

OCTOBER 10, 2017

VOLUME 33 NUMBER 13

## ON THE SCENE AT MANDALAY BAY IN LAS VEGAS



Karen Toland, RN, senior consultant, was staying at Mandalay Bay on Sunday, October 1, 2017. When the shooting occurred she was in her room on the 29<sup>th</sup> floor overlooking the venue where the concert took place. Mandalay Bay Resort and Casino is a 120-acre complex, with different hotel towers. Karen was not staying in the same tower where the shooter was, and actually slept through the incident. This is not surprising since she had woken up at 4:00 a.m. ET Sunday morning, so when the incident occurred it was 1:00 a.m. Monday on her body clock.

As a nurse, Karen had many professional observations on what she saw. “Vegas, with over 100, 000 hotel rooms, is a place that people come to for large meetings and events. Unfortunately, the city has to be ready to react to incidents/disasters of both natural and unnatural causes. The importance of planning and drilling for these disasters cannot be stressed enough. It was apparent that the police, fire, ambulances and hospitals were phenomenally well prepared. The sheriff and the team had drilled, drilled and drilled. It showed. They did an amazing job,” said Karen.

On a personal note, Karen felt very lucky. She had tried to get tickets on Sunday to the concert but wasn’t able. She woke up at 5:00 a.m. on Monday morning to her cell phone overloaded with texts and messages.

What was it like to be a guest at the hotel during that time? Emotionally, everyone was in a state of shock. From a logistics perspective, guests were required to stay in their room on Monday morning, and no one, including employees, could enter or leave the hotel. Between 9:30 a.m. and 10:00 a.m., guests could leave the hotel but could not come back. Since Karen was there with her husband for his meeting with 3,000 other people expected, they elected to stay. Around noon on Monday, the meeting ballroom was set up with food for all who were there. The meeting went on, but a 1,000 of the planned attendees did not come.

At Mandalay Bay, all shows were cancelled for the week and many restaurants did not reopen until Wednesday night. The gaming tables reopened at 2:00 p.m. on Tuesday as a sense of “Vegas” normalcy returned.

***EDITOR’S NOTE: THE BIWEEKLY IS DATED TUESDAY DUE TO FEDERAL HOLIDAY ON MONDAY***





*Co-Sponsored by the Massachusetts Health and Hospital Association*

## **The Future of Healthcare in Massachusetts and Beyond: What should it look like and how do we get there?**

**Thursday, November 2, 2017**

Sheraton Needham, 100 Cabot Street | Needham, MA

### **Keynote Speaker**

**Martha Coakley**, Partner, Foley Hoag and Former Massachusetts Attorney General

The healthcare system in Massachusetts and beyond is moving through a period of unprecedented change and restructuring. The Mass Medicaid program which now covers almost 30 percent of the states populace is bankrupting the state government and next year will be transitioning to a risk-based product where most providers will become responsible for the total cost of care and executing on key quality metrics. All of the three major payers are moving to more risk based products, either with providers bearing the responsibility for managing cost or patients (high deductible plans which now account for 28 percent of commercial subscribers in the state). And finally, the Accountable Care Act is now in a state of continuous uncertainty under the Trump administration while under Obama it too was moving towards more provider risk. But one thing is for certain, with the baby boomers (80 billion strong) moving into their 70s, 80s and 90s the entire system is moving towards greater and greater insolvency and major restructuring is inevitable.

This panel will explore where we need to go in Massachusetts, a state that has been very successful in covering almost every resident with health insurance and how best to get there to now arrest the cost and quality issues.

7:00 AM Registration, Breakfast and Networking

7:30 AM **Opening Remarks, Service Awards and Annual Meeting**

**Andrea Paciello, FACHE**, ACHE of MA President, Executive Director, Teaching & Education, Massachusetts General Hospital

8:05 AM **Edward Lamb, FACHE**, Immediate Past Chairman of the Board of Governors of ACHE, President & CEO, Mount Carmel Health System

8:30 AM **Keynote**

**Martha Coakley**, Partner, Foley Hoag and Former Massachusetts Attorney General

9:10 AM Networking Break

9:30 AM Keynote TBA

10:10 AM **Panel Discussion**

**Moderator - Ellen Zane**, CEO Emeritus, Vice Chair, Board of Trustees, Tufts Medical Center  
**Bruce Auerbach, MD**, President and CEO, Sturdy Memorial Hospital  
**Rushika Fernandopulle, MD**, Co-founder and CEO, Iora Health and Practicing Physician  
**Edward Lamb, FACHE**, Immediate Past Chairman of the Board of Governors of ACHE, President & CEO, Mount Carmel Health System  
**Christopher Palmieri**, President and CEO, Commonwealth Care Alliance  
**Dan Tsai**, Assistant Secretary for MassHealth and Medicaid Director, Commonwealth of Massachusetts

11:40 AM **Closing Remarks & Special Recognition for Lynn Nicholas, FACHE**

12:10 PM Lunch

**Investment**

\$199 ACHE of Massachusetts/ACHE Members & MHA Members

\$299 Non-members (Join ACHE to receive the Member Rate.)

\*\$35 Healthcare Administration Students and those "In Transition"

\*Students must be in a full-time Healthcare Administration Master's Program.

**Registration**

[http://massache.org/event\\_2017\\_11\\_02\\_online\\_registration.asp](http://massache.org/event_2017_11_02_online_registration.asp)

**The American College of Healthcare Executives has awarded 1.5 ACHE Face-to-Face Education Credits to this program.**