. Attendees should note that the CHESP Examination is a knowledge-based exam. **Review session facilitators do not teach the content for the examination. Rather, the speaker facilitates an overview of the required areas and addresses attendee questions.**

To register for this session complete the registration form on page 27. Price includes the Environmental Services Review Guide, which will be mailed upon receipt of payment. This session is also available for Continuing Professional Education (CPE) credits for CHESP renewal. Attending the Review Session provides 2 Hours of CPE. **Please note that the CHESP Exam Session requires a separate payment and application. See page 25 for exam application and instructions.**

3:30pm - 4:30pm  
Affiliated Societies Boards of Directors – By Invitation Only

5:00pm - 6:00pm  
First Time Attendee/New Member Reception—Sponsored by ENCOMPASS GROUP, ASHES Silver Sponsor  
Meet the organization’s leadership, staff, and network with peers. This session provides a detailed description about member benefits, networking, and access to educational opportunities at the conference.

6:00pm - 9:00pm  
ASHES Welcome Reception—Sponsored by The Clorox Professional Products, ASHES Corporate Champion and Diamond Sponsor.  
Cherry Blossom Ballroom

The 2010 Planning Committee, the Board of Directors, and The Clorox Company welcome you to the 2010 Annual Conference and Healthcare Marketplace. Don’t wander too far! Entertainment, hors d’oeuvres, cash bar, and music – DC Style – await you and your peers for the first networking event of the conference. The Welcome Reception sets the stage for a stimulating and rewarding conference. All attendees and exhibitors are encouraged to attend; bring along family members and dance all night long! Extra tickets can be purchased at the time of registration or at the registration counter on site.

**Monday, September 27**

7:00am - 7:45am  
Brewed Awakenings - Continental Breakfast

7:00am - 4:00pm  
Registration | Conversation Café | Cyber Center
7:30am - 9:30am
ASHES Opening and Keynote: Chip Eichelberger—Get Switched On! Followed by 25 Year Anniversary Announcement
What could you be doing now to own your energy and attitude? How can you be the dispenser of enthusiasm for your team? How can you close the gap between where you are and where you want to be? You as a leader can set the tone for your department. Reignite your compelling vision and declare that your next year will be a great one regardless of any external events. The speaker will share how to apply the Stockdale Paradox to your life, how to reevaluate your daily routine, and challenge long held strategies and beliefs that may be holding you back. You will also learn how to adopt new beliefs that will affect you personally and professionally, and understand how to use the Law of Familiarity to your advantage instead of negatively influencing your life. Learn the formula for being switched on and being at your best consistently!

9:45am - 11:00am
Learning Labs and Roundtable Discussions – Multiple to choose from
Healthcare Laundry Accreditation Council: Benefits of Partnering with an Accredited Laundry Operation
Kathy Tinker
Executive Director for Healthcare Laundry Accreditation Council (HLAC)
This session will provide the background and history about how and why HLAC was formed, including the regulatory implications. An overview of the Standards and how they are measured by HLAC Surveyors will be discussed. The speaker will discuss the implications and benefits of partnering with an accredited laundry provider, and how the move impacts a healthcare facility’s infection prevention strategies and control compliance.

Flooring: Selection and Care*
Barbara Huelat, AAHID, ASID, IIDA
Interior Design Principal for Huelat Parimucha Healing Design
With so many options, selecting the appropriate flooring material can be a challenge. This session will focus on identifying general floor types, their sustainability, appearance, slip co-efficiency, and care.

Update from the Centers from Disease Control and Prevention (CDC)
Lynn Sehulster, PhD, M (ASCP)
Microbiologist, Centers for Disease Control and Prevention
Get a full update on CDC guidance and recommendations. Attendees will discuss CDC activities and areas of focus as they relate to surface disinfection and environmental services.

Writing an RFP – Roundtable Discussion
Focusing on the RFP writing topic, attendees will have opportunities to actively participate in discussions using knowledge acquired through their professional experience. Roundtable Discussions are structured with collaboration in mind. Small groups will gather to discuss a case example, identify areas of improvement, provide feedback on the improvement areas, and come out of the session learning from peers how to address specific issues pertaining to the topic. For a full description of the roundtable discussions see page 7.

Social Networking for Environmental Services—iCohere
Lance A. Simon
Vice President of Business Development for iCohere, Inc.
This session will provide brief background information about increased utilization of social networking in the workplace, present an overview and demonstration of the ASHES iCohere tool, and engage the audience in creating a strategy of the use of this tool as a member-driven educational and networking resource.

* Notes a repeating session
Sessions (continued)

11:15am - 12:15pm
Learning Labs and Roundtable Discussions – Multiple to choose from
Pharmacy & The Future: A Compliant, Safe, and Sustainable Approach to Managing Pharmaceutical Waste
Enrico Vona - Pharmaceutical Waste Compliance Program for Stericycle
Despina Kotis - Pharmacy Director for Northwestern Memorial Hospital
Changing pharmaceutical waste legislation at the state and federal levels are driving hospitals to assess and restructure existing pharmaceutical waste practices. Speakers will discuss the latest regulatory standards and current EPA, DEA, and DOT regulations, as well as recently enhanced Joint Commission standards, to keep your hospital ahead of the compliance curve. Learn industry best practices for developing and implementing a compliant and sustainable pharmaceutical waste program at your facility. Emphasis will be placed on educating and training attendees on prescription issues and regulatory concerns, tactics for a cross-functional pharmaceutical waste program, and case study examples of implementing a program at your facility.

Emergency Management for Environmental Services
Lynne Sehulster, PhD, M (ASCP)
Microbiologist for the Centers for Disease Control and Prevention
In this session, attendees will discuss CDC plans for emergency management and its connection to environmental services. Dr. Sehulster will provide highlights of the NIMS incident command training, H1N1, mass casualty, HAZMAT, and CDC initiatives.

Flooring: Selection and Care*
Barbara Huelat, AAHID, ASID, IIDA
Interior Design Principal for Huelat Parimucha Healing Design
With so many options, selecting the appropriate flooring material can be a challenge. This session will focus on identifying general floor types, their sustainability, appearance, slip co-efficiency, and care.

Hospitals in Pursuit of Excellence
Elizabeth Summy, MS, CAE
VP, Personal Membership Groups for the American Hospital Association
The speaker will introduce attendees to HPOE, the AHA’s strategic platform to accelerate performance improvement efforts in our nation’s hospitals. The speaker will also present an overview of the resources currently available through HPOE, engage the audience in discussions about key elements of the HPOE platform, and gather insights from attendees regarding their challenges in achieving safe, timely, effective, efficient, equitable, and patient-centered care.

12:15pm - 1:15pm
Lunch Break – Lunch Not Provided

1:30pm - 2:30pm
Learning Labs – Multiple to choose from
Microbiology Terms and Visuals
Russell Olmsted, MPH, CIC
Epidemiologist for St. Joseph Mercy Hospital System and APIC President Elect
The speaker for this session will describe proper usage of disinfectants based on the biological composition of the microorganism, discuss specific classes of microorganisms, introduce the Spaulding Classification, and talk about well-known areas where organisms reside.

Creating the Environmental Services Dashboard (Metrixs)
Kent L. Miller, CHESP
Director of Environmental Services for Carle Foundation Hospital
The speaker will discuss the need for dashboards and will provide examples. Small groups will be formed to discuss how dashboards should be used, who they should be distributed to, and what additions can be made based on facility needs. Study groups will engage in problem solving involving dashboard usage, distribution, and addition examples.

* Notes a repeating session
Justifying Staffing Levels – Roundtable Discussion
Focusing on the linen services topic, attendees will have opportunities to actively participate in discussions using their knowledge acquired through their professional experience. Roundtable Discussions are structured with collaboration in mind. Small groups will gather to discuss a case example, identify areas of improvement, provide feedback on the improvement areas, and come out of the session learning from peers how to address specific issues pertaining to the topic. For a full description of the roundtable discussions see page 7.

2:45pm - 3:45pm
Learning Labs and Roundtable Discussions – Multiple to choose from
Marketing Environmental Services to Your Internal Customers and to The “C” Suite
Paul Fayad
President and CEO of HHA Services
In this session, attendees will discover ways to develop key relationships within the healthcare facility, management of better communication of reports and employee education, marketing programs and successes for validation, and creating a motivated department.

Healthcare and Sustainability - How To Make A Difference
Scott Case
Vice President for TerraChoice – This session is presented with support from Georgia Pacific, ASHES Silver Sponsor
Understanding the connection between everyday purchasing decisions and environmental and human health concerns is of high importance in the healthcare field. This session will identify ways to reduce the adverse human health and environmental impacts of routine purchasing decisions, by asking suppliers the right questions to ensure you are buying “greener” products and services and meeting your environmentally preferred purchasing (EPP) objectives. Scott will also discuss saving money with “green” initiatives, avoiding the Seven Sins of Greenwashing, the use of misleading or exaggerated environmental claims, and using environmental labels to make “green” purchasing easier.

3:45pm - 6:00pm
Healthcare Marketplace Opening and Reception – Prince George Exhibit Hall C and D
Sponsored by STERIS Corporation – ASHES Platinum Sponsor
Shop, network, mingle, eat and drink at the official opening of Healthcare Marketplace. Enjoy light hors d’oeuvres while viewing the latest industry products, services, and technologies. Our loyal exhibitors are the key to the success of our Annual Conference. Support the suppliers and sponsors that invest in your organization by visiting all the booths, engaging in conversation, and thanking them!

* Notes a repeating session
Tuesday, September 28

6:30am - 7:30am
CHESP Examination Registration – Pre-application Required. See page 25.

7:30am - 9:30am
CHESP Examination – Pre-applications Required
See page 25.

7:00am - 4:00pm
Registration | Conversation Café | Cyber Center

7:00am - 7:45am
Brewed Awakenings - Continental Breakfast

7:30am - 8:45am
The Florence Prescription for Building a Culture of Ownership
Joe Tye
CEO and Head Coach of Values Coach, Incorporated

In today’s complex world, mere accountability is not enough. Today’s hospitals cannot survive; much less thrive, with hired hands on the job. They need people who think like partners, people who own their work rather than just renting a space on the organizational chart. The speaker will share eight essential characteristics of a culture of ownership, and practical strategies for fostering such a culture. You will understand why the Invisible Architecture of core values, organizational traditions, and emotional climate is more important than the design and decor of physical buildings, and why eradicating toxic emotional negativity from the workplace is an essential leadership duty.

8:30am - 10:30am
Sponsor Focus Group – First Session
(By Invitation Only)

9:00am - 10:00am
Learning Labs and Roundtable Discussions – Multiple to choose from
Making Sense of Sustainability Noise
Walt Vernon, PE, LEED® AP
Principal, Electrical Engineer for Mazzetti, Nash, Lipsey Burch

This session will focus on defining sustainability and the difference from being “green”. The speaker will also provide insights into using a toolbox to begin implementing environmentally sustainable initiatives that lead to operational efficiency.

10:00am - 1:00pm
Healthcare Marketplace

Disinfection of Multi-Drug Resistant Organisms (MDROs) in the Hospital Environment
Dr. Wallace E. Puckett
VP of Science and Technology for STERIS Corporation

This session will present the latest information on infection rates of MDROs and the change in occurrence of each major MDRO in the hospital. Attendees will briefly characterize each MDRO with regard to their unique biologies. The session will then focus on methods of disinfection for each major MDRO and the differences in disinfection strategies unique to each MDRO.

The Infectious Disease Game – It’s Contagious
Dr. Francis Kong
Partner, Nerdcore Learning and Healing Blade

Dr. Kong will provide background information and a brief history on the development of the revolutionary new infectious disease game. He will also highlight usability to train staff and engage the audience by fostering interaction, asking about their experience in training staff, and what innovative ways they can think of to involve employees in the learning process. A demonstration of the game will be included.

Writing an RFP – Roundtable Discussion

This is the perfect session for directors and managers outsourcing aspects of their operations. Focusing on proper sections and incorporation of accountability and measurements of a request for proposal (RFP), attendees will have opportunities to actively participate in discussions using their acquired knowledge through their professional experience. Roundtable Discussions are structured with collaboration in mind. Small groups will gather to discuss a case example, identify areas of improvement, provide feedback on the improvement areas, and come out of the session learning from peers how to address specific issues pertaining to the topic. For a full description of the roundtable discussions see page 7.
Sessions (continued)

1:00pm - 4:30pm
Extended Session
Department of Transportation (DOT) Certificate
Gary McDermott, CHESP
Comprehensive Waste Stream Consulting
Back by popular demand! This course is designed to meet the Department of Transportation Hazardous Materials training requirements of 49 CFR. This training is required for anyone who ships hazardous materials or dangerous goods such as solvents, perfumes, hazardous waste, infectious material or tissues, flammables, combustibles, cleaning supplies and many other items that carry a hazardous label.

1:00pm - 2:00pm
Learning Labs and Roundtable Discussions – Multiple to choose from
Revenue Implications of Patient Flow*
Yvonne Mugford R.N. for Clinical Informatics for UCLA Health System
Jerome Crawford, Manager, Hospital Transportation/Patient Escort Services for UCLA Health System
Environmental services plays a significant role in patient flow, but how are efforts to improve movement of patients directly related to a healthcare facility’s revenue? This session will address costs associated with delaying patient transfers, transfer times, room changes, and financial outcomes for departments and facilities.

Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!*  
Joan Harrigan-Farrelly, Director, Antimicrobials Division
Michele E. Wingfield, Senior Advisor
Environmental Protection Agency, Office of Pesticide Programs, Antimicrobials Division
This session will provide an overview of the EPA’s regulatory process for approving hospital disinfectants. It will also assist you in reading and understanding the label and its claims on hospital disinfectants.

ES Intervention Reduces Hospital Associated CDI By >90%
Jim McManus Jr.
Education Supervisor Environmental Services, Mayo Clinic in Rochester MN.
Clostridium difficile is a harmful, problematic bacterium in health care settings, because it produces spores that are resistant to commonly used cleaning agents and remains in the environment for long periods of time. This has contributed to CDI becoming the leading health care-associated infection, surpassing even methicillin-resistant Staphylococcus aureus.

This session will highlight a twelve month study conducted at the Mayo Clinic and the remarkable results. Attendees will walk through the study presentation, review study components that integrate education, training, ATP science based evidence on surface cleanliness, ES staff satisfaction and the importance of institutional partnerships.

Pharmaceutical Waste: Fine-tuning the Program – Roundtable Discussion
John Kelsey
Chemist for Clean Harbors Environmental Services, Inc.
Focusing on the Rx waste program, attendees will have opportunities to actively participate in discussions using knowledge acquired through professional experience. This session will contain a 15-20 minute overview of a pharmaceutical waste program. Roundtable Discussions are structured with collaboration in mind. Small groups will gather to discuss a case example, identify areas of improvement, provide feedback on the improvement areas, and come out of the session learning from peers how to address specific issues pertaining to the topic. For a full description of the roundtable discussions see page 7.

2:15pm - 3:15pm
Learning Labs and Roundtable Discussions – Multiple to choose from
Integration of Infection Control Standards with Design and Construction
Dr. Linda Lee, PhD, REM
Director of Operations for Waste Management
A variety of difficulties can arise during the design and construction phase of a healthcare facility project. In this session, the speaker will focus on a team approach to construction projects, integration of infection control standards in design, construction practices, and list frequently overlooked items and tasks that can help environmental services ensure a smooth transition of responsibilities.

Making Sense of Staffing Models – Panel Discussion
Robert M. Hodnik – Director, Facilities Manager, UPMC Health Plan
Dave Roberson, CHESP - Vice President for Sodexo Health Care
Joseph Skalecki – President for SE & Associates Inc.
Whose approach to staffing is better than the other? What are the challenges with each? This session will provide the view of a vendor, an in-house environmental services director, and a contracting management director on their approaches to staffing. The panel will then discuss the presented items and take questions from the audience.

* Notes a repeating session
Revenue Implications of Patient Flow*
Yvonne Mugford R.N for Clinical Informatics for UCLA Health System
Jerome Crawford, Manager, Hospital Transportation/ Patient Escort Services for UCLA Health System

Environmental services plays a significant role in patient flow, but how are efforts to improve movement of patients directly related to a healthcare facility’s revenue? This session will address costs associated with delaying patient transfers, transfer times, room changes, and financial outcomes for departments and facilities.

Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!*
Joan Harrigan-Farrelly, Director, Antimicrobials Division for the Environmental Protection Agency, Office of Pesticide Programs, Antimicrobials Division
Emily Mitchell, Branch Chief for the Environmental Protection Agency, Office of Pesticide Programs, Antimicrobials Division

This session will provide an overview of the EPA’s regulatory process for approving hospital disinfectants. It will also assist you in reading and understanding product labeling and its claims on hospital disinfectants.

3:00pm - 5:00pm
Sponsor Focus Group : Second Session
(By Invitation Only)

3:15pm - 3:25pm
Sunshine Break – Sponsored by Stericycle, ASHES Gold Sponsor

3:15pm - 4:45pm
Membership Meeting

6:30pm - 7:00pm
Presidents Reception

* Notes a repeating session
10:00am - 11:15am
Learning Labs and Roundtable Discussions – Multiple to Choose From

The Baldrige Award: How Health Care Organizations Achieve Performance Excellence
Renee Norris
Baldrige National Quality Program
This session provides an introduction to the Baldrige Program and the Malcolm Baldrige National Quality Award. Attendees will receive an overview of the program and its history. The session will also include an introduction to the Health Care Criteria for Performance Excellence and the Baldrige framework. Attendees will also have an opportunity to perform a brief organizational self-assessment using a tool provided by the program.

Environmental Services Department of the Year Award: The Winning Presentation – Sponsored by Health Facilities Management Magazine, ASHES, and Cintas
2010 Winner TBD
Ever wonder what it takes to be deemed as environmental services department of the year? What types of programs are in place at the winning organizations? This session will provide a brief history and discussion of the criteria for the award and a case study, presented by a winning organization, outlining what made the winning department outstanding. Attendees can identify programs and practices for implementation or improvement in their environmental services departments and healthcare facilities.

Patient Throughput – Roundtable Discussion
Lemy “Trell” Simons
Transport Director, Robert Wood Johnson Hospital
Focusing on the patient throughput topic, attendees will have opportunities to actively participate in discussions using knowledge acquired through their professional experience. Roundtable Discussions are structured with collaboration in mind. Small groups will gather to discuss a case example, identify areas of improvement, provide feedback on the improvement areas, and come out of the session learning from peers how to address specific issues pertaining to the topic. For a full description of the roundtable discussions see page 7.

11:30am - 12:45pm
Lunch on own

1:00pm - 2:00pm
Learning Labs and Roundtable Discussions – Multiple to Choose From

Fundamentals of Patient Transport
Tangee Kizer
Director of Environmental Services and Patient Transport, Carolinas Medical Center
Over the past few years, it has become common practice to combine the environmental services and patient transport departments. This new responsibility offers an opportunity to streamline practices and expand the role of these areas. Ms. Kizer will outline proper policies and procedures, standard practices, response times, benchmarks, training, and ergonomics related to the patient transport role and discuss how to manage these responsibilities.

Excellence in Safety and Quality Improvement in Environmental Services – Sponsored by The Clorox Company
2010 Winner TBD
Ever wonder what it takes to win this award? What types of programs are in place at the winning organizations? This session will provide a brief history and discussion of the criteria for the award and a case study, presented by a winning organization, outlining what made the department outstanding. Attendees can identify programs and practices for implementation or improvement in their environmental services departments or healthcare facilities.

The Role of Environmental Services in Creating a Collaborative Patient Care Environment*
Jan Moellering
VP, Operations for ARAMARK Healthcare
The presenter will share insights and guidelines that can support environmental service managers in creating a culture that fosters collaborative relationships among nursing, and in turn, impact the delivery of high quality patient care. The speaker will also describe action-oriented strategies to assess and implement The Guiding Principles for Relationships among Nursing and Support Services in the Clinical Setting.

* Notes a repeating session
Best Practices for Post-Construction Clean Up*
Larry Lee, CHI
Industrial Hygiene Consultant for Pacific Industrial Hygiene, LLC
As an infection hygienist, the speaker will present his perspective on best practices for post-construction clean up, project completion clean up, and turnover of responsibilities. Participants will also discuss assessment of labor and equipment needed to perform tasks, and construct a checklist of top tasks to be completed.

Healthcare Reform: Impacts for Environmental Services – Roundtable Discussion
Focusing on healthcare reform, attendees will have opportunities to actively participate in discussions using knowledge acquired through their professional experience. Roundtable Discussions are structured with collaboration in mind. Small groups will gather to discuss a the legislation and regulations, identify areas of improvement, provide feedback on the improvement areas, and come out of the session learning from peers how to address specific issues pertaining to the topic. For a full description of the roundtable discussions see page 7.

Due Diligence for New Technologies and Products
Dr. Wallace Puckett
VP of Science and Technology for STERIS Corporation
This session will focus on evaluating new technologies for use in disinfection in the hospital environment. Simple key steps in the evaluation process will be discussed. These steps form a repeatable process allowing effective evaluation of technologies presented to the environmental services professional. The process helps to provide a framework for decision making regarding adoption or rejection of new technologies for infection control.

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FMLA as Amended - What Managers Should Know*
Phyllis Allison
Director of Human Resources, American Hospital Association
In January 2009, the Family Medical Leave Act (FMLA) was amended, changing who qualifies under the law, the types of leave that are covered under the law, and the documentation and notification required. The speaker will review the amended FMLA and discuss the practical application and effects of the new law on your daily operations.

Promoting Yourself and the Department: Not Always a Bad Thing – Roundtable Discussion
Focusing on the linen services topic, attendees will have opportunities to actively participate in discussions using knowledge acquired through their professional experience. Roundtable Discussions are structured with collaboration in mind. Small groups will gather to discuss a case example, identify areas of improvement, provide feedback on the improvement areas, and come out of the session learning from peers how to address specific issues pertaining to the topic. For a full description of the roundtable discussions see page 7.
3:30pm - 4:30pm
Learning Labs and Roundtable Discussions – Multiple to Choose From
**The Legal Implications of HAI and “Never Events”**
Ann D. Gaffey, RN, MSN, CPHRM
Consultant in Risk Management and Patient Safety
In this session, participants will discuss the legal implications to organizations for healthcare-acquired infections and “never events” such as slips and falls. Included will be discussion and review of the CMS regulations on reimbursement related to HAIs and “never events,” and the potential financial implications to organizations. Legal cases will be presented demonstrating the adverse consequences of HAIs to facilities.

**FMLA as Amended - What Managers Should Know**
Phyllis Allison
Director of Human Resources, American Hospital Association
In January 2009, the Family Medical Leave Act (FMLA) was amended, changing who qualifies under the law, the types of leave that are covered under the law, and the documentation and notification required. The speaker will review the amended FMLA and discuss the practical application and effects of the new law on your daily operations.

**Best Practices for Post-Construction Clean Up**
Larry Lee, CHI
Industrial Hygiene Consultant, Pacific Industrial Hygiene, LLC
As an infection hygienist, the speaker will present his perspective on best practices for post-construction clean up, project completion clean up, and turnover of responsibilities. Participants will also discuss assessment of labor and equipment needed to perform tasks, and construct a checklist of top tasks to be completed.

**The Joint Commission Standards for the Environment of Care Update**
George Mills, FASHE, CHFM
Senior Engineer and Standards Interpretation Group Leader, The Joint Commission (TJC)
The speaker will discuss highlights of the Environment of Care and upcoming changes in the standards. The session will also focus on the ES role in the survey process, challenges with standards, and management of mandated performance improvement measures and tracking.

5:45pm - 7:00pm
ASHES Closing Session

**How to Create a Dream Team at Work: The Magic is in the Mix**
David Rabiner, Certified Speaking Professional (CSP)
Speaker
Why let personality conflicts at work impact morale and disrupt productivity? Through hilarious examples of workplace behavior all audiences can relate to, David provides practical techniques to help audience members turn interpersonal differences into business advantages. An eye-opening window on human behavior, this program is perfect for helping teams to perform at their peak.

Thursday, September 30

8:00am - 12:00pm
Gaylord National Resort State of the Art Laundry and Housekeeping Tour (30 minute each block)
Take a tour through a state-of-the-art facility that is sure to generate ideas to improve the operations back home. Gaylord National Resort has graciously agreed to take 30 people at a time on a 30 minute tour. Spaces are limited and participants must register for this tour. The tours will begin at 8:00 am with departures every 30 minutes thereafter.

8:00am - 1:00pm
US Army Medical Command Environmental Management Services (For employees only)
Handout Downloads
ASHES will post session handouts on the conference web site prior to the conference. Attendees interested in session handouts may print the documents and bring them to the conference. This helps the ASHES community be a good environmental steward.

Hands and Hearts
As in years past, ASHES has made a commitment to positively affect lives by soliciting donations or arranging for volunteers to donate their time with the Hearts and Hands program. This year, ASHES is working with the Safe Haven Family Shelter of Nashville, TN.

The ASHES leadership choose this charity as beneficiary of the Hearts and Hands collection in early February. The flooding in Nashville that forced the relocation of the 2010 Annual Conference also affected thousands of families in the Tennessee area. Safe Haven’s mission and work has been heightened by this natural disaster affecting so many families.

Safe Haven’s mission is to provide “shelter and transitional services that empower Middle Tennessee homeless families with children to achieve lasting self-sufficiency.” The organization has six transitional homes and can service up to eleven families.

In keeping with our tradition of compassion and generosity, we are requesting a minimum of $1.00 donation. Volunteers will be taking donations at all the events—Welcome Reception, Marketplace, General Sessions, etc. Please contribute and help ASHES assist the Safe Haven Family Shelter.

For more information about the charity please visit www.safehaven.org.

ASHES Welcome Reception
Sponsored by Clorox Professional Products, ASHES Corporate Champion and Diamond Sponsor

Sunday, September 26, 6:00pm - 9:00 pm
ASHES and The Clorox Company welcome you to the 2010 Annual Conference and Healthcare Marketplace! Don’t miss this wonderful evening filled with entertainment, hors d’oeuvres, and music. The setting is perfect for catching up with old friends and making new ones. The 25 Year Anniversary Celebration begins with this event and carries out throughout the conference.

Annual Awards Dinner
Join us Tuesday evening to recognize ASHES members who have been distinguished for their commitment and dedication to the industry throughout the year. This special evening will include the presentation of the most prestigious ASHES awards. A plated dinner will give all attendees a chance to relax and to network with peers. Please see page 22 for notes on Dress Code

National Healthcare Environmental Services Week

Environmental Services
A Vital Role in Quality Healthcare

September 12-18, 2010
Show support and appreciation for Healthcare Environmental Services & Housekeeping Departments with exclusive gifts from the American Society for Healthcare Environmental Services (ASHES). Celebrate with products featuring the official ASHES theme: “Environmental Services: A vital role in quality healthcare.” To order visit www.ashes.org and click on the ES Week logo.

Conversation Café
ASHES invites you to relax and take a break throughout the conference or meet with a colleague. The Conversation Café includes plenty of comfy seating to spark those inspiring conversations with peers.

Cyber Center
Sponsored by KIMBERLY-CLARK PROFESSIONAL, ASHES Corporate Champion and Platinum Sponsor

Checking in with work or home on a full-size screen monitor is easy without carrying your laptop. Take advantage of the fully equipped Cyber Center with computers and privacy screens for email and Internet access.
Conference Recordings
Sponsored by ECOLAB, ASHES Corporate Champion and Platinum Sponsor

As a special service to ASHES members and other professionals, recordings of select educational sessions are synchronized to PowerPoint™ slides and are made available for purchase online. As part of the sponsorship, ECOLAB will be providing 4 session recordings to conference attendees free of charge! ECOLAB’s sponsorship will also allow attendees to purchase conference recordings at a significantly discounted price. Purchase the recordings during the registration process or on-site at the registration desk. Pre-order and on-site sales end September 29, 2010. You can also purchase them online by going to www.ashes.org.

Why purchase recorded sessions?
• To earn credit hours of continuing professional education (CPE) for the Certified Healthcare Environmental Services Professional (CHESP) certification renewal
• To provide easy and accessible training for your staff while still keeping up with every day demands in a fast-paced working environment
• To share the conference knowledge and expertise with colleagues at work

All session recordings are accessible via a web-based platform.

Pre-order Price and Attendees:
$99.00 All recordings included

Members:
$99.00 All recordings included

Non-Members:
One Day $99.00
Full Conference Set $189.00

Healthcare Marketplace
It’s all about finding the right products and services to accelerate performance at the two-day Healthcare Marketplace. With cutting-edge technologies, products, and services showcased throughout the Marketplace, this is truly a highlight of the Annual Meeting. Take the time to explore new innovations and products that will help you walk away with solid ideas for making those important purchasing decisions for your facility! Show your appreciation to the companies supporting the profession.

Maximize your time and plan your Exhibition and Marketplace experience by browsing the company listings below. Create a list of companies to connect with while you are at the Annual Conference!

Please note the updated schedule!

Exhibitor Move-In
Sunday, September 26:
8:00 am - 5:00 pm (Island Booths Only)
and 1:00 pm - 5:00 pm (All Exhibitors)
Monday, September 27:
8:00 am - 12:00 pm
(All Exhibitors)

Dedicated Show Hours
Monday, September 27:
3:45 pm - 6:00 pm
Tuesday, September 28:
10:00 am - 1:00 pm

Move-Out
Tuesday, September 28:
1:00 pm - 5:00 pm

For more information about becoming an exhibitor visit www.ashes.org or contact the Exhibits Manager at:

Carly Divito
Corcoran Expositions
100 W. Monroe – Ste. 1001
Chicago, IL 60603
Phone: 312-541-0567 ext. 643
Fax: 312-541-0573
carly@corcexpo.com
Exhibiting Companies at the 2010 Healthcare Marketplace*

1 Priority Biocidal
3M
a.b.m. Canada Inc.
ADM International, Inc.
Advanced Vapor Technologies
AF & S Products & Services, Inc
Afflink (formerly Affiliated Paper
Companies)
AMB-Ecosteryl
American Dawn
American Hotel / American Health
Care
American Sanitary Products, Inc.
American Textile Systems
Angelica Corporation
ARAMARK Healthcare
ASHES - American Society Healthcare
Environmental Services
Bayne Premium Lift Systems
BD
Bemis Health Care
Biqquell, Inc
Bondtech Corporation
Bosma Enterprises
Call2Recycle
Chemspec, Inc.
Chicago Dryer Company
Cintas
Clean Harbors Environmental
Services, Inc
Construction Specialties, Inc.
Convergent Software Systems, Inc
Copper Development Association
Coral Fabrics
Corporate Care
Covidien
Cubicle Curtain Factory, Inc.
Daniels Sharpsmart, Inc.
Davidson House, Inc.
Deardorff Fitzsimmons Corp
Diversey, Inc.
DKI
Dornoch Medical Systems
Dri-Eaz Products
Eclipsys
Ecodas
Ecolab Inc.
Encompass
Enviro Solutions
Envision Industries Inc. / CABVI
EQ - The Environmental Quality
Company
ESC
Fastrak Industries
Filmap USA LLC
Flagship Logistics LLC
G.A. Braun
Garrett Medical Systems LLC
Geerpres, Inc.
Georgia-Pacific Professional
GOJO Industries Inc.
Health Facilities Management
Healthcare Purchasing News
Herbold Meckesheim USA
Heritage Bag Company
Heritage Environmental Services
HHA Services
Horizon Industries
HPFI
Hygiena
ICP Medical
ICT: Infection Control Today
 Magazine / Virgo Publishing
Image First Healthcare Laundry
Specialists
Impact Products LLC
Industries for the Blind
Infection Prevention Technologies, LLC
Jani-King Healthcare Services
June Tailor, Inc.
Kimberly - Clark
Lumalier / UV Air & Surface
Disinfection
 McClure Industries Inc.
Med Team Support Staffing
MedClean Technologies, Inc.
Medline Industries
Metalprogetti
MIP Inc.
National Industries for the Blind
Neogen Corporation
Nerdcare Learning
New York City Industries for the
Blind, Inc.
Nilfisk-Advance, Inc.
NISH
Odorite International
On the Right Track Systems, Inc.
OnSite Sterilization, LLC
Orkin Commercial Services
Patient Focus Systems
PharmWaste Technologies
Phoenix Textile Corporation
PHS West, Inc.
Procter & Gamble
Professional Disposables
International, Inc.
ProTeam
Purasolutions
Quality Services International
Red Bag Solutions
Rheirg Healthcare Systems
Rhomar Industries, Inc.
Royce Rolls Ringer Co.
Rubbermaid Commercial Products
SaniGLAZE International, LLC
San-I-Pak
SE & Associates, Inc.
ServiceMaster Clean
SixLog
Sodexo
Solutions Inc
SonicScrubbers LLC
Spartan Chemical Company Inc.
SpecialMade Goods & Services, Inc.
Square Scrub
Stericycle, Inc.
STERIS Corporation
Stryker
Superior Uniform Group/Fashion Seal
Healthcare
Tecni-Quip
Tennt Company
The Clay Group
The Clay Group
The Clorox Company
The HUBSCRUB Company
The Steritech Group
TL Services, Inc.
Towne Park
UniFirst
United Floor Care Inc.
Urine Off by Bio-Pro Research
Veterans Affairs - Office of
Acquisition & Logistics
Walsh Integrated
Waste Management
Webbsnade
West Sanitation Services, Inc.
Wexford Labs, Inc.
Windsor Industries, Inc.
Xenex Healthcare Services, LLC
xpedx

Reservations
There are only two ways of making hotel reservations. A maximum of two reservations per person or per credit card will be accepted. Individuals wanting to make hotel reservations for multiple individuals or multiple rooms at the same time must call the hotel and request authorization. Contact the Gaylord National Reservations at 301-965-4000.

Conference Host Hotel
Gaylord National Resort
201 Waterfront Street
National Harbor, MD 20745

Option 1: Web
- When registering for the conference, you were given a confirmation code. Your confirmation code is located in the email confirmation received after your conference registration was processed.
- Visit the appropriate link listed in the confirmation email delivered to you after your conference registration has been completed.
- Follow the process and make sure you enter your confirmation number on step three (3) just prior to payment.
- NOTE: Entering the conference registration/confirmation number is a required field in order to proceed to the next step.

Option 2: Phone
- When registering for the conference, you received a confirmation code—located in the email confirmation received after your conference registration was processed.
- Call the Gaylord National Resort’s reservations number at 301-965-4000.
- When asked, provide the hotel block and registration codes provided in the confirmation email after the conference registration process has been completed.

ASHERS contracted rooms at a discounted group rate. ASHERS assumes a financial risk by contracting with hotels for large room blocks. If our contracted room block is not met, ASHERS is financially liable for penalties. Your help in making reservations at the ASHERS preferred hotel is greatly appreciated.

Air Travel
ASHERS has secured a special discount agreement with United Airlines that is not available to the general public. There are no fees for booking online or calling the Special Meeting Desk.

ONLINE - To take advantage of a 5% discount, go to www.united.com, use “Book Travel” to enter your travel criteria, go to “More Search Options” and enter the promotional code 500CJ. Available flights will be displayed. Flights that qualify for the discount will be clearly identified with a green star symbol, which means that the itinerary is “electronic certificate eligible” and the discounted fare will be automatically calculated. This special offer applies only to flights within the United States.

PHONE – Contact United’s Special Meeting Desk at 1-800-521-4041 (or have your travel agent call) and reference the promotional code 500CJ to receive a 5-15% discount off applicable fares, including First Class. If you purchase your ticket at least 30 days prior to travel, you will receive an additional 5% discount (on some classes of service). This special offer applies to travel on domestic and international segments of all United Airlines, United Express, and United code share flights (UA) operated by Lufthansa and Air Canada.

Car Rental
Special meeting rates negotiated with Hertz are available by calling 1-800-654-2240 from within the U.S., or 405-749-4434 from outside the United States, and giving the reservationist the meeting number CV#03AB0006.

Emergency Information
ASHERS requires each registrant to complete the emergency contact information on the registration form. This information is critical for emergency response and will remain strictly confidential.
Dress Code
We suggest resort casual dress throughout the conference. However, tastes and professional preferences may differ so we leave the dress code to individual, but appropriate, preferences. Appropriate attire may include slacks, khakis, collared shirts and blouses or logo wear.

Average temperatures in the month of September for the Washington, DC area:
- Average high temperature: 80°
- Average low temperature: 57°
- Rainfall: 4.08”

Please be advised that meeting room temperatures vary, and at times a sweater or jacket is recommended.

In celebration of the ASHES 25th Anniversary, The ASHES Awards Dinner will be a more formal affair. For ladies, dress or suits. For gentlemen, sport coats and ties. However, feel free to attend in comfortable but appropriate attire as there isn’t a set dress code for this event.

Driving Directions
To obtain accurate driving directions we recommend you use a web-based tool like Google Maps™ or Mapquest™ and enter the hotel address. You may also visit the hotel’s website for general driving directions. (www.gaylordhotels.com/gaylord-national)

Taxi
Prices listed below are subject to change.

From Reagan National Airport: $25
From Dulles International Airport (IAD) to Gaylord National: $80
From Baltimore/Washington Airport (BWI) to Gaylord National: $90

Parking
Daily Parking Rates at Gaylord National. Prices listed below are subject to change.
- $5.00 for first hour
- $12.00 for 0-3 hours self parking
- $19.00 per day self parking/overnight
- $17.00 for 0-3 hours valet parking
- $28.00 per day valet parking/overnight

Shuttle
Operated by SuperShuttle. Prices listed below are subject to change. Daily Shuttle Schedule: 6:00 a.m. – 8:00 p.m.

From Reagan National Airport to Gaylord National:
- Prices Per Passenger: $18 one way, $32 round trip

From Dulles International Airport (IAD) to Gaylord National:
- $43 per passenger

From Baltimore/Washington Airport (BWI) to Gaylord National:
- $43 per passenger

Upon arrival at airport, follow the signs for Ground Transportation to SuperShuttle. Reservations: 1-800-660-8000. TDD Reservations: (866)472-4497

Questions
For questions about the 2010 Annual Conference contact ASHES at 312-422-3860, visit www.ashes.org, or send an email to ashes@aha.org.

Conference Registration Fees
Full conference fees include admission to all educational sessions, the Healthcare Marketplace, breakfast and lunch (where indicated), the Welcome Reception and the Annual Awards dinner.

Fees do not include: Session Recordings, CHESP Review Session, CHESP Exam, Golf Outing, Guest Tickets, and other optional events. One Day Only registrations include tickets for events listed that same day.

Membership Renewals
Individuals wishing to renew their membership may do so by checking the “membership renewal” line on the bottom of the registration form.

Guest Fees
Feel free to bring a guest. Guest tickets may be purchased for the Welcome Reception, Healthcare Marketplace, and the Awards Dinner. Please refer to the conference registration form for guest fees. To keep our fees reasonable, advanced purchase is recommended and appreciated. Tickets for social events are required for all guests.

Restrictions
Due to insurance restrictions, children under the age of 16 are not allowed in the exhibit hall under any circumstances. Conference events may be photographed for use on the ASHES website post-conference.
General Conference Information

Continuing Professional Education (CPE) Credit
Contact Hours
CHESPs participating in all basic educational sessions could earn up to 15.5 contact hours towards the three-year requirement of 45 contact hours for renewal of the certification. (Participation in three annual conference programs over the three-year cycle assures meeting or exceeding the continuing education renewal requirement). Attendees who also attend the CHESP Review Session earn an additional 2.0 contact hours. Additional credits will be awarded for participation in the Gaylord National Resort’s State of the Art Laundry and Housekeeping Tour.

Americans with Disabilities Act
The American Hospital Association wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services identified with the Americans with Disabilities Act (e.g., assisted listening devices, Braille materials, or special dietary restrictions) please contact ASHES at 312-422-3863, email at ashes@aha.org or write correspondence to:
ASHES 2010 Annual Conference
155 North Wacker Drive Suite 400
Chicago, IL 60606

Cancellation Policy
Due to ASHES costs, deposits, and guarantees, there are no refunds processed after July 1, 2010. No-shows are non-refundable under any circumstances.

To facilitate accurate meal function guarantees and good financial stewardship, we request that all cancellation requests must be received in writing (via fax or email) by Thursday, September 3, 2010, regardless of refund status.

Program Cancellation: In the unlikely event of conference cancellation, ASHES will refund 100 percent of registration fees paid. ASHES assumes no liability for any penalty fees on airline tickets, deposits for hotel accommodations or any other fees, charges, penalties, or any other incidental costs that a registrant might incur as a consequence of cancellation.

Substitutions: Registrants unable to attend may send an alternate with advanced notice. If the alternate is not an ASHES member, non-member rates will be required. In the event an alternate is attending, notify ASHES at 312-422-3860 by September 3, 2010.

Conference Registration Methods
By mail – Complete the registration form and return by the specified postmarked dates with a check or credit card payment to: ASHES, 75 Remittance Drive, Suite 1976, Chicago, IL 60675-1976

Note: This registration address is new!

By Fax – Fax completed registration forms to 805-654-1676. All fax registrations must be charged to Visa, MasterCard, or American Express. Government personnel are asked to please have the credit card charges pre-approved before faxing the registration.

Online – Visit www.ashes.org/conference then click on Registration Information. The official conference badge and materials will be distributed at the conference registration desk at the Gaylord National Resort and will be required to gain admittance to all conference and exhibition activities.

Some functions may also require a ticket which will be provided in your materials onsite or with additional payment as indicated.

Registrations received without payment WILL NOT be processed and are considered incomplete until the full payment is received. Registrations using a Purchase Order MUST INCLUDE A COPY OF THE PURCHASE ORDER AND MUST INCLUDE A BILLING ADDRESS. Balances due are to be paid in full before the conference.

Non-member Rates
Non-members are required to pay the non-member rate. If you do not have an ASHES member identification number you are considered a non-member and will be required to pay the non-member rate before conference materials will be distributed. The non-member registration fee includes a one-year ASHES membership. All federal government employees should pay the government rate.

Registration Confirmation
All paid registrants will be confirmed via email. It is important you indicate the proper email address on your registration. Please call ASHES at 312-422-3860 if you do not receive a confirmation email.

Onsite Registration
Advance registrations must be postmarked or faxed on or before September 8, 2010. Online registrations must be submitted on or before September 20, 2010. After this date onsite registration is recommended. ASHES cannot guarantee conference materials for onsite registrants.

Pre-registration balances due will require payment onsite or a credit card will be required to guarantee payment. If payment is not received within 15 business days of conference close, the card will be charge.
Visiting National Harbor and Washington DC

The Potomac region is home to the nation’s capital and a diverse array of cultural and historical attractions reflecting the United States' rich heritage. Washington DC is well known for the National Mall and its mile-long strip of free museums housing national treasures of art, history, and more. Venturing beyond the Mall leads to some unexpected insights into American life, history and culture. To explore all of what Washington, DC has to offer visit washington.org.

Visiting Alexandria, VA
Alexandria, located right across the Potomac river and visible from the Gaylord National Resort, offers everything from historic walking tours to diverse cultural festivals and high impact outdoor recreation to the oldest continuously running farmers market in historic Market Square. Alexandria’s charm includes early American architecture, shopping, historical sites, and award-winning restaurants.

Shopping
National Harbor’s unique shops make for a truly unmatched shopping experience. Fashion Boulevard offers a mix of the hottest and most fashionable brands, with a million square feet of unparalleled shopping.

National Harbor Marina & Piers
You couldn’t be called “National Harbor” without an impressive marina. National Harbor’s marina is a perennial favorite among the boating and non-boating community alike.

Downtown DC Shuttle Service to Old Post Office (1100 Pennsylvania Avenue NW) and Union Station (H. Street and 2nd Street NE) departing every half-hour, on the hour, from Gaylord National’s main entrance seven days a week: 8:00 a.m. - 9:00 p.m. Tickets are One-Way $13, round-trip $20, Unlimited 3-Day Pass $49.

For more information about attractions in the Washington, DC and the Alexandria, VA area, visit washington.org and visitalexandriava.com.

Visiting National Harbor and Washington DC

Golf Outing
While ASHES will not host an organized golf outing, the course has graciously authorized a limited number of tee time reservations especially for ASHES. The times are on a first-come, first-served basis.

Attendees and Exhibitors interested in golf may contact National Golf Club USA at 301-292-1100 ext. 105 and speak with Sherry to reserve time directly with the course. Be sure to mention ASHES when you call.

Golf fees are $118.74 with cart, per person (taxes included). Transportation is not provided but can be arranged via cab at the hotel. The course is 10 minutes from the Gaylord National. All fees are paid directly to the course. Pairings and foursomes will be arranged by the course.

Please note the ASHES tee times will be held until September 17 and then released to the general public.
Pencil and Paper CHESP Exam Date and Time
Tuesday, September 28, 2010. Registration at 6:30am;
Exam from 7:30am to 9:30am

- The CHESP Examination will be administered during the above time as a paper and pencil test.
- Pre-Application Only! Only 75 places are available for testing, so don’t delay. Test sessions will be filled on a first-in, first-confirmed basis for examination applications. **Online or on-site application is not available for this administration.**
- Check-in begins at 6:30 am. The exam begins after all registered candidates have been signed in and administrative issues have been addressed.
- Two hours are then allowed to complete the 110 item exam.
- Candidates receive their score report after the Examination via mail from AMP; typically within 8 weeks.

By receiving a passing score on the CHESP Exam, qualified candidates may earn the CHESP credential during the ASHES Annual Conference.

All regulations in the CHESP Candidate Handbook apply, including the eligibility requirements. The Handbook is available at www.aha.org/certification.

To access information about the CHESP program, click on the CHESP logo. You may also obtain a copy of the Handbook by calling the test administrator, Applied Measurement Professionals, at 913-895-4600.

To apply
- Complete the CHESP Examination Application included at the end of the CHESP Candidate Handbook (Under “Examination Type”, select “Special Domestic Administration” and write September 28, 2010 as the date) or download the application specific to this session from here: www.goAMP.com/Publications/candidatehandbooks/AHA-CHESP-Special-Application.pdf
- Provide all requested information. Incomplete applications are subject to an additional processing fee.
- Sign your application.
- **Mail your completed application with the required exam fee for AMP’s receipt no later than September 3, 2010 to:**
  Applied Measurement Professionals, Inc. (AMP)
  18000 W. 105th Street
  Olathe, KS 66061-7543

- Payment may be made by credit card, company check, cashier’s check, or money order payable to AMP. No cash or personal checks accepted.
- If paying by credit card, you may fax your completed application to 913-895-4651. **Signature is required for credit card payment.**

Applications must be received by September 3, 2010.

Important Reminders
- All regulations in the CHESP Candidate Handbook apply.
- Be sure to complete both sides of the application and sign. Incomplete applications will not be approved.
- Applied Measurement Professionals (AMP) will process applications and send confirmations about three (3) weeks in advance of the test date. You will not receive a confirmation before this time. If you do not receive a confirmation by September 8, 2010, please contact AMP directly at 913-895-4600.
- There is no online or on-site application for the Exam. Candidates must complete the application process in advance as described above.
- A review session will be held on **Sunday, September 26th, at the Gaylord National Resort, 3:00pm–5:00pm.** Review session registration is separate from the Exam application and independent of the conference registration. A review session registration does NOT constitute an Exam application. Applicants can sign up for the Review session online at (visit www.aha.org/certification and click on CHESP) or through this conference brochure. This education session is one way you may chose to prepare for the exam. If you are already certified, use this session as an opportunity to review some current practices and to earn eligible contact hours toward your certification renewal requirements.
- Do not mail Exam applications to ASHES or the AHA Certification Center. All applications must be directed to AMP at the address listed above.
Certified Healthcare Environmental Services Professional Examination

Don’t Allow Your CHESP Credential to Expire!
The renewal cycle for the AHA-Certified Healthcare Environmental Services Professional (CHESP) credential is three years, with expiration on the last day of the month in which certification expires. Renewal may be achieved either through participation in acceptable continuing professional education (Alternative I) or through retaking and passing the CHESP Examination (Alternative II). A certificant who fails to renew is no longer considered certified and must relinquish his/her certificate and certification pin, and cease using the certification credential and merchandise representative of having achieved certification. A certificant who fails to renew before expiration may regain certification only through re-examination.

Attendance at this conference is an eligible education activity for certification renewal. Candidates who successfully complete (pass) the Exam at this conference and become certified may report this activity toward the certification renewal requirements for the first renewal cycle.

For information regarding your renewal date or renewal requirements, please contact the AHA Certification Center at 312-422-3711 or certification@aha.org.

CHESP Exam Scholarships
ASHES is pleased to offer CHESP Exam Scholarship to assist ASHES members who desire to become certified. The Scholarship Fund is currently supported by proceeds from the raffle at the ASHES Annual Conference and Marketplace and by the generous support of STERIS. Please visit www.ashes.org and click on the CHESP link to review the scholarship application and candidate handbook for guidelines, eligibility, and instructions. To contribute to the scholarship fund contact ASHES at 312-422-3860.

CHESP Review Session
A CHESP review session will be offered during the conference. Conference attendees may register for the review session for an additional $125.00 (cost includes the CHESP Review Guide). Registration for the CHESP Review Session IS NOT a registration for the CHESP Exam. The CHESP Examination application is a separate registration and payment. To apply for the special administration of the Certified Healthcare Environmental Services Professional (CHESP) Exam visit the AHA Certification Center’s website at www.aha.org/certification and click on the CHESP Candidate Handbook.
AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
CERTIFIED HEALTHCARE ENVIRONMENTAL SERVICES PROFESSIONAL (CHESP)

EXAMINATION APPLICATION

To apply for the CHESP Examination, complete this application and return it with the examination fee to:
Applied Measurement Professionals, Inc., AHA-CC Examination, 18000 W. 105th Street, Olathe, KS 66061-7543, FAX: 913/895-4651

PERSONAL INFORMATION

ASHES or other AHA Personal Membership Group Member Number
☐ I am not a member of an AHA Personal Membership Group (a unique identification number will be assigned)

Name (Last, First, Middle Initial, Former Name) (Please enter names as you wish them to appear on your certificate.)

Name of Facility/Company

Title

Preferred Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country)

Daytime Telephone Number

Preferred E-mail Address

EXAMINATION TYPE

☐ I am applying for a computer administration at an AMP Assessment Center.

☐ I am applying for a special domestic administration.
   (See www.aha.org/certification for scheduled dates.) Scheduled date:

☐ I am applying for an international administration.
   (See www.aha.org/certification for Request for International Examination Administration form.)

MEMBERSHIP STATUS

To be eligible for the reduced CHESP Examination fee, a candidate must be a current member of ASHES or other AHA Personal Membership Group. (For information on joining the American Society for Healthcare Environmental Services, visit www.ashes.org.) Membership must be obtained before application for examination at the reduced fee can be honored. If you have applied for membership but have not yet received your membership number, enter NEW in the space provided for membership number.

Enter your Membership Number: ____________________________

EXAMINATION FEE

Payment may be made by credit card, company check, cashier’s check or money order made payable to AMP.

☐ Member of ASHES or other AHA Personal Membership Group: ......$275
☐ Nonmember: ..................... $425

If payment is made by credit card, complete the following:

☐ VISA ☐ MasterCard ☐ American Express ☐ Discover

Credit Card Number

Expiration Date

Your Name as it Appears on the Card

Signature

APPLICATION STATUS

☐ I am applying as a new candidate.
☐ I am applying as a reapplicant.
☐ I am applying for renewal of certification.
SPECIAL ACCOMMODATIONS
Do you require special disability related accommodations during testing?  □ No  □ Yes
If yes, please complete the Request for Special Examination Accommodations form included with this Handbook and submit it with an application and fee at least 45 days prior to the desired testing date.

DEMOGRAPHIC INFORMATION
The following demographic information is requested.

1. How many years of experience do you have in environmental services (operations related to environmental sanitation, waste management and textile management)?
   □ 3-5 years
   □ 6-10 years
   □ 11-15 years
   □ 16-20 years
   □ 21-25 years
   □ 26-30 years
   □ More than 30 years

2. How many years have you worked in a healthcare setting?
   □ 2-5 years
   □ 6-10 years
   □ 11-15 years
   □ 16-20 years
   □ 21-25 years
   □ 26-30 years
   □ More than 30 years

3. How many years of experience do you have in environmental services management/supervision?
   □ 2-5 years
   □ 6-10 years
   □ 11-15 years
   □ 16-20 years
   □ 21-25 years
   □ 26-30 years
   □ More than 30 years

4. What is the square footage of your facility or facilities?
   □ Less than 100,000 square feet
   □ 100,001 – 500,000 square feet
   □ 500,001 – 1,000,000 square feet
   □ More than 1,000,000 square feet

5. What is the highest academic level you have attained?
   □ High school diploma or equivalent
   □ Some College
   □ Associate degree
   □ Baccalaureate degree
   □ Master’s degree
   □ Doctoral degree

6. What is your level of responsibility?
   □ Vice President/Director (responsible for multiple departments)
   □ Director/Manager (responsible for a single department)
   □ Manager/Supervisor/Coordinator (responsible for an area within the department)
   □ Other: ___________________________

SIGNATURE
I certify that I have read all portions of the CHESP Candidate Handbook and agree to abide by regulations contained therein. I certify that the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided.

Name (please print): __________________________________________
Signature: __________________________________________ Date: __________________________
Registration Form

*Registrant Name: ________________________________________________________________

ASHES member ID#: __________________________________________ (required for member rate)

Job title: ☐ Director/Manager ☐ Supervisor ☐ Other

Area of responsibility:
☐ ES/Housekeeping ☐ Patient Transport ☐ Infection Control ☐ Facility Mgmt. ☐ Other

*Organization/Company Name: ____________________________________________________

*Address: ______________________________________________________________________

*City: __________________________________________ State: ___________________________ Zip: ___________

*Phone: __________________________________ Fax: _________________________________

*E-mail: ____________________________________________________________

*Emergency Contact Name: ___________________________________________ Phone: ______________

*Required

<table>
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<tr>
<th>Registration Category</th>
<th>2010 Deadlines</th>
<th>Member Rate</th>
<th>Non-Member Rate</th>
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<tr>
<td>Regular Registration Rate</td>
<td>Postmarked on or before August 20</td>
<td>$595</td>
<td>$755*</td>
</tr>
<tr>
<td>Onsite Rate</td>
<td>Postmarked on or after August 21</td>
<td>$695</td>
<td>$845*</td>
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<tr>
<td>VA* &amp; MEDCOMM Rate</td>
<td>Advance and onsite registration</td>
<td>$520</td>
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Optional Items

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<th>Description</th>
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<tr>
<td>CHESP Review Session (Review Guide Included)</td>
<td>$125</td>
</tr>
<tr>
<td>Recordings of 2010 Conference Sessions (Online Access)*</td>
<td>$99</td>
</tr>
</tbody>
</table>

TOTAL: $_________

*Non-member rate includes one-year ASHES membership
*Other VA Non-members - register as an ASHES Non-Member to receive a one year membership. VA Chiefs of Environmental Management are members by contract with ASHES/AHA. Include member number on this registration.

Form of Payment
☐ Check enclosed (Make payable to ASHES 324AM10)
☐ Purchase order with billing address is attached. PO copy with billing address is required, no exceptions.
☐ Credit Card (check one):  ___Visa  ___MC  ___AmEx

ATTENTION FEDERAL GOVERNMENT EMPLOYEES! To process registrations, payment by check, credit card or HARD COPY PO (with billing address) MUST accompany this registration. Please send registration with total payment. Registrations without payment will not be processed. This policy also applies for onsite registrations.

Card Number ___________________________ Expiration Date ______________

Cardholder Name Printed ___________________________ Cardholder Signature ___________________________

Mail registration and payment to:
ASHES 2010 Conference Registration: 324AM10
75 Remittance Drive, Suite 1976
Chicago, IL  60675-1976
Fax this form with credit card payment to: 805-654-1676
Register online at www.ashes.org
Meeting code: 324AM10

Contact ASHES for registration information at www.ashes.org/conference, ashes@aha.org, or at 312-422-3860.
Session Registration Form

In order to plan adequate seating and food, it is required that all attendees complete and submit this form with the conference registration form. If you have already registered, please complete and submit this form on its own.

First Name __________________________________________
Last Name __________________________________________

Membership ID or Confirmation Number: __________________________

Sunday, September 26, 2010
7:00am - 2:00pm
| [ ] G1. Golf Outing
5:00pm - 6:00pm
| [ ] FA1. First Time Attendee/New Member Reception
6:00pm - 9:00pm
| [ ] W1. ASHES Welcome Reception

Monday, September 27, 2010
7:00am - 7:45am
| [ ] BA1. Brewed Awakenings - Continental Breakfast
7:30am - 9:30am
| [ ] GS1. ASHES Opening and Keynote: Chip Eichelberger - Get Switched On! Followed by 25 Year Anniversary Announcement

Tuesday, September 28, 2010
7:00am - 7:45am
| [ ] BA2. Brewed Awakenings - Continental Breakfast
7:30am - 8:45am
9:00am - 10:00am
| [ ] Learning Labs and Roundtable Discussions – CHOOSE ONE
  | [ ] LL11. Developing New Procedures – Roundtable Discussion
  | [ ] LL12. Justifying Staffing Levels – Roundtable Discussion

2:45pm - 3:45pm
Learning Labs and Roundtable Discussions – CHOOSE ONE
| [ ] LL13. Marketing Environmental Services to Internal Customers and the “C” Suite
| [ ] LL14. Environmental Services Acute Long-term Care Facilities
| [ ] LL15. The Michigan Keystone Project
| [ ] LL16. Healthcare and Sustainability - How To Make A Difference

Wednesday, September 29, 2010
7:00am - 7:45am
| [ ] BA3. Brewed Awakenings
8:30am - 9:45am
| [ ] G53. General Session - Rich Umbdenstock: Health Care Reform: Changes, Challenges and Opportunities
9:00am - 10:00am
| [ ] Learning Labs and Roundtable Discussions – CHOOSE ONE
  | [ ] LL17. Making Sense of the Sustainability Noise
  | [ ] LL18. Disinfection of Multi-Drug Resistant Organisms (MDROs) in the Hospital Environment
  | [ ] LL19. The Infectious Disease Game – It’s Contagious
| [ ] LL20. Writing an RFP – Roundtable Discussion
1:00pm - 4:30pm
| [ ] E51. Extended Session – Department of Transportation (DOT) Certificate Due to the time conflict, please do not register for the following two blocks of learning labs and roundtable discussion.
1:00pm - 2:00pm
| [ ] Learning Labs and Roundtable Discussions – CHOOSE ONE
  | [ ] LL21. Revenue Implications of Patient Flow*
| [ ] LL22. Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!*

1:00pm - 2:00pm
Learning Labs and Roundtable Discussions – CHOOSE ONE
| [ ] LL23. ES Intervention Reduces Hospital Associated CDI by >90%

2:15pm - 3:15pm
Learning Labs and Roundtable Discussions – CHOOSE ONE
| [ ] LL25. Integration of Infection Control Standards with Design and Construction
| [ ] LL26. Making Sense of Staffing Models – Panel Discussion
| [ ] LL27. Revenue Implications of Patient Flow*
| [ ] LL28. Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!*

3:15pm - 4:45pm
| [ ] MM1. Sunshine Break and Membership Meeting

Thursday, September 30, 2010
8:00am-12:00pm
| [ ] T1. Gaylord National Resort’s “State of the Art Laundry and Housekeeping Tour” (30 minute each block)

* Notes a repeating session
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