Agents of change

Challenging the status quo

Behavioral Health Care Symposium

December 4 – 5, 2017
Mission Inn Hotel & Spa and Riverside Convention Center
Dear Colleagues:

I am excited to welcome you to the California Hospital Association's 12th annual Behavioral Health Care Symposium. Thank you for joining me at this important event!

Creating change can feel overwhelming — but you need not go it alone. Over the course of the program, 30 thought leaders will share experiences and resources that you can use to create real change in your own hospital. By taking part in this year’s event, you have made a commitment to embrace change. You have made a decision to learn from others and stay connected. You have chosen to be an agent of change in health care.

To get the most out of this event, actively participate in the sessions by asking questions and sharing ideas, and be sure to make time to:

- Network with your colleagues. Someone with a great program or connections to a key resource could be sitting right next to you.
- Visit with event exhibitors to learn about helpful products and services that can improve patient care and operations.
- Complete the evaluation forms. Your thoughts and ideas will help make this program better.
- Mark your calendar for next year's program, to be held right here, Dec. 10-12, 2018.

Finally, be sure to reach out to me personally with your thoughts or ideas regarding our industry or how this symposium can be improved. I look forward to meeting you this year.

Sheree Lowe
Vice President, Behavioral Health
California Hospital Association

To access the program presentation materials web page go to: www.calhospital.org/behavioral-esf-downloads.
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| 9:00 – 10:45 am  | **Keynote Session**  
**Clinical Virtual Reality: Innovative Tools for Behavioral Health Therapy**  
Albert “Skip” Rizzo, PhD, Director, Medical Virtual Reality Research & Professor, Department of Psychiatry & School of Gerontology, USC Institute for Creative Technologies  
Virtual Reality (VR) is no longer just an expensive device used in interactive gaming. Now a scientifically supported tool to treat patients with behavioral health issues, VR technology can gradually desensitize patients suffering from anxiety, stress, PTSD and/or paranoia, while in a safe environment. Learn how VR technology continues to advance and stands to be a game changer in the behavioral health arena. | Exhibit Hall A     |
| 10:45 – 11:00 am | Break and Exhibit Viewing                                             | Exhibit Hall A     |
| 11:00 am – Noon  | **General Session**  
**Shifting the Paradigm to Prevention and Early Intervention**  
Maggie Merritt, Executive Director, and Adrienne Shilton, Government Affairs Director, Steinberg Institute  
For decades, the mental health treatment paradigm has centered on crisis care that comes well after an illness has taken hold. Rarely would we take this approach when treating serious physical conditions. Learn how the Steinberg Institute is working to shift the mental health paradigm from crisis care to early detection and intervention before an illness becomes disabling. | Exhibit Hall A     |
| Noon – 1:15 pm   | **Hosted Luncheon**  
**Center for Behavioral Health Announcements & Updates**  
**Šimanek Distinguished Service Award**  
CHA’s Center for Behavioral Health’s Šimanek Distinguished Service Award recognizes leadership that promotes vision and excellence in behavioral health care services; outstanding contributions to hospitals and health care services for inpatient or outpatient behavioral health settings; and special achievements as demonstrated by a successful project, program or action. | Exhibit Hall B     |
| 1:15 – 2:15 pm   | **General Session**  
**IMR Grievance Boot Camp**  
Mary Watanabe, Deputy Director, Health Policy and Stakeholder Relations, California Department of Managed Health Care, and Laurey Tran, Supervising Insurance Compliance Officer, California Department of Insurance  
Coordinating and managing benefits on behalf of a patient can be a frustrating process. Matters only get worse when a claim is denied and the appeal process is initiated. This session will explain what resources are available through the Department of Managed Health Care and Department of Insurance to clarify and expedite the grievance process. | Exhibit Hall A     |
2:15 – 3:15 pm  General Session  
**Using Tech-Enabled Care to Deliver Effective Behavioral Health Solutions**  
Danielle Schlosser, PhD, Lead Clinical Scientist, and Rebecca Messing-Haigler, MPH, MBA, Payor/Provider Market Access, Verily Life Sciences  
Advances in our understanding about how to effectively care for individuals with behavioral health conditions have far outpaced adoption and implementation. Access and lack of transparency in routine care remain outstanding challenges. Learn how technology is helping to close the evidence-implementation gap to develop and scale the future solutions in behavioral health.

3:15 – 3:45 pm  Break and Exhibit Viewing

3:45 – 4:45 pm  General Session  
**Navigating the System: A Family's Experience**  
Moryt Milo, Managing Partner at Tectonics Venture Fund and Award-Winning Journalist  
Imagine the kind of stress and anxiety a parent would experience after receiving a middle-of-the-night call informing them of their child's arrest and hospitalization for psychiatric evaluation. This was the beginning of the story for one family whose 19-year-old son would be diagnosed with schizophrenia. What followed was a navigation of multi-state laws, attorneys, insurance companies, specialists and hospitals. Hear how one mother successfully maneuvered through a complex system and shares insights to improve the patient experience.

5:00 – 6:00 pm  Reception at the Mission Inn  
Join your colleagues to relax, unwind and discuss the day's sessions over wine and hors d'oeuvres.

LOCATION

Exhibit Hall A

The Grand Parisian Ballroom
7:00 – 8:00 am  Continental Breakfast and Exhibit Viewing
8:00 – 9:30 am  Keynote Session
   Who Do We Choose to Be?
   Margaret Wheatley, American Writer and Leadership Management Consultant
   No longer can we sit back and hope that others will correct the problems facing health care.
   Leaders need to be strong, brave and willing to step forward with intelligence to deal with
   unending change. With health care in crisis, we need to focus locally, creating unified commitment
   and trusting relationships in order to deliver excellent health care. In this session, Ms. Wheatley will
   describe how we can create “Islands of Sanity” where good work gets done, even in the midst of
   chaotic external environments.

9:30 – 10:00 am  Break and Exhibit Viewing
10:00 – 11:00 am  General Session
   Innovations in Delivery Systems
   Ron Boatman, Associate Hospital Administrator, Professional Services, and Jeff Hebb, Assistant
   Hospital Administrator, Arrowhead Regional Medical Center
   Most EDs are experiencing overcrowding and increased wait times. One hospital, whose situation
   was quickly becoming untenable, stepped back and chose a strategic approach to remedy their
   ED overcrowding issues. Learn how Arrowhead Regional Medical Center collaborated with staff
   and community stakeholders to literally restructure their delivery model through the building of
   three separate EDs, and to align with clinical goals of their practitioners.

11:00 am – Noon  General Session
   Treating Transgender Patients
   Rev. Emma Chattin, Board Member, Transgender Education Association
   Transgender individuals experience unique health disparities and pose new challenges for inpatient
   hospital care. As awareness of transgender individuals grows among health care educators,
   researchers, policymakers and clinicians, it is necessary to create more inclusive settings. Rev.
   Chattin will discuss the needs of this unique population and explain how health care professionals
   can provide support through education and resources.

Noon – 1:15 pm  Hosted Luncheon
   The “S” Word — Video Trailer Preview
   Lisa J. Klein, Director, The “S” Word

1:15 – 1:30 pm  Break and Exhibit Viewing
1:30 – 2:45 pm  General Session
   Workplace Violence Prevention Panel
   Gail Blanchard-Saiger, Vice President, Labor and Employment, California Hospital Association
   (moderator); Nicolette Pacheco, Quality Improvement Risk Manager, College Hospital, Costa Mesa;
   Brenda Brennan, Emergency Service Administrator, Washington Hospital & Healthcare System; and
   Tameka Primn, Human Resources Director, Sierra Vista Hospital
   Effective July 1, the California Division of Occupational Safety and Health (Cal/OSHA) health care
   workplace violence prevention regulations required acute psychiatric hospitals to report specified
   incidents of workplace violence. Hear how three different hospitals developed compliance policies
   and procedures and how they addressed implementation challenges.

2:45 – 3:00 pm  Break and Exhibit Show Prize Drawing
3:00 – 4:00 pm  Closing Session
   Managing Agitation
   Scott Zeller, MD, Vice President, Acute Psychiatric Medicine, CEP America
   In spite of all we know, the go-to treatment for agitation is still physical restraint and sedation.
   However, there are better methods that are effective, respectful and prevent bad outcomes.
   Dr. Zeller will share progressive practices including calming techniques, verbal de-escalation and
   alternative approaches that treat patients with compassion.
Gail Blanchard-Saiger is the vice president of labor and employment for the California Hospital Association. In this role, she provides leadership for state and federal legislative and regulatory issues related to hospital human resources and labor relations. She is a member of the American Society for Healthcare Human Resources Administration and serves on its advocacy committee. Ms. Blanchard-Saiger is a frequent speaker and author on health care workplace law issues.

Ron Boatman has worked with the County of San Bernardino for 26 years, the last 20 with Arrowhead Regional Medical Center. He currently serves as the Associate Hospital Administrator of Professional Services.

Brenda Brennan is an emergency service administrator for Washington Hospital. Ms. Brennan also works as vice commander for the San Bernardino County Medical Reserve Corp (MRC) and one of its founding members. She has actively participated/coordinated MRC deployments for mass evacuation shelters, mass vaccination clinics and large events support. She has more than 30 years of nursing experience and is active in emergency preparedness planning and response.

Emma Chattin is the executive director of the Transgender Education Association. Rev. Chattin is a founding co-facilitator of five support and community building groups for the trans communities, including parents of Trans-Youth, Trans & Gender Expansive Tweens & Teens, as well as a group for the spouses of individuals in gender transition. Rev. Chattin is an ordained minister and currently serving as the pastor of the Metropolitan Community Church of Northern Virginia.

Jeff Hebb is currently the Assistant Hospital Administrator of the Arrowhead Regional Medical Center Behavioral Health Program. Mr. Hebb is responsible for all levels of behavioral health services in the hospital. He has implemented positive changes in the service delivery model, expanded existing behavioral health programs and developed new psychiatric programs including the first hospital based “locked” Crisis Stabilization Unit. Mr. Hebb has worked as a clinician, program manager and administrator in a variety of hospital based inpatient and outpatient behavioral health programs.
Maggie Merritt is the executive director of the Steinberg Institute. Prior to joining the Steinberg Institute, Ms. Merritt was a leader and advocate for nonprofit organizations focused on women’s and children’s health, violence prevention, and social justice and civil rights issues. She served as executive director of the American Congress of Obstetricians and Gynecologists and also worked on the successful “Yes on Proposition 63” campaign that imposes a one percent tax on personal income over $1 million and funds mental health services across California.

Rebecca Messing Haigler leads payor and provider strategy for clinical platforms at Verily Life Sciences. She has over fifteen years of experience working with healthcare providers and payors to navigate the complex delivery system landscape and transition to value. Rebecca previously directed Northern CA Accountable Care Organizations at Blue Shield of California managing 55,000 covered lives. In addition, Rebecca was responsible for managing the Strategy Practice at the Chartis Group, an advisory firm dedicated to US health systems.

Moryt Milo is a managing partner at Tectonics Venture Fund. Previously, she served as the editor-in-chief for the Silicon Valley Business Journal. As a veteran, award-winning journalist, Ms. Milo has been honored for her opinion pieces along with her features, editorials and news reporting. She also served on the board of Loaves & Fishes Family Kitchen and continues in an advisory capacity. Ms. Milo currently works with local universities and colleges to connect students and employers.

Nicolette Pacheco is the quality improvement risk manager for College Hospital in Costa Mesa. She is responsible for the development and implementation of appropriate measures to minimize the risk of injuries to patients, visitors and staff, and to minimize loss or damage to property. Ms. Pacheco also develops and implements the hospital’s risk management plan and program, as well as conducts the annual evaluation.

Tameka Primm is the human resources director for Sierra Vista, a behavioral health hospital, in Sacramento. Ms. Primm is an established HR professional with diversified experience handling HR personnel issues including: policy, employee relations, staffing, compensation, benefits and training. Ms. Primm is the workplace violence hospital representative for Sierra Vista.
Albert “Skip” Rizzo is a clinical psychologist and director of medical virtual reality at the University of Southern California Institute for Creative Technologies and a research professor with the USC Department of Psychiatry and at the USC Davis School of Gerontology. Over the last 20 years, Mr. Rizzo has conducted research on the design, development and evaluation of virtual reality systems. This work has focused on PTSD, traumatic brain injury, autism, ADHD, Alzheimer’s disease, stroke and other clinical conditions.

Danielle Schlosser is the lead clinical scientist for the mental health platform at Verily Life Sciences. Previously, she was an assistant professor of psychiatry at the University of California, San Francisco and the director of an NIMH-funded translational neuroscience lab. Ms. Schlosser serves on the Mental Health America board of directors, USC Schaeffer Center as a scientific advisor, and remains a faculty mentor for several fellowship programs at UCSF.

Adrienne Shilton is the government affairs director of the Steinberg Institute. Ms. Shilton was a key staff person in the campaign to pass California’s 2004 Mental Health Services Act. She continues to work to carry out the vision for services laid out in the law, most recently as director of intergovernmental affairs for the County Behavioral Health Directors Association.

Laurey Tran is a supervising insurance compliance officer in the California Department of Insurance’s Health Claims Bureau (HCB). The HCB unit educates and assists patients, health care providers, patient advocates and other stakeholders to navigate California’s evolving health coverage system. As a supervisor in HCB, Ms. Tran oversees a team of dedicated professionals working on the front lines directly with insurance companies and consumers.

Mary Wantanabe is the deputy director of health policy and stakeholder relations at the Department of Managed Health Care (DMHC). She is responsible for fostering proactive and effective relations between the DMHC and its stakeholders, while serving as primary advisor to the director on critical issues and providing strategic planning and policy direction on emerging concerns and industry trends.
Margaret Wheatley has worked globally in many different roles: as a speaker, teacher, consultant, advisor and formal leader. From these deep and varied experiences, she has developed an unshakable conviction that leaders must learn how to evoke people’s inherent generosity, creativity and need for community. As this world tears us apart, sane leadership on behalf of the human spirit is the only way forward. She is author of nine books, from the classic *Leadership and the New Science* in 1992, to her newest book (June 2017) *Who Do We Choose To Be? Facing Reality, Claiming Leadership, Restoring Sanity*. She continues to be honored for her ground-breaking work by many professional associations, universities and organizations. www.margaretwheatley.com.

Scott Zeller is CEP America’s vice president leading the acute psychiatric medicine division. Dr. Zeller is the former chief of the Psychiatric Emergency Services in Oakland where he developed what has become known as “The Alameda Model,” providing emergency psychiatric services. Dr. Zeller is an assistant clinical professor at the University of California-Riverside medical school, and is past president of the American Association for Emergency Psychiatry. He is the author of multiple textbooks, peer-reviewed articles and book chapters, and lectures internationally as a keynote speaker.
Thank you to our exhibitors:

Platinum:

**Janssen Pharmaceuticals, Inc.**

Janssen Pharmaceuticals, Inc., a pharmaceutical company of Johnson & Johnson, provides medicines for an array of health concerns in several therapeutic areas, including: attention deficit hyperactivity disorder (ADHD), general medicine (acid reflux disease, infectious diseases), mental health (bipolar I disorder, schizophrenia), neurologics (Alzheimer’s disease, epilepsy, migraine prevention and treatment), pain management and women’s health.

Our ultimate goal is to help people live healthy lives. We have produced and marketed many first-in-class prescription medications and are poised to serve the broad needs of the health care market — from patients and practitioners, to clinics and hospitals.

Headquartered in Titusville, New Jersey, Janssen is named after Dr. Paul Janssen, a leading Belgian researcher, pharmacologist and general practitioner. Dr. Janssen led a group of researchers to discover a medicine that helped change the way mental health patients were treated. His company, Janssen Pharmaceutica, joined the Johnson & Johnson family of companies in 1961. Our company remains guided by Dr. Janssen’s values of excellence and innovation.

www.janssenpharmaceuticalsinc.com

Caren Sykes, Director, Healthcare Policy and Advocacy STET (661) 332-2577, csykes@its.jnj.com

Jennifer Cunningham, Director, Healthcare Policy and Advocacy – Southern California jcunnin2@its.jnj.com

Margaret Weston, Director, Health Care Quality Solutions – Western Region mweston@its.jnj.com

**Wipfli LLP/HFS Consultants**

Wipfli LLP/HFS Consultants provides comprehensive behavioral health consultation services designed to integrate behavioral health with primary care in order to improve quality, access, reimbursement and treatment for people with psychiatric diagnoses.

Our services are available to hospitals, psych service lines, freestanding psychiatric hospitals, units of general hospitals and community health agencies. We are skilled in behavioral health strategy, operations, financial management, clinical best practice development and achieving optimal quality outcomes.

www.hfsconsultants.com
www.wipfli.com

Liz Stallings, Director, Behavioral Health Services lstallings@wipfli.com

Larry Blitz, Director lblitz@wipfli.com
Thank you to our exhibitors:

**Gold:**

**Loma Linda University Behavioral Medicine Center**

Loma Linda University Behavioral Medicine Center is an 89-bed, faith-based psychiatric hospital. We have been providing excellent care by compassionate and caring staff for over 25 years. Our services include mental health, eating disorders, substance use, chronic pain and medication dependency for youth, adults and seniors. We offer both inpatient and outpatient programs.

www.llubmc.org

Edward Field, Vice President
(909) 558-9275, EField@llu.edu

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Jeevaka Weerasinghe, Executive Director, Adult Services
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**Aligned Telehealth**

Aligned Telehealth is a national provider of on-site and telemedicine psychiatric physician services to hospitals, health systems, post-acute facilities and prisons. Aligned provides telepsychiatry consultation services to hospital emergency departments, observation units and inpatient units. Aligned also provides on-site psychiatric hospitalist services to manage inpatient behavioral health units. Aligned currently serves 45 acute care hospitals and 50 post-acute facilities in 11 states. We employ 75 board-certified psychiatrists licensed in California.

www.alignedth.com

Harsha Gopinath, Executive Vice President & Chief Development Officer
(818) 538-9584, hgopinath@alignedth.com

Mike Barrett, Vice President, Operations
(413) 923-1140, mbarrett@alignedth.com

**Silver:**

**All’s Well Health Care**

ALL’s WELL Health Care is a privately held, diversified service organization comprised of a cohesive team of innovative people dedicated to providing the highest quality health care staffing services with the greatest value. We provide cost-effective solutions to all levels of health care staffing. We bring “Around-the-Clock” recruitment solutions 365 days a year to our health care clients through creative, cost-effective, quality staffing of nurses, allied health professionals, therapists and health care administrative personnel.

www.allswell.com

Lori Rice, Division Vice President
(760) 900-9757, lrice@allswell.net

Jules Adermann, National Director, Clinical Operations
jadermann@allswell.com
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**Silver:**

**ASSA ABLOY Door Security Solutions**

ASSA ABLOY, your trusted resource for security and safety solutions for any doorway can improve overall patient experience and reduce operating expenses. Our doors and hardware help hospital staff do jobs more easily. Product categories address the continuum of care with acoustic solutions, access control, automatic doors and more. Our professionals in US and Canada work with Planning and Design, Facilities, and Security on spec writing, site surveys and compliance issues.

www.assaabloydss.com/healthcare

Dominic Rizzo, Healthcare Specialist  
(909) 703-1679, dominic.rizzo@assaabloy.com

Ryan Bargas, Healthcare Specialist  
(559) 575-6591, ryan.bargas@assaabloy.com

**CannonDesign**

At CannonDesign, we believe that sensitively designed facilities positively impact patient outcomes. At the forefront of behavioral health care facility planning and design, our work has encompassed a spectrum of care modalities, ranging from community-based treatment centers to major tertiary-care behavioral complexes. Our team brings together architects, engineers, clinicians, health care executives and interior designers. Together, we develop solutions to the most complex challenges facing health care providers today.

www.cannondesign.com

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Michael Smith, AIA, LEED AP BC&C, Principal  
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**Casa Pacífica Centers for Children & Families**

Serving all of California, Casa Pacífica Centers for Children & Families is recognized as one of the largest non-profit providers of children’s mental health services through its evidence-based and accredited programs including residential and day treatment, in-home behavioral health, and transitional youth programs. Our on-site health services department allows us to follow medically-fragile youth. Casa Pacifica provides the support and services that help families overcome the complex emotional challenges of children, adolescents and young adults.

https://casapacifica.org

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Mike Couchman, Director, Outreach & Marketing  
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Thank you to our exhibitors:

Silver:

**CEP America**

CEP America is a leading provider of acute care management and staffing solutions. Physician-owned and led, we integrate the urgent, emergency, inpatient and perioperative, telehealth, and post-acute care to deliver a coordinated care experience for every patient. Founded in 1975, we serve more than 6.3 million patients at over 250 practices throughout the United States.

www.cepamerica.com

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Kristin Bryant, Manager, Business Development Opportunity
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Kimberly Lopez, Senior Practice Management Consultant
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**Crisis Prevention Institute (CPI)**

CPI provides staff training for a safer, more productive workplace. Our Non-violent Crisis Intervention® program teaches skills and strategies to prevent workplace violence while balancing the responsibilities of care. Staff learn to prevent situations from escalating at the earliest possible stage, and how to minimize the likelihood of reoccurring issues. CPI can help you comply with legislation and regulations, including Cal/OSHA. To date more than 11 million individuals worldwide have participated in CPI training programs.

www.crisisprevention.com

Annie Cairo, Training Coordinator
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Kristen Kramer, Training Coordinator
(414) 979-7013, kherriges@crisisprevention.com

**Each Mind Matters**

Each Mind Matters is California's mental health movement. We are millions of individuals and thousands of organizations working to advance mental health. The mental health movement certainly didn’t start with us, but Each Mind Matters was created to unite all of us who share a vision of improved mental health and equality.

www.eachmindmatters.org

Joseph Robinson, Program Manager
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Ann Collentine, Program Director (CALMHSAs)
(916) 859-4806, ann.collentine@calmhsa.org
Thank you to our exhibitors:

**Silver:**

**Education, Inc.**

Education, Inc. is the unparalleled leader in providing K-12 educational programs to student-patients in hospitals, rehabilitation centers, behavioral health hospitals and in-home programs. We believe that providing hospital classrooms or bedside tutors can dramatically increase a student-patient’s ability to thrive when they make the transition back to school. We believe the education component helps students maintain a sense of normalcy during this period, ultimately having a positive impact on the overall healing process.

www.educationinc.us

Elizabeth Sedlak, Vice President, Business Development
(508) 468-9433, esedlak@educationinc.us

Mary McDowell, Partnership Consultant
(760) 464-3952, mmcdowell@educationinc.us

**Grand Canyon University**

For over 30 years, Grand Canyon University has provided outstanding nursing and health care education. Learn more about our degree programs for an advancing career at gcu.edu/CONHCP.

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Joyce Armijo, University Development Counselor
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Erika Gonzalez, University Development Counselor
(951) 218-0235, erika.gonzalez@gcu.edu

**Metrasens**

Metrasens is the maker of Proscreen 200, the latest technology used to protect patients and staff with screening designed for behavioral and mental health. The Proscreen 200 technology will help your inpatient, outpatient or acute psychiatric facilities detect restricted items before they enter the facility.

www.metrasens.com

Greg Hinds, Sales Manager, Behavioral Health Security
(816) 868-4119, ghinds@metrasens.com
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Federally Qualified Health Center providers can improve their patient care, outcomes and revenues by using PSYCHeANALYTICS to identify and treat patients with mild-to-moderate behavioral health conditions. Our patient-centric solution quickly identifies patient issues for the physician and matches their treatment to the clinic’s behavioral health resources that are now covered services under Medi-Cal. In addition to point-of-care DECISION SUPPORT and reimbursement expansion, we deliver structured data and analytics for improvement of outcomes and public health.

www.psycheanalytics.com

Dave Haddick, Chief Executive Officer
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Jib Martens, Vice President, Business Development
(415) 203-1120, jib@psycheanalytics.com

St. Joseph’s Behavioral Health Center

St. Joseph’s Behavioral Health Center is a licensed, not-for-profit facility providing comprehensive services to the Stockton community since 1974. St. Joseph’s Behavioral Health features inpatient and outpatient facilities offering a variety of services for adults and adolescents. Our specially trained staff of board-certified psychiatrists, physicians, and licensed professionals are committed to providing compassionate, quality care, and creating an atmosphere that fosters communication, trust and personal growth.

www.stjosephscanhelp.org

Paul Rains, President
(209) 461-2020, paul.rains@dignityhealth.org

Brian Price, Physician Liaison/Marketing Development Representative
(209) 461-5109, brian.price@dignityhealth.org

Team by HSS Inc.

TEAM by HSS is the Hospital Association of Southern California and the Hospital Council of Northern and Central California’s endorsed partner for Cal/OSHA 3342 Workplace Violence Training compliance. TEAM provides a cost-effective health care specific program that provides staff the training needed and required by the new state regulations. Programs available in Instructor-led, eLearning and Train the Trainer.

www.hss-us.com

Seth Karnes, Senior Manager
(720) 641-5209, skarnes@hss-us.com

Dean Sobcoviak, Vice President
Thank you to our exhibitors:

Silver:

**TownSteel, Inc.**

TownSteel manufactures the industry's largest selection of ligature resistant locks. In addition to our locks, we are pleased to introduce the Wireless Door Switch, top-of-the door alarm system for behavioral health. TownSteel leads the way in design and function as well as competitive pricing. TownSteel brings quality, design, finish, durability and function to ligature resistant products for behavioral health.

www.townsteel.com

Mike Dawson, Vice President, Sales & Marketing  
(626) 965-8917, mdawson@townsteel.com

Gary Deter, Sales Representative  
(949) 715-2384, gary.deter@gmail.com

Thank you to our supporting organizations:

**BHC Fremont Hospital**

Fremont Hospital is located in the city of Fremont in the southeast section of the San Francisco Bay Area. Our 145-bed in patient program focuses on crisis management and prevention for people with bipolar disorder, schizophrenia, suicidal tendencies, eating disorders or other emotional, psychiatric or behavioral problems. Patients may be admitted on a voluntary or involuntary basis, but our philosophy is to employ the least restrictive methods possible while supporting recovery within a safe environment.

**Californians Allied for Patient Protection**

CAPP's mission is to protect access to health care through California's landmark Medical Injury Compensation Reform Act (MICRA). The CAPP coalition is made up of more than 1,000 organizations representing hospitals, nurses, physicians, community clinics, dentists and others.

www.micra.org

AJ Kennedy, Director, Communications  
(916) 448-7992, a kennedy@micra.org
Riverside Convention Center

Exhibit Hall A
- General Sessions
- Exhibit Viewing

Exhibit Hall B
- Lunch Sessions

Upper Concourse
- Registration
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Susan L. Taylor, JD, FACHE, Chief Executive Officer, College Hospital, Costa Mesa

Chair Elect
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