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 state of healthcare and the economy. Everyone is struggling in some fashion or another. ASHES realizes these challenges may play a factor in ones ability to attend; so clearly articulating the business case for attendance 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. Competition for business is hotter than ever, infection prevention is still at the top of everyone’s radar right there with reimbursements.

I have a theory; a severe economic downturn is not the time to cut back on critical elements to performance and growth. In the realm environmental services lives in every day, cutting edge education is the difference between better and best in class. When the economy comes out the other end, the prudent and thrifty leaders will certainly fair better than most. While we can’t control reform, we can control performance excellence. Staying cutting edge and at the top of the game is what makes the Fortune 500 companies successful even during the worst of times-environmental services is no different.

The ASHES Conference website has a link for “Making the Case for Conference Attendance” (visit www.ashes.org and click on the conference logo) but I will provide a few of the most compelling reasons right here. I hope you will take advantage of the information and use it as a tool to put forth your best effort to justify the financial investment for your being there. There is no doubt it will be worth it.

Healthcare associated infections cost healthcare between $5-6 BILLION annually and result in nearly 100,000 deaths per year. The business case for quality can be defined as “an analysis aimed at determining the economic liabilities of preventable errors to ensure that an investment in quality will bring the greatest value.” McGill, Doug, The Business Case for Quality, Economics of Infection Prevention APIC Futures Summit, 2006. The call to action for investing in quality can and does have an impact on safety, satisfaction and a facility’s reputation. The average HAI cost per patient cut margins by $286 million or $5,018 per infected patient. APIC, Dispelling the Myths: The True Cost of Healthcare Associated Infections 2007. The average cost to attend the 2009 conference is less than $1700! Attendance is an investment in prevention. Can you afford not to attend? Make the case!

Pharmaceutical waste handling is looming on the horizon with recent changes to potential classification as universal waste. Is your facility confident your process can pass scrutiny? Can you afford to find out that you don’t?

The American Hospital Association’s Hospitals in Pursuit of Excellence (HPOE) is the operational manifestation of the Institute of Medicine’s Six Aims for Healthcare Improvement. Environmental services is central to excellence in safety, quality, satisfaction and patient flow. How tapped into HPOE is your facility and are you ready to demonstrate the ES role?

How do your HCAHPS scores compare? The conference has answers for improvement. Is floor care the departmental monkey on your back? We have answers. Shake that monkey now!

ASHES negotiated the hotel room rate down to $89 plus taxes from $149 plus taxes. Illustrate the savings and the benefits of attendance. ASHES provides nearly all of your meals as part of the registration fee. In this economy that is nearly unheard of. Meals alone can save your organization $50/day or an additional $200 for the week.

ASHES is holding the registration rate at $520 for members and $700 for non members as opposed to raiding the rate for late registrations. That is a savings of $100 per registrant! On site registrations increase to $695 for members and $800 for non members so register before September 4th and save! 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 Reno! The education and learning from networking have the perfect mix for a perfect meeting.

Warm regards,

Tina Cermignano, CHESP
ASHES 2009 President
The conference educational tracks are based on the Institute of Medicine’s Six Aims for Improvement in Healthcare. The Aims and the role of Environmental Services are:

**Equity:** To assist the organization in their goals to ensure the Equity of care to all patients and ensure Equity in areas of the administrative operations in the facility

**Timeliness:** Assist with timely care by assuring room turnover and throughput

**Efficiency:** Work more Efficiently in providing a clean safe environment for patients, visitors and staff and manage programs to promote that end

**Effectiveness:** Provide services to facilitate Effective healthcare delivery in the proper environment

**Patient Centeredness:** Proper interaction with patients while providing a clean, safe, healthy environment to improve patient satisfaction

**Patient Safety:** Perform the prescribed duties and implement the proper protocols for a clean, safe, healthy environment for patient care and recovery

The American Society for Healthcare Environmental Services (ASHES) is the premier professional association 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.

“I have already made my reservation for the conference, even though our travel budget has been cut, this is too important for me professionally not to continue with my education and connect with my colleagues.”

– Laurie Bowe, CHESP (June 17, 2009)
Saturday, September 19
8:00am–5:00pm
Department of Veteran Affairs EMS Meeting*

Sunday, September 20
6:45am–2:00pm
Attendee & Exhibitor Golf Event

8:00am–5:00pm
Department of Veteran Affairs EMS Meeting*

2:00pm–7:00pm
Registration

2:00pm–7:00pm
Conversation Café

2:00pm–7:00pm
Cyber Center

Monday, September 21
7:00am–7:45am
Brewed Awakenings, Continental Breakfast

7:00am–4:00pm
Registration

7:00am–4:00pm
Conversation Café

7:00am–4:00pm
Cyber Center

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

7:00am–5:00pm
Sodexo Business Center*

8:00am–10:00am
The Annual Conference Begins Now!
ASHES Opening and Keynote Presentation

10:15am–11:30am
Annual Meeting Learning Labs Kick-Off
(Choose one)
• The Fundamentals for a Successful Patient Transport Department (Part 1)
• Hospitals in Pursuit of Excellence
• Pharmaceutical Waste As Universal Waste
• SUPER DIRECTOR: Effectively & Efficiently Expanding Your Leadership Skill-Set
Sponsored by WestSanitation Services
Inc (AeroWest)
• Environmental Services: What’s New from CDC Guidelines

11:30am–1:00pm
Lunch on your own

1:15pm–2:30pm
Learning Labs (Choose one)
• Healthcare Waste – Regulatory Challenges
• The Fundamentals for a Successful Patient Transport Department (Part 2)
• Secrets of Productivity
• Making the Decision to Outsource Linen and Laundry Service
• Pharmaceutical Waste As Universal Waste

1:30pm–2:30pm
Sodexo Breakouts*

2:30pm–5:30pm
ASHES Healthcare Marketplace & Opening Reception
Sponsored by STERIS CORPORATION, ASHES Platinum Sponsor

2:45pm–3:45pm
Sodexo Breakouts*

6:30pm–On
Free time – This is a great time to enjoy Reno!

Tuesday, September 22
6:30am–7:30am
CHESP Exam Registration
(Pre-applicants Only)
Note: Be sure to pre-apply. See page 27 for Exam Application.

7:30am–9:30am
CHESP Exam (Pre-applicants Only)

7:00am–7:45am
Brewed Awakenings, Continental Breakfast

7:00am–4:00pm
Registration

7:00am–4:00pm
Conversation Café

7:00am–4:00pm
Cyber Center

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

7:00am–5:00pm
Sodexo Business Center*

7:45am–9:00am
ASHES General Session: The Joint Commission’s Environment of Care Update 2009

9:15pm–10:15pm
Sodexo Breakouts*

9:15am–1:00pm
ASHES Healthcare Marketplace and Lunch

12:15pm–1:15pm
Sodexo Breakouts*

1:00pm–3:00pm
Sponsor Focus Group – 1st Session
(By invitation only)

1:30pm–2:30pm
Sodexo Breakouts*

1:30pm–2:45pm
Learning Labs (Choose one)
• Risk Assessment: Controlling the True Cost of Safety
• The Joint Commission’s Emergency Management Requirements for 2009
• Everything you need to know about USP 797!
• Expanding Levels of Your Comfort Zone
• Working Toward Zero Infections
• Patient Spaces as Capital Assets
### Wednesday, September 23

2:45pm–3:15pm
Sunshine Break
Sponsored by STERICYCLE, ASHES Gold Sponsor

2:45pm–3:45pm
Sodexo Breakouts*

3:15pm–4:30pm
Learning Labs (Choose one)
- High Performance Floor Care: It's All in the Details
- Post Consumption Materials Management for Hospital Economic and Environmental Sustainability
- ES & Patient Transport – Working Towards an Accelerated Performance
- Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!!!
- Healthcare Construction and Infection Prevention
- Patient Spaces as Capital Assets

3:30pm–5:30pm
Sponsor Focus Group – 2nd Session (By invitation only)

4:40pm–5:45pm
Power Sessions – NEW!

5:45pm–6:15pm
ASHES Business Meeting

6:15pm–On
Free time – This is a great time for vendors/exhibitors to entertain customers and enjoy Reno!

### Thursday, September 24

7:00am–5:00pm
Sodexo Breakouts*

7:45am–8:45am
CHESP Recognition Breakfast (RSVP)
Sponsored by ADM INTERNATIONAL, ASHES Silver Sponsor

9:00am–10:15am
ASHES General Session: Turning Your Employees Into Evangelists

10:30am–11:45am
Learning Labs (Choose one)
- How to Influence Your Staffing Levels in a Fiscally Conservative Environment
  Sponsored by West Sanitation Services Inc (AeroWest)
- Managing Difficult Employees Using Self Coaching Skills
- Making the Case for Technology Investment
- It IS Easy to be Green in the OR!
- Managing Contracts Made Easy!

11:45am–1:00pm
Lunch on your own

1:15pm–2:30pm
ASHES General Session: Establishing a Positive Work Environment

1:30pm–4:30pm
DOT Regulated Medical Waste HazMat Compliance Training – Advanced Session
Presented by SODEXO HEALTH CARE SERVICES
(Choose this session or one of the Learning Labs)

2:45pm–4:00pm
Learning Labs Continue (Choose one)
- Managing Multiple Campuses and Offsite Facilities
- ES In the Long Term Care Setting
- From Now to Wow! Using Customer Information to Improve Patient Experiences
- One Size Does Not Fit All: The Custom Fit for Greening Up Your Operations
- Bugs in the System: What You Really Need to Know About Bed Bugs and Healthcare

6:30pm–7:00pm
President's Reception and Scholarship Raffle

7:00pm–11:00pm
ASHES Annual Awards Dinner, Comedy Show Followed by Live DJ

### Friday, September 25

8:00am–1:00pm
U.S. Army Medical Command (MEDCOM) Environmental Management Service Meeting*

* For employees of these respective organizations only.
Saturday, September 19
8:00am–5:00pm
Department of Veteran Affairs EMS Meeting*

Sunday, September 20
6:45am–2:00pm
ASHES Annual Attendee and Exhibitor Golf Event
Grand Salon
Check in at 6:45am. Buses will depart from the Grand Sierra Resort at 7:15am.
You must complete a Golf Registration by August 31st to play in the 2009 ASHES Annual Golf Event. Golf registrations will not be processed without payment. See page 25 for more details. Buses will be provided.

8:00am–5:00pm
Department of Veteran Affairs EMS Meeting*

2:00pm–7:00pm
Registration
Grand Salon
2:00pm–7:00pm
Conversation Café Opens
Grand Salon
Designed as the hub of the conference, this area is where attendees can relax, network, and catch the latest news. Sit, take a break, and enjoy the company of your peers and colleagues.

2:00pm–7:00pm
CyberCenter Opens
Grand Salon
Sponsored by KIMBERLY-CLARK PROFESSIONAL, ASHES Corporate Champion and Platinum Sponsor
Check in at work, home, review the ASHES website, or just browse the internet.

2:30pm–4:30pm
CHESP Review Session
Ruby, Mezzanine Level
This session is for professionals whose experience and education meet the CHESP Exam eligibility requirements and/or professionals who have prepared for the CHESP Exam by utilizing various reference materials. The session serves as a supplemental review and discussion prior to the Exam administration. Join your peers to refresh your memory, learn, and prepare for the Exam.
Attendees should note the CHESP Exam is a knowledge-based exam. Review session facilitators do not teach Exam content, but rather, facilitates an overview of the required areas of the Exam content and addresses attendee questions are answered.

Review Session pre-registration required. Complete the registration form on page 29. Price includes the Environmental Services Review Guide, which will be mailed upon receipt of payment. Need Continuing Professional Education (CPE) credits for CHESP renewal? Attending the Review Session provides 2 Hours of CPE, suitable for CHESP renewal. (CHESP Exam Session requires a separate payment and application. See page 27 for exam application and instructions.

5:00pm–6:00pm
New Member & First-Time Attendee Orientation
Nevada Conference Foyer, Arcade Level
Sponsored by ENCOMPASS GROUP, ASHES Silver Sponsor
Meet the ASHES leadership, staff, and learn about your benefits. While this session is designed to welcome new ASHES members and first-time conference attendees, all members seeking a review of the member benefits and services are welcome. Explore how to best utilize member benefits and take advantage of the many networking and educational opportunities available during the conference.

6:00pm–9:00pm
ASHES Welcome Reception
Tahoe Room
Sponsored by THE CLOROX COMPANY, ASHES Corporate Champion and Diamond Sponsor
ASHES and The Clorox Company welcome you to the 2009 Annual Conference and Healthcare Marketplace! Prepare yourself for some largest, little town fun at the Welcome Reception taking place at the Grand Sierra Resort, Tahoe Room. Don’t wander too far away as we have rounded up plenty of entertainment, hors d’oeuvres, cash bar, and music to keep you dancing all night long!
The Welcome Reception sets the stage for a stimulating and rewarding Annual Conference! All attendees and exhibitors are encouraged to attend and bring along family members. Exhibitor and guest tickets can be purchased in the registration area in the Grand Salon.

Monday, September 21
7:00am–7:45am
Brewed Awakenings, Continental Breakfast
Nevada Conference & Exhibition Center

7:00am–4:00pm
Registration
Grand Salon

7:00am–4:00pm
Conversation Café
Grand Salon

7:00am–4:00pm
CyberCenter
Grand Salon
Sponsored by KIMBERLY CLARK PROFESSIONAL, ASHES Corporate Champion and Platinum Sponsor

7:00am–5:00pm
Sodexo Business Center*
N7, Arcade Level

8:00am–10:00am
The Annual Conference Begins Now! ASHES Opening and Keynote Presentation

Apogee! Take Your Team to the Top!
Colonel Rick Searfoss
Top Of Their Game: An Awesome Model for any Team Venture! Successful human space missions demand that hundreds of different teams perform
flawlessly and consistently. A Space Shuttle crew must act in unity as one of the most finely honed teams possible, comparable to a Super Bowl or World Series team, with billions of dollars and their own lives riding on their performance. They also need to interact with and motivate the members of a huge variety of other specialized teams to truly prepare for a mission.

10:15am–11:30am Annual Conference Learning Labs Kick Off! (Choose 1 of 5)

The Fundamentals for a Successful Patient Transport Department (Part 1)
Tangee B. Kizer, Director, Guest Services Carolinas HealthCare System

The fundamentals for a successful Patient Transport Department will review critical Patient Transport policies, procedures, and job descriptions. Response and transport times standards will be discussed. Recommendations for training; orientation, customer service, management and continued education. Review employee selection process in order to hire and retain the best employees.

Track: Timeliness, Efficiency, Effectiveness
Level: 101

Hospitals in Pursuit of Excellence
David Strickland, Executive Director American Hospital Association’s Quality Center

Hospitals in Pursuit of Excellence is the American Hospital Association’s strategic platform to engage, support and inspire hospital leaders’ ongoing efforts to improve the patient experience in the nation’s hospitals and health systems—thus leading to operational, clinical and financial excellence. Supporting the Institute of Medicine’s well-known Six Aims for Improvement (safety, effectiveness, timeliness, patient-centeredness, efficiency, and equity), this platform provides tools and resources to assist hospitals to reduce waste and inefficiency, optimize the use of resources, and enhance their ability to deliver safe, high quality and affordable patient care. Through case examples, participants will learn about the key principles of Hospitals in Pursuit of Excellence and engage in a dialogue about how they can be used to support high-performing environmental services in hospitals and health systems.

Track: Patient Centeredness
Level: 301

Pharmaceutical Waste As Universal Waste (session repeats)
Charlotte A. Smith, R. Ph., M.S., HEM, Director, PharamEcology Services WM Healthcare Solutions

EPA has recently proposed that pharmaceuticals be added to the universal waste rule. It is likely that this may occur federally within the next 18 months. This learning lab will examine the implications of this rule, including pros and cons. It will also review briefly which pharmaceuticals this will affect, other congressional and regulatory actions on Capitol Hill, and why participants need to begin managing their pharmaceutical waste now.

Track: Effectiveness
Level: 201

SUPER DIRECTOR: Effectively & Efficiently Expanding Your Leadership Skill-Set
Diane Pennington, CHESP, Director, Integrated Support Services Doylestown Hospital

Sponsored by West Sanitation Services Inc (AeroWest)

A discussion forum for progressing from a single or dual responsibility position to assumption of increased responsibility for multi-service departments. Recognizing growth and career opportunities ... and making them happen!

Track: Effectiveness, Efficiency
Level: 201

Environmental Services: What’s New from CDC Guidelines
Lynne Schulster, PhD, M(ASCP) Prevention and Response Branch Division of Healthcare Quality Promotion Centers for Disease Control and Prevention

This learning lab will focus on healthcare facility cleaning and disinfection strategies and processes. Part of the presentation will provide a “compare and contrast” on two major CDC guidelines that discuss indoor environmental management. Updates will be given on methods to assure compliance and effectiveness for cleaning, as well as current information about specialized strategies for emerging pathogens such as Clostridium difficile and MRSA.

Track: Effectiveness, Patient Safety
Level: 201

11:30am–1:00pm Lunch on your own.

1:15pm–2:30pm Learning Labs (Choose 1 of 5)

Healthcare Waste – Regulatory Challenges
Selin Hoboy, Vice President – Legislative and Regulatory Affairs Stericycle, Inc.

Overview of different regulatory agencies which oversee the different waste streams generated in healthcare. This session will cover new and potentially upcoming regulatory and legislative activities as well as current regulations. As the regulatory climate changes healthcare will be facing new challenges on proper management of current and new regulations.

Track: Effectiveness
Level: 201

The Fundamentals for a Successful Patient Transport Department (Part 2)
Tangee B. Kizer, Director, Guest Services Carolinas HealthCare System

The fundamentals for a successful Patient Transport Department will review critical Patient Transport policies, procedures, and job descriptions. Response and transport times standards will be discussed. Recommendations for training; orientation, customer service, management and continued education. Review employee selection process in order to hire and retain the best employees.

Track: Timeliness, Efficiency
Level: 101

Secrets of Productivity
Eileen Webb
Streamline Consulting Associates, LLC

If you are being asked to do more with less or improve speed and quality, this session is for you. You will learn the seven wastes that reduce productivity. We’ll review a dozen techniques that are used to reduce these wastes and improve work processes. There is also a demonstration to show how even small changes can make big impact.

Track: Efficiency
Level: 201
Making the Decision to Outsource Linen and Laundry Service
Ed McCauley, President & CEO
United Hospital Services, LLC, HLAC Board Member

In this session Mr. McCauley will spell out what it means to outsource linen and laundry service as well as the decisions that must be made along the way. The speaker will identify the types of outsourcing and the pros and cons of each. He will go through the important things to look for in a laundry company that will give comfort when making the decision to outsource such as, products and services, contract language, and pricing schemes. Finally, Mr. McCauley will touch on the intangibles that sets the top tier providers apart such as computer based ordering/inventory control systems for linen rooms, exchange cart preparations and other services that go beyond the norm.

Track: Efficiency, Effectiveness
Level: 201

Pharmaceutical Waste As Universal Waste (repeated session)
Charlotte A. Smith, R. Ph., M.S., HEM, Director, PharmEcology Services
WM Healthcare Solutions

EPA has recently proposed that pharmaceuticals be added to the universal waste rule. It is likely that this may occur federally within the next 18 months. This learning lab will examine the implications of this rule, including pros and cons. It will also review briefly which pharmaceuticals this will affect, other congressional and regulatory actions on Capitol Hill, and why participants need to begin managing their pharmaceutical waste now.

Track: Effectiveness
Level: 201

1:30pm–2:30pm
Sodexo Breakouts*

2:30pm–5:30pm
ASHES Healthcare Marketplace & Opening Reception
The Summit Pavilion

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. ASHES exhibitors are the key to the success of our Annual Conference. Demonstrate support to the suppliers and sponsors that support ASHES by visiting all the booths, engaging in conversation, and thanking them for their support of ASHES!

2:45pm–3:45pm
Sodexo Breakouts*

5:30pm–On
Free time – This is a great time to enjoy Reno!

Tuesday, September 22

6:30am–7:30am
CHESP Exam Registration (Pre-applicants Only)
Ruby, Mezzanine Level
See page 27 for Exam application.

7:30am–9:30am
CHESP Exam (Pre-applicants Only)
Ruby, Mezzanine Level
See page 27 for Exam application.

7:00am–7:45am
Brewed Awakenings, Continental Breakfast
Nevada Conference & Exhibition Center

7:00am–4:00pm
Registration
Grand Salon

7:00am–4:00pm
Conversation Café
Grand Salon

7:00am–4:00pm
Cyber Center
Grand Salon

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

7:00am–5:00pm
Sodexo Business Center*
N7, Arcade Level

7:45am–9:00am
ASHES General Session: The Joint Commission’s Environment of Care Update 2009
William M. Wagner, ScD, CHSP, CHCM, CHEP
Safety Management Services, Inc.

This program will review the substantial changes in The Joint Commission’s Environment of Care requirements for 2009, mid-year standard updates, and 2010. Included in the program will be a review of new scoring process, the use of Risk Assessments, using Tracer Methodology and Infection Control considerations. Participants of this program will receive an Environment of Care toolbox on CD-R at the conclusion of the program.

9:15am–10:15am
Sodexo Breakouts*
N1–6, Arcade Level

9:00am–1:00pm
ASHES Healthcare Marketplace
Be sure to visit the ASHES Healthcare Marketplace immediately following the General Session. ASHES exhibitors are the key to the success of our Annual Conference. Demonstrate support to the suppliers and sponsors that support ASHES by visiting all the booths, engaging in conversation, and thanking them for their support of ASHES!

12:15pm–1:15pm
Sodexo Breakouts*
N1–6, Arcade Level

1:00pm–3:00pm
Focus Group – Session 1 (By Invitation Only)
Ruby 1 and Ruby 2

1:30pm–2:30pm
Sodexo Breakouts*
N1–6, Arcade Level
1:30pm–2:45pm
**Learning Labs (Choose 1 of 6)**

**Risk Assessment: Controlling the True Cost of Safety**
Roger Paveza  
Assurance Agency, Ltd.

Roger Paveza will discuss and identify the true cost of safety (liability, insurance, etc.). The speaker will identify the top areas for department risk control (hazard and regulatory compliance) and identify risk control tools and resources.

**Track: Effectiveness, Efficiency**  
**Level: 201**

**The Joint Commission’s Emergency Management Requirements for 2009**
William M. Wagner, ScD, CHSP, CHCM, CHSEP  
Safety Management Services, Inc.


**Track: Efficiency, Effectiveness**  
**Level: 201**

**Everything you need to know about USP 797!**
Linda Lee, Dr. P.H., R.E.M., Director of Operations  
Waste Management Healthcare Solutions

The purpose of USP 797 is to prevent harm and fatality to patients that could result from microbial contamination and excessive bacterial endotoxins. The regulations apply to health-care institutions, pharmacies, physician offices, and other facilities where compounded sterile preparations (CSPs) are prepared. CSPs include the following types of preparations: manufacturer’s label instructions that expose original contents to potential contamination, those that require sterilization, and other Biologics, diagnostics, drugs, nutrients, and radiopharmaceuticals that include baths and soaks for live organs, implants, inhalations, injections, and powders for injection, metered sprays, and ophthalmic and optic preparations. Hospital pharmacies are struggling with compliance to USP 797. The ranges of issues encompass everything from clean room infrastructure design to demanding quality and housekeeping requirements. Sterile compounding practices are now enforceable by both the Food and Drug Administration (FDA) and the Joint Commission.

**Track: Effectiveness**  
**Level: 301**

**Expanding Levels of Your Comfort Zone**
Jeff Culley, President  
Synergy Healthcare Management Solutions, Inc.

During this course, individuals will begin to understand their comfort zones, and develop strategies for moving into their discomfort and adventure/panic zones to increase learning, enhance creativity, and unleash their potential. Extreme Leadership requires Leaders to step out of their comfort zones to discover new opportunities.

**Track: Effectiveness**  
**Level: 101**

**Working Toward Zero Infections**
Maureen Spencer, RN, M.Ed., CIC, Manager, Infection Control  
New England Baptist Health

This informative session will describe the process that a facility pursued beginning in 2003 to reduce Surgical Site Infections (SSI’s), and Hospital Acquired Infections (HAI’s). They formed an interdisciplinary team, identified the problems, and then developed action plans for each of the problems. You will learn about hospital cost related to healthcare-associated infections, the action plans to get to a zero infection rate, the outcomes, and the future steps. This is a plan that others can replicate.

**Track: Efficiency, Effectiveness**  
**Level: 301**

**Patient Spaces as Capital Assets**
(James Gross, CHFM, Director of Engineering Services and Corporate Safety)  
Jay Maslyn, Vice President, Finance  
Noyes Memorial Hospital

In this interesting session you will learn about the approach that Finance uses in the management of patient spaces as capital assets, how Facilities Engineering executes these capital projects and how Environmental Services helps maintain the assets. From a Finance perspective you will be presented with a typical Business Case, including a Return on Investment (ROI) calculation utilized by Finance to assess projects. From the Facilities Engineering perspective you will be presented with some practical examples and solutions that enhance patient spaces with a focus on appeal while preserving the asset in a “Like-New” condition for the long term. Software solutions utilized by both Facilities and Environmental Services will also be discussed.

**Track: Effectiveness**  
**Level 301**
2:45pm – 3:15pm
Sunshine Break
Nevada Conference Foyer
Sponsored by STERICYCLE, ASHES Gold Sponsor
Take a break from a vigorous day of learning to enjoy an afternoon snack with Stericycle and fellow attendees.

2:45pm – 3:45pm
Sodexo Breakouts*
N1-6, Arcade Level

3:15pm – 4:30pm
Learning Labs (Choose 1 of 6)

High Performance Floor Care: It’s All in the Details
Michael Tarvin, Vice President Multi-Clean
This learning lab is designed to give Environmental Services Managers practical ideas on how limited resources can be used to maintain floors that look better and require less frequent maintenance. Proactive maintenance methods will be presented that will help extend strip-finish cycles, reduce recoating, and produce a cleaner & healthier environment. The concept of green cleaning as it applies to floors in healthcare will also be discussed.
Track: Efficiency, Effectiveness
Level: 101

Post Consumption Materials Management for Hospital Economic and Environmental Sustainability
Ronald Pierce, Vice President WM Healthcare Solutions
External economic market conditions, declining reimbursement, evolving legislation, mounting governmental and social pressure to reduce environmental impact requires all U.S. hospitals to rethink and redesign programs to manage waste materials. Integration of material management post consumption enables hospital to reduce waste, cost, compliance, safety and environmental impact. Investigate evolving environmental management models that address these issues.
Track: Efficiency, Effectiveness
Level: 301

EVS & Patient Transport – Working Towards an Accelerated Performance
Fiona Nemetz, MS, CHESP, Director of EVS, Transport, Safety & Parking Saint Joseph’s Hospital of Atlanta
This presentation will cover the following topics: How to identify key elements of an ideal working relationship between EVS & patient transport, how to develop key procedures that work well for both departments with buy-in from front-line staff, how to create a culture of teamwork with the two support departments, and how to anticipate items that can generate a breakdown in process and ways to address them.
Track: Effectiveness, Efficiency, Timeliness
Level: 201

Understanding the Process for Approving Antimicrobial Pesticides: Bacteria and Viruses are Pests, Oh My!
Michele E. Wingfield, Chief Joan Harrigan-Farrelly Product Science Branch, Antimicrobials Division (7510P), Office of Pesticide Programs Environmental Protection Agency
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 on hospital disinfectants.
Track: Effectiveness
Level: 201

Healthcare Construction and Infection Prevention
Lawrence Lee, CIH
Pacific Industrial Hygiene LLC
This presentation will cover how the following topics can impact an institution during construction: infection from environmental fungi and Legionella, changes/disturbances in HVAC system balancing and pressure relationships, infection control risk assessments, at-risk patient populations, environmental services routine and terminal cleaning practices, and infection control commissioning.
Track: Effectiveness, Efficiency, Patient Safety
Level: 201

Patient Spaces as Capital Assets (repeated session)
James Gross, CHFM, Director of Engineering Services and Corporate Safety
Jay Maslyn, Vice President, Finance Noyes Memorial Hospital
In this interesting session you will learn about the approach that Finance uses in
the management of patient spaces as capital assets, how Facilities Engineering executes these capital projects and how Environmental Services helps maintain the assets. From a Finance perspective you will be presented with a typical Business Case, including a Return on Investment (ROI) calculation utilized by Finance to assess projects. From the Facilities Engineering perspective you will be presented with some practical examples and solutions that enhance patient spaces with a focus on appeal while preserving the asset in a “Like-New” condition for the long term. Software solutions utilized by both Facilities and Environmental Services will also be discussed.

**Track: Effectiveness**  
**Level: 301**

**3:30pm–5:30pm**  
**Focus Group – Session 2**  
(By Invitation Only)  
Ruby 1 and Ruby 2

**4:40pm–5:45pm**  
**Power Session**  
Power Sessions are a series of presentations each lasting 15 minutes. This educational time is designed to provide highlights of important topics facing environmental services. Think of it as a refresher or introduction to critical topics.

**5:45pm–6:15pm**  
**Business Meeting**  
(All members, attendees, and member exhibitors are encouraged to attend)  
Hear the latest on ASHES business and updates on society governance, national initiatives, and new endeavors.

Do you have specific topic you would like ASHES to address? Please email ashes@aha.org with the subject line “Member Meeting” and your suggestions or questions.

**6:15pm–On**  
**Free time** – This is a great time for vendors/exhibitors to entertain customers and enjoy Reno!

**Wednesday, September 23**

**7:45am–8:45am**  
Brewed Awakenings, Continental Breakfast  
Grand Salon

**7:00am–4:00pm**  
**Registration**  
Grand Salon

**7:00am–4:00pm**  
**Conversation Café**  
Grand Salon

**7:00am–4:00pm**  
**Cyber Center**  
Grand Salon

**7:00am–5:00pm**  
Sodexo Business Center*

**7:00am–5:00pm**  
Sodexo Meeting*

**7:00am–5:00pm**  
Sodexo Breakouts*

**7:45am–8:45am**  
CHESP Recognition Breakfast  
(Invitation RSVP and Ticket required)  
Ruby, Mezzanine Level  
Sponsored by ADM INTERNATIONAL, Silver Sponsor

**9:00am–10:15am**  
**ASHES General Session: Turning Your Employees Into Evangelists**  
Alex Frankel

During this thought provoking session, Alex Frankel will discuss the following:

**Find the right people:**  
Frankel started the project with a feeling that all the front-line jobs he was applying to were jobs that drew from a similar talent pool, but found out otherwise.

**Hire for passion:** When you can attract customers to work for your company who arrive as fans of the company before they even start work, you are in good shape. Train well and treat new hires like adults: Many companies fail from the start by talking down to their new hires and using training materials geared for the lowest common denominator.

**Share, don’t sell:** The best employee/customer relationships are built on trust, which means that the employees must be passionate and knowledgeable enough to share information that they believe in.

**Dress for success:** Uniforms that match a job and an employee population are critical.

**Gain a new view:** Punching In, written as it is from the perspective of a frontline employee, inspires readers to gain their own new views of the companies they work for.

**10:30am–11:45am**  
**Learning Labs (1 of 5)**  
**How to Influence Your Staffing Levels in a Fiscally Conservative Environment**  
Sponsored by West Sanitation Services Inc (AeroWest)

This Learning lab will review the current styles utilized for labor allocation and statistical indicators that drive that labor. The advantages and disadvantages of these styles shall be discussed. Further, several approaches shall be discussed that shall provide the members with tools to present their present and future staffing needs to Senior Management. These tools shall include ways to effectively measure their present staffing needs against facility indicators and predict, not only future needs, but predict outcomes based on staffing reductions.

**Track: Patient Safety, Efficiency, Effectiveness**  
**Level: 201**
Managing Difficult Employees Using Self Coaching Skills
Michael S. Haro, Ph.D.
Self Coaching Center
This course offers an opportunity to learn four Self Coaching Skills for effectively handling difficult employees. Characteristics descriptors at three intensity levels will be presented. Employee characteristics at the three levels are: Worrying, Complaining, and Interrupting (low intensity); Resistive, Self Centered, and Sniping (moderate intensity); and Blaming, Angry, Anxious and Depressed (high intensity). Discussion will center on identifying behavior needs, expectations, and management techniques utilizing self coaching skills.

Track: Effectiveness
Level: 201

Making the Case for Technology Investment
David A. Roberson, MS, JD, CHESP, Vice President
Sodexo Health Care Services
This session serves as an introduction to ES equipment selection and maintenance. Participants will learn a five part computation example of a return on investment and an ROI activity. Participants will be able to: Employ methods for identification and selection of labor saving cleaning equipment, utilize the five step method for computation of a return on investment, conduct and document initial and periodic preventive maintenance inspections and establish individual equipment purchase and maintenance records.

Track: Effectiveness
Level: 201

It IS Easy to be Green in the OR!
Geraldine Falacy, RN, BSN
St. Joseph Hospital
Historically, the Operating Room (OR) has been one of the largest contributors of waste in the hospital setting. In order to start a comprehensive recycling program in an OR, OR Staff and management must collaborate with facility environmental services along with community recycling and waste management businesses. These discussions need to encompass the types and amounts of materials discarded, needed space requirements, program cost/savings, and procedures required.

Track: Effectiveness, Patient Safety
Level: 201

Managing Contracts Made Easy!
John Scherberger, CHESP, Director of Environmental Services, Pastoral Care, and Guest Services
Spartanburg Hospital for Restorative Care
This Learning Lab will look at the big picture of service contracts – what is important to have in a contract and how to ensure a contract is successfully executed. We will look at the development if a contract; what to include in a Request for Proposal (RFP); how to identify what companies should receive a RFP; how to negotiate a successful contract from the end-user’s perspective – not the contracting office; some samples of existing contracts at healthcare facilities; the differences between service and supply contracts; and the pitfalls to avoid in administering a contract from the Environmental Services and Laundry Services management side of a contract.

Track: Effectiveness, Efficiency
Level: 201

11:45am- 1:00pm
Lunch on your own

1:15pm- 2:30pm
General Session: Establishing a Positive Work Environment
Paul Fayad, President
This session will provide the differences between positive and negative work environments. We will review the results in productivity and relationships through establishing a proper positive work environment. Finally we will review the proper communications that need to take place to improve work performance behaviors.

Track: Patient Centeredness
Level: 101

1:30pm–5:30pm
Advance Session (Choose this session or one of the Learning Labs)

DOT Regulated Medical Waste HazMat Compliance Training
Presented by SODEXO HEALTH CARE SERVICES
This certificate program will provide the required training established by the DOT to facility compliance with HazMat regulations. This “Train the trainer” course will prepare you to train employees at your facility. At the end of the program you will take a short test that will enable you to collect a certificate of completion. This certificate program runs concurrent to the afternoon Learning Labs. Participants will not be able to attend other afternoon sessions on this day.

Track: Effectiveness
Level: 301

2:45pm-4:00pm
Learning Labs (Choose 1 of 5)

Managing Multiple Campuses and Offsite Facilities
Mike Bailey, CHESP, Director, Environmental Services
Greenville Hospital System University Medical Center
Mr. Bailey will present a template for service level agreements and include the participants in a discussion of the agreements and the challenges of managing multiple facilities.

Track: Effectiveness, Efficiency
Level: 201

ES in the Long Term Care Setting
Gary L. Dolan, CHESP, Director, Environmental Services
The Village at Penn State
This session provides an overview of the Environmental Services role in the Long Term Care setting. Participants will gain insight to some of the challenges in extended care conditions like patients living in the facility, moving personal items, and the basic fundamentals of a sound LTC ES department.

Track: Patient Centeredness
Level: 101
From Now to Wow! Using Customer Information to Improve Patient Experiences
Mary P. Malone, MS, JD, President Malone Advisory Services
This session will focus on identifying and describing various types of patient satisfaction information that are available to EVS managers. The speaker will also discuss key observations about national data and the performance of top performing organizations. Finally, strategies for improving patient experiences will be explored.

Track: Patient Centeredness
Level: 201

One Size Does Not Fit All: The Custom Fit for Greening Up Your Operations
John Leigh, Manager, Waste and Recycling Dartmouth-Hitchcock Medical Center
This session will examine Good, Better, and Best Management Practices in a variety of healthcare operations categories, including waste prevention, recycling, medical waste reduction & treatment, environmentally preferable purchasing, energy conservation, hazardous chemical minimization, and performance measurement. Different approaches and methods will be discussed for moving your hospital toward environmental sustainability and tracking your progress.

Track: Efficiency, Effectiveness
Level: 101

Bugs in the System: What You Really Need to Know About Bed Bugs and Healthcare
Ron Harrison, Technical Director Orkin
There's been a lot of buzz about bed bugs in healthcare and long-term care settings. But what's really happening, how bad is it, and what do you really need to know to keep bed bugs from becoming an issue at your facility? Orkin entomologist and professional trainer Dr. Ron Harrison will offer a clear-headed perspective about the incidence of bed bugs in healthcare and long-term care settings, common causes of infestation, prevention techniques and advice on exactly what to do if you encounter bed bugs in your facility.

Track: Patient Safety, Effectiveness
Level: 101

Thursday, September 24
7:00am–8:00am
Brewed Awakenings, Only Coffee Nevada Conference Foyer
8:00am–9:15am
Learning Labs Continue (Choose 1 of 5)

Textile Innovations for Healthcare Laundries
Brad Bushman, Vice President, Technical Affairs Standard Textile Co., Inc., HLAC Board member
Gain an understanding of the function and potential uses for the next generation of reusable textile products (fibers, construction and finishes) – barrier protection, microfiber cleaning products, "healing spaces", antimicrobial treatments, etc. Their role in patient care and their impact on laundry processes will be discussed.

Track: Efficiency, Effectiveness
Level: 101
Infection Control Overview
Joan C. Blanchard, RN, Perioperative Nursing Specialist
AORN, Inc

This session will identify guidelines for environmental services. Ms. Blanchard will discuss methods for disinfection of common touch points in the facility identify those high touch surfaces, measure acceptable implementation and compliance of IC using assessment processes, and environmental services and ICP relationship to achieve mutual goals using best practices.

Track: Effectiveness, Patient Safety
Level: 201

How to Overcome the Challenges of Implementing a Sustainability Program in Environmental Services
Joe Petrella, CHESP, Director of Environmental Services
Alexian Brothers Medical Center

The session will provide Environmental Services Leaders with resources to overcome the challenges of implementing a sustainability program in their department. The topics addressed will be: 1. Be aware of the need to change 2. Recognize the potential challenges 3. Analyze the current state vs. the desired state 4. Planning 5. Implementation 6. Analyze the initial outcomes 7. Modification of the program.

Track: Efficiency, Effectiveness
Level: 201

The Business Case for Environmental Services: Make the Case, Write the Plan
Patti Costello, Executive Director
ASHES

As part of the proposed 2010 federal budget, reimbursement for hospital care and post acute care will be bundled; patient readmissions will be at a lower rate in some cases; hospital reimbursement and performance will be directly linked; and physician self-referral will be more closely regulated. Out of those four important items, healthcare environmental services has a direct impact on two: readmission rates and performance-based reimbursements. This is an opportunity to position ES as the frontline quality assurance and infection control team able to facilitate cost containment and assure a proper setting for care delivery. Learn how to make the business case for what you do, what you need and the big picture impact on finances, patient readmission, and performance-based reimbursement.

Track: Effectiveness
Level: 201

MRSA – Occurrence, Persistence, and Disinfection on Fomites
Dr. Charles P. Gerba, Professor of Environmental Microbiology, University of Arizona

The speaker will discuss the presence and longevity of MRSA on various surfaces in a hospital setting. Participants will be able to identify the most contaminated areas, prevention and control strategies. Dr. Gerba will also discuss MRSA in community areas such as homes, schools, workplace, etc. The session will include a case example on what school sport programs are doing about the spread of MRSA among athletes. There is an important topic for the audience as healthcare professionals, parents, and residents of the community.

12:00pm–5:00pm
U.S. Army Medical Command (MEDCOM) Meeting*
N7, arcade Level

Friday, September 25
8:00am–1:00pm
U.S. Army Medical Command (MEDCOM) Meeting*
N7, arcade Level

9:30am–10:45am
ASHES Closing Session: How “Evidence-Based” Business Practices Create High Performance
Tom Olivo, CMC
President, Success Profiles, Inc.
Healthcare Performance Solutions, Founding Partner

Over the past several years, ever increasing pressures have required healthcare workers to master a dizzying array of technical, financial and operational skills. The most successful health care organizations, however, haven’t lost sight of their core business — people caring for people. The problem is you need to equip your workforce to handle it all. This session explains what actually works in workforce motivation and why, and gives you strategies that have the highest impact on performance. Tom Olivo will present the latest Business Practices evidence and specific recommendations in the areas of leadership, culture and process to maximize the performance of your workforce, and in turn, the effectiveness of your organization. Based on five years of research in more than 200 health care systems, Tom will also provide hard evidence to illustrate the single most important business practice to improve work force stability, productivity, patient loyalty, clinical quality and financial results.
practice guidance

This publication, prepared by the ASHES and edited by infection control professionals, contains the requirements for environmental cleaning in healthcare facilities. Targeted for directors and managers of healthcare environmental services, this book is designed to be used as a resource for implementing proper cleaning techniques and procedures based on guidelines by the CDC, OSHA, and other government agencies. Professionals new to the industry and those looking to revamp their policies and procedures manuals should be particularly interested in this publication.

Item Number: 057034

Member Price: $169

Non-Member Price: $269

To order call 800-242-2626.

dvds

From Top To Bottom: The Environmental Services Series

This three-part DVD video series on training solutions for Environmental Services and Infection Prevention & Control Managers who may be challenged with high employee turnover, limited time to train workers, language barriers and controlling infection rates. These videos are based on the ASHES publication “Practice Guidance for Healthcare Environmental Cleaning” and are available in both English and Spanish. The production of the videos was generously sponsored by Kimberly-Clark Professional. The DVDs are now available for purchase in a three-part package or individually.

To order call at 866-321-5066.

online education

Online Supervisory Course – For the new supervisor or manager, this ten week, self directed program covers areas such as: environmental sanitation, microbiology, management and distribution of work, customer service, quality assurance and provides program participants the opportunity to collaborate, interact, problem solve and complete a targeted final project. Each module includes reading assignments, discussion opportunities and a project. Learn new ideas and strategies from the reading materials and from each other as you fine tune your skill sets. Members: $189.00. Non-members: $239.00

CHESP Online Study Group – Becoming a Certified Healthcare Environmental Services Professional (CHESP) can generate great benefits in your career path. ASHES wants to make sure you succeed in this venture by offering you the opportunity to participate in an online study group. You can now study with your colleagues from all over the nation in this six weeks, self directed online educational environment. Members: $99.00. Non-members: $135.00.

To enroll visit www.ashes.org or call 312-422-3860. Space is limited! Only 30 students per class!
ASHES will post all session handouts on the conference web site prior to the conference. Attendees interested in session handouts may print the documents and bring to the conference. Help ASHES be a good environmental steward by printing only the handouts for the sessions you believe you will attend.

In early August, registered attendees can visit the ASHES 2009 Conference website via www.ashes.org to view the sessions offered at the conference and print PowerPoint Handouts to bring along for session note-taking. Handouts will not be distributed at the conference.

**ashes 5th annual hearts and hands event**

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 Warrior and Family Support Center (WFSC) at Brooke Army Medical Center (BAMC). The WFSC provides coordinated services to patients, next-of-kin and extended family members with a primary focus on Operation Iraqi Freedom and Operation Enduring Freedom Warriors. It provides a friendly, comfortable environment in which to take a break, watch a movie on big-screen TVs, play video games, check email or use the Internet, select a book or magazine to read, make a phone call or just grab a cup of coffee. Wounded Warriors and their family members visit the WFSC to maintain contact with other military members or extended family members, to receive emotional support and answers to their questions, and to extend their rehabilitation away from the hospital. The rehabilitation involves learning to cope with war related disabilities as individuals, couples, and families.

In keeping with our tradition or 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. Just drop a dollar or more in and help ASHES assist the Warrior and Family Support Center at Brooke Army Medical Center.

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**new member orientation**

**Nevada Conference Foyer, Arcade Level**

*Sponsored by ENCOMPASS GROUP, Silver Sponsor*

**Sunday, September 20, 5:00pm-6:00 pm**

If you are a new ASHES member or this is your first annual conference, take advantage of this opportunity to network with your colleagues and learn more about ASHES at the annual conference. This is a great opportunity to meet with ASHES leaders and ask any questions you may have.

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**ashes welcome reception**

**Tahoe Room**

*Sponsored by THE CLOROX COMPANY, ASHES Corporate Champion and Diamond Sponsor*

**Sunday, September 20, 6:00pm-9:00 pm**

ASHES and The Clorox Company welcome you to the 2009 Annual Conference and Healthcare Marketplace! Prepare yourself for a wonderful evening filled with plenty of entertainment, hors d’oeuvres, and music to keep you going all night long! Join us at the Tahoe Room.

The Welcome Reception sets the stage for a stimulating and rewarding Annual Conference! All attendees and exhibitors are encouraged to attend and bring along family members. Exhibitor and guest tickets can be purchased in the registration area at Grand Sierra Resort. Cash bars will be available for this reception. ASHES does not promote the excessive consumption of alcoholic beverages.

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**ashes healthcare marketplace opening reception**

**The Summit Pavilion**

*Sponsored by STERIS CORPORATION, ASHES Platinum Sponsor*

**Monday, Sept 21, 2:30pm-5:30pm**

Shop, network, eat and drink at the official opening of the 2009 Healthcare Marketplace. Enjoy light hors d’oeuvres while viewing the latest industry products, services and technologies. ASHES exhibitors are the key to the success of our Annual Conference. Take time to visit with the exhibitors and thank them for their support of ASHES!
Grand Ballroom
Wednesday, September 23, 7:00pm–11:00pm

Join us Wednesday 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 honoring members who are setting the standard for the profession. A plated dinner will give all attendees one last chance to relax with your peers.

After dinner, join comedian magician Chris Blackmore. Chris will energize and inspire attendees while making sure that you laugh and leave with great memories!

This is a night full of great people, food, and entertainment you will not want to pass up! All attendees and exhibitors are encouraged to bring family and friends to the event. Guest tickets can be purchased at time of registration for an additional $55.

ASHES put together a "Power Package" that provides a 20% discount when you order $150.00 or more. This is a great opportunity to purchase best sellers like the Practice Guidance for Healthcare Environmental Cleaning, CHESP Review Guide, Recommended Practice: Integrated Pest Management, Recommended Practice 2: Disaster Readiness. Use promotional code PUBS0920. Offer ends August 31, 2009.
call for abstracts and storyboards

SUBMISSION DEADLINE: SEPTEMBER 4, 2009

ASHES is encouraging infection preventionists, epidemiology, environmental services and other healthcare professionals to submit abstracts on scientific research, controlled case studies and/or observational studies or storyboards to illustrate successful projects and programs in response to a particular challenge or performance improvement program. Feel free to pass this call for abstracts on to other members of your healthcare team.

Designed to stimulate discussion, learning and collaboration on critical issues related to healthcare cleaning, surface disinfection, hand hygiene, patient satisfaction, employee training etc.; accepted abstract and storyboard submissions will be displayed for attendee viewing throughout the duration of the conference. Up to eight abstract authors will be invited to present their research findings and conclusions at the ASHES Annual Conference during 15 minute power sessions on Monday September 21 and Tuesday September 22.

Attendees will also have the opportunity to vote for the best in show abstract and storyboard for recognition within their category.

DISTINCTION BETWEEN A STORYBOARD AND ABSTRACT:
Abstract: An abstract is a brief summary of a research article, thesis, review, conference proceeding or any in-depth analysis of a particular subject or discipline, and is often used to help the reader quickly ascertain the paper’s purpose. Abstraction and indexing services are available for a number of academic disciplines, aimed at compiling a body of literature for that particular subject.

Storyboard: A storyboard contains a representation of a story. It is essentially a timeline going from project beginning to project end. Using a storyboard provides the reader with the opportunity to visualize a project or case study using pictures and text. It is not a research study with outcomes supported by data, but rather an explanation of a project objective and outcome. Storyboards are used in film production to display the steps of a scene frame by frame. The storyboard method is also used in science fairs and school science projects.

Please visit www.ashes.org and click on the conference logo to find the application form. For further information please contact ASHES at 312-422-3860 or via email at ashes@aha.org.

celebrate national healthcare environmental services & housekeeping week

September 13–19, 2009

Show support & appreciation for Healthcare Environmental Services & Housekeeping Departments with exclusive gifts from the American Society for Healthcare Environmental Services (ASHES) and celebrate with products featuring the official ASHES theme: “Partners in Infection Prevention”.

Order by August 29, 2009 to ensure delivery by Environmental Services & Housekeeping Week.
Join us at the ASHES Hub conveniently located on the Main Level in the Grand Salon directly outside the Reno Ballroom. This centrally located area is dedicated to the comfort and networking of attendees. This area facilitates relaxation, networking, a comfortable environment, and more.

**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

Take a break from your BlackBerry, PDA, or iPhone. Check in with work or home on a full size screen. No need to carry your computer with you. Take advantage of the fully equipped Cyber Center with computers and privacy screens for e-mail and Internet access.

**Ashes Annual Conference Recordings**

As a special service to ASHES members and other professionals, recordings of select educational sessions are synchronized to PowerPoint™ slides and made available for purchase individually online or as a set on CD-ROM.

As part of the conference registration, attendees are entitled to purchase conference recordings at a discounted price. Purchase the recordings during the registration process or on-site at the registration desk. Pre-order and on-site sales end September 24, 2009. You can also purchase them online by going to www.ashes.org and click on “Learn” or call 800-747-8069.

Need to renew your CHESP? Earn credit hours of continuing professional education (CPE) to be applied for CHESP certification renewal or use the full set of Conference Learning Labs to train your staff.

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Express delivery of these CD-ROMS is available at an additional charge. Delivery type must be selected on the registration form. Additional shipping charges apply.

To order visit www.softconference.com/ashes or call 800-747-8069.
Cross the Threshold and Attend the 2009 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!

Exhibiting companies can sign up for 20 minute time slots in the ASHES Education Theatre to present cutting edge information on the issues challenging customers and potential customers. A 20’x20’ theatre area will be established directly on the exhibit hall floor to accommodate 45 attendees for on-going exhibitor education. Attendees will have the opportunity to earn additional Continuing Professional Education hours (CPE) by attending presentations given in the ASHES Education Theatre. Exhibitors may present on topics such as MRSA, Hand Hygiene, Microbiology, floor care, cleaning and disinfecting. Presentations must be educational and non promotional. All presentations and handouts must pre-approved by ASHES. Guarantee a time slot by signing up by July 31st!

Partner Members: **$500 per 20 minute slot**
Non-Partner Members: **$600 per 20 minute slot**

**Slots are very limited-first come first served. See exhibitor kit for application form.**

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’re at the annual conference!

**Location**
Grand Sierra Resort, Summit Pavilion

**Schedule**
**Dedicated/Exclusive Show Hours**
Monday, September 21, 4:00pm–5:30pm
Tuesday, September 22, 9:15am–1:00pm

**Interested in exhibiting? Contact our exhibit management partner:**
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
2009 exhibitors

3M Building and Commercial Services
Activeion Cleaning Solutions LLC
ADM International, Inc.
Aduromed Corporation
Advanced Vapor Technologies
AF & S Products & Services
American Hotel Register Company
Association for Linen Management
Avian Flyaway
Bemis Health Care
Bioquell, Inc.
Bondtech Corporation
Bosma Enterprises
Caltech Industries, Inc.
Chicopee, A PGI Company
Cintas Corporation
Copper Development Association
Covidien
Cubicle Curtain Factory, Inc.
Dane Technologies
Daniels Sharpsmart Inc.
Davidson House, Inc.
Dornoch Medical Systems
Dri-Eaz Products, Inc.
Ecodas Corp.
ECOLAB
Encompass LLC
ENSERV, the Medical Waste Company
Enviro Solutions
ERGOTug, a division of NuStar, Inc.
ESC
Factory Cat
G.A. Braun
Geerpres, Inc.
Georgia-Pacific Professional
Germ Pro Products, Inc.
GOJO Industries
Healthcare Purchasing News
Healthcare Waste Solutions
Heritage Bag Company
HHA Services
Hygena
ICP Medical
Industrial Supply Inc.
Industrial Supply Inc.
Industrial Supply Inc.
Industrial Supply Inc.
Infection Control Today/Virgo Publishing Medical Group
InPro Corporation
Jani-King International, Inc.
JohnsonDiversey
Kimberly-Clark Professional
Kwalu
LiquiTech, Inc.
M. I. P., Inc.
Mar Cor Purification
National Industries for the Blind
New York City Industries for the Blind, Inc.
Nilfisk-Advance, Inc.
NISH
OnSite Sterilization
Orkin Commercial Services
Phoenix Textile Corporation
PHS West, Inc.
Premise Corporation
Professional Disposables International, Inc.
ProTeam, Inc.
Quality Services International, LLC
Rehrig Healthcare Systems
Rotronics Manufacturing Inc.
Royce Rolls Ringer Co.
Rubbermaid Commercial Product
Safety Management Services, Inc
SaniGLAZE International, LLC
San-I-Pak
SE & Associates, Inc.
Sodexo
Southern Aluminum
Spartan Chemical Company Inc.
SpecialMade Goods & Services
Stericycle
STERIS Corporation
TDSS-Convergent Software
TeleTracking Technologies, Inc.
Tennant Company
The Clorox Company
TL Services Inc
Transcart Inc.
UniFirst
Urine Off by Bio-Pro Research
VaporLux Inc.
Veterans Affairs – Office of Acquisition & Logistics
Walsh Integrated
Waste Management Healthcare Solutions
WebbShade (Webb Designs, Inc)
West Sanitation Services, Inc.
Windsor Industries, Inc.

*As of May 29, 2009.
**Hotel and Travel Information**

**Grand Sierra Resort**  
2500 East 2nd Street  
Reno, Nevada 89555

Room Rates are $89* for a Single/Double and $119* for Suites. Room rates do not include an additional 12% tax on all room rates listed. *Each Additional Person $10. An additional $10 resort fee will be charged to your room. ASHES has contracted for a rebate from hotel rates that will offset expenses to the organization.

**To make room reservations you must complete the conference registration!** Once the registration has been processed, attendees will receive an email containing instructions on how to make hotel reservations. Attendees can reserve their room(s) online or by calling Grand Sierra Resort directly. Individuals making reservations via phone must provide the reservation code included in the confirmation email to receive the contracted room rate.

**Hotel accommodations/reservations**  
ASHES has contracted rooms at a discounted group rate at the Grand Sierra Resort. ASHES assumes financial risk by contracting with hotels for large blocks at discounted rates. If our contracted room block is not met, ASHES is financially liable for penalties. By reserving rooms at the Grand Sierra Resort, attendees continue to help ASHES leverage the most economical rates for future conferences in desirable cities.

**Questions?**  
For more information visit www.ashes.org or contact ASHES at 312-422-3860.

**Airport**  
Reno-Tahoe International Airport, Reno, NV  
Distance from Hotel: Approximately 3 miles

**Complimentary hotel shuttle**  
The Grand Sierra Resort provides a complimentary shuttle from the airport every 30 minutes starting at 5:15am and ending at 11:45pm.

**Driving directions**  
Exit the airport, the road bends to the left. Stay in the 2nd lane to the left for 0.4 miles. Take US-395 N via the ramp to I-80 approximately 1.3 miles. Take exit 66 for Mill St. Go straight across at the light. Turn left. Turn right up into our FREE Valet parking.

**Taxi**  
Estimated taxi fare: $8-10 USD (one way)

**Parking**  
Guests may use On-site parking at the Grand Sierra Resort at no additional charge.

**Air Travel**  
Simplify your travel plans by using Association Travel Concepts (ATC), the leading travel management company for associations. This easy to use, personalized service will provide you access to special discounts on not only your airline tickets but also car rental, hotel, event tickets, dining and more! To start saving immediately, contact ATC online at www.atcmeetings.com/ASHES (click on CREATE ACCOUNT to build your online profile), via email at farequoteaha@atcmeetings.com or talk to a live agent at 1-800-458-9383. (When calling or sending an email to ATC, please reference promotional code 500PJ.) Please note a minimal service fee will apply to ticketed reservations.

ASHES has also 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 500PJ. 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 to and from 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 500PJ to receive a 2-15% 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.

**Auto 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#03AB0005

**Emergency Contact Info**  
ASHES requires each registrant to complete the emergency contact information on the registration form on page 29. This information is critical for emergency response and will remain strictly confidential.

**Dress Code**  
ASHES prefers to provide a relaxed environment for all attendees and exhibitors. 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. Temperatures in the month of September in Reno average 81°.

**Please Note:** Meeting room temperatures vary, so while it may be very warm outside, you may want to bring a sweater or jacket. The ASHES Awards Dinner attire is business casual. However, we recognize some attendees prefer more formal attire.
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: Educational CD-ROMS, CHESP Review Session, CHESP Exam, Golf Outing, Guest Tickets, Other Optional Events, One Day Only Passes registration includes only the events listed that day.

regression 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 and click on the conference logo, then click on Registration Information.

The official conference badge and materials will be distributed at the conference registration desk at the Grand Sierra 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 confirm 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, faxed or submitted online on or before September 4, 2009. After this date onsite registration is recommended. Onsite registrations will require full payment. Onsite registrations with a purchase order requires a hard copy of the PO and billing address. ASHES cannot guarantee conference materials for onsite registrants.

membership renewals

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

cancellation policy

A 70% refund will be given if request is received after April 24, 2009 but before July 1, 2009. Submit cancellations requests to: Mail: ASHES, One North Franklin, Suite 2800, Chicago, IL 60606
e-mail: ashes@aha.org fax: 312-422-4578

There will be no refunds for cancellations received after July 1, 2009. No-shows are non-refundable.

To facilitate accurate meal function guarantees and ensure that all cancellations requests must be received in writing (fax or email) by Thursday September 17, 2009.

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 airfare tickets, deposits for hotel accommodations or any other fees, charges, penalties, or 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 Sept. 4, 2009.

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 on page 29 for these guest fees. 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.

CHESP contact hours

CHESP’s participating in all basic educational sessions could earn up to 16.50 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 exhibit hall educational theater. Credits will not be awarded for the theater post conference.

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, e-mail at ashes@aha.org or write correspondence to: ASHES, Annual Conference, One North Franklin Street, Suite 2800, Chicago, IL 60606
Finding adventure is only a few steps outside your hotel room at the Grand Sierra Resort. A world-class resort just wouldn’t be complete without world-class activities, featuring something for everyone in the family.

Inside the Grand Sierra Resort, you’ll find a 50-lane bowling alley, cinema multiplex, go karts track, miniature golf course, and a 40,000-square foot video game/parlor game/simulator rides/laser tag arcade that every kid (and the kid in you) can enjoy.

There’s also plenty of shopping scattered throughout the resort. Be sure to stop by Grand Styles & Design Salon and well as The Gadget Tree, just a couple of the 21 shops attendees can visit.

Looking to relax? Make a reservation at the Grand Sierra Resort Spa and select from an assortment of massage treatments and other packages.

Finally, if there’s something you always wanted to do – anything at all, but don’t know where to start, you can always ask our Adventure Desk, who will do their best to make it happen. Reno-Tahoe is America’s Adventure Place, where the days are filled with countless outdoor opportunities, rounds of golf, art experiences and special events... and the fun continues into night with concerts, live shows and a high-energy nightclub scene.

**Nightlife**

Reno-Tahoe is America’s Adventure Place 365 days and 365 nights a year! Looking for a place to go dancing? Or would you rather kick back and enjoy spectacular live music at one of our best Reno clubs? Whatever it is that you are looking for... stop looking. You’ve found it already. Reno has it all! And don’t forget to check out our exciting casinos for unlimited bar and restaurant options.

**Ultimate Rush Thrill Park**

Take the most thrilling aspects of hang-gliding, the most perilous moments of bungee jumping and the adrenaline inducement of sky diving. Combine these elements with a fall from a 185-foot tower and you have the once-in-a-lifetime experience called the Ultimate Rush, the Grand Sierra Resort’s family park. The park also offers miniature golf, a racing oval and road course for go-kart fun, along with bumper cars and other family friendly fair.

**Wilbur D. May Center at Rancho San Rafael Regional Park**

The Wilbur D. May Center is an adventure for people of all ages. It is a Museum, a collection of rare and exotic artifacts, a place to experience fun traveling exhibits and special moments. The Arboretum is where gardeners gather seeds of knowledge; an incomparable display and living museum of colorful flowers, creekside meadows, outdoor courtyards and secluded benches. The Great Basin Adventure is a fun-filled family experience where kids can pet animals, ride a pony, pan for gold, ride an old fashioned log flume, or explore in our “touch anything” Discovery Room.

**Fleischmann Planetarium and Science Center**

Fleischmann Planetarium is part of the University of Nevada, Reno and Extended Studies. The planetarium offers public star shows and large-format films showing daily in the dome theater, and public star observing courtesy of the Astronomical Society of Nevada. It was built in 1964 and originally called the “Fleischmann Atmospherium-Planetarium.”

**Animal Ark Wildlife Sanctuary**

Animal Ark is a 38-acre wildlife sanctuary and nature center northwest of Reno, Nevada. This facility’s rural setting provides an ideal place to house non-releasable wildlife and allows the public a unique opportunity to view these animals in natural habitat exhibits through glass viewing areas.

**Sierra Safari Zoo**

Sierra Safari Zoo is Nevada’s largest zoo and the only zoo in Northern Nevada. It houses dozens of animals, from cats to sloths, marsupials, rodents, small mammals and hoof stock. It is located in northern Reno.

**Roller Kingdom**

If it’s skating fun you are looking for, let Roller Kingdom be your destination. The rink is located in the heart of Reno, and offers the hottest new music to skate to as well as specialized “era music” events. Requests are always welcomed at the DJ booth. The rink has a fantastic lighting system that always sets the mood for a boogie wonderland.

For more information and activities in Reno, please visit [http://www.visitrenotahoe.com](http://www.visitrenotahoe.com)
Sunday, September 20, 2009
Par: 72

Schedule:
• Check in at the Grand Salon at 7:00am
• Buses will depart from the Grand Hyatt Hotel Lobby at 7:30am
• Breakfast will be provided at the Resort at Red Hawk at 8:00am
• Shotgun for the Golf Event will be at 9:00am
• Lunch will be provided after the round of golf at approximately 12:00pm
• Buses will depart from The Resort at Red Hawk at 2:00pm

Dress Code: In staying with the true spirit of the game, proper attire is required, including a collared shirt. No denim, tank tops, cut-offs, sweat pants or tennis shorts may be worn.

Pairing Requests: The golf pro will try to accommodate all pairing requests. Please ensure that the people you are pairing with also have you on their request list.

Cost: $100.00 per person (NO REFUNDS). Includes: Greens Fees, Cart Fees, Range Balls, Tournament Services, transportation to and from The Grand Sierra Resort, continental breakfast, and lunch.

GOLF REGISTRATION WILL NOT BE PROCESSED WITHOUT PAYMENT FOR EACH GOLFER LISTED ON THE FORM.

Golf Outing Registration Form

Payment: Golf registrations WILL NOT be processed without advance payment. Please make checks payable to ASHES: Revenue code: 32409GOLF
Complete and return with final payment no later than Friday, August 31, 2009
Send $100 Golf Registration Payment to: ASHES Golf Outing; 75 Remittance Drive, Chicago, IL 60675-1976 or fax to 805-654-1679 (324GOLF09)

Method of Payment (Check one):
☐ Check ☐ Visa ☐ MasterCard ☐ American Express

Card Number ___________________________ Exp Date ___________________________

Cardholder Name ________________________________________________

Signature __________________________________________

Primary Golfer Name __________________________________________

Address __________________________________________

City, State Zip __________________________________________

Phone ___________________________

☐ I plan to use the transportation provided.

If you wish to play with other golfers, please indicate their names. The Golf Pro will pair you with your request to the best of their ability and as long as registration and payment has been received for the requested players.

CLUB RENTAL INFORMATION: Arrangements for golf club rentals and payment must be made directly with The Resort at Red Hawk. Supply is limited. Club rentals are not included in the golf registration fee. Golfers not making prior arrangements will not be guaranteed clubs on site. Contact The Resort at Red Hawk at 775-321-5977.
Due to low participation and minimum requirements based on the golf outing contract, ASHES has cancelled the Golf Outing.

We understand that individuals, businesses, and healthcare facilities are tightening their belts; leaving little room for extra curricular activities. A golf outing might be tough to justify personally or professionally.

Those with an interest in golf may contact The Resort at Red Hawk at 775-321-5977 and speak with Mike Eskuchen to reserve time directly with the course. The course has graciously authorized T-times this far out especially for our organization. Be sure to mention ASHES when you call.
Certified Healthcare Environmental Services Professional (CHESP) Exam Administration

Take the CHESP Certification Exam at the ASHES Annual Conference in Reno!

Important: Read all instructions before completing the application on the following page.

Exam Date
Tuesday, September 22, 7:30 am–9:30 am
(Check-in at 6:30 a.m.)

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.

Earn the CHESP credential during ASHES’ Annual Conference. The CHESP Examination will be administered during the above time and will be administered as a paper and pencil test. Candidates will receive scores after the Examination via mail; typically within 8 weeks.

All regulations in the CHESP Candidate Handbook apply. The Handbook is available at www.aha.org/certification, click on the CHESP logo to access the information. You may also call the test administrator, Applied Measurement Professionals at 913-895-4600 for a copy.

To apply
• Complete the application on pages 27-28. Under “Examination Type” on page 27 mark that you are applying for a "Special Domestic Administration" and fill in the date where indicated.
• Sign your application.
• Mail your completed application with the required exam fee to:
  Applied Measurement Professionals, Inc. (AMP)
  18000 W. 105th Street
  Olathe, KS 66061-7543
  Phone: 913-895-4600
  Fax: 913-895-4651
• Payment may be made by credit card, company check, cashier’s check, or money order payable to AMP. No cash or personal checks.
• If paying by credit card, you may fax your completed application to 913-895-4651. Remember to sign the application.

Applications must be received by August 25, 2009. Online application is not available for this administration.

Important Reminders
• All regulations in the CHESP Candidate Handbook apply.
• Applied Measurement Professionals (AMP) will process applications and send confirmations 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 1, 2009, 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 as outlined on this page.
• A review session will be held on Sunday, September 20th at the Grand Sierra Resort, 2:30pm–4:30pm. Review session registration is separate from the exam application. A review session registration does NOT constitute an Exam application. Applicants can sign up for the Review Session online or through this conference brochure.
• Do not mail Exam application to ASHES. All applications must be directed to AMP at the address indicated in this page.

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. Please contact the AHA Certification center at 312-422-3711 for information regarding your renewal date!

Must complete form and signature on page 28.
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 repllicant.
☐ 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 areas 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: ___________________
First Name ______________________________________________________
Last Name ______________________________________________________
ASHES Membership Number (Must be submitted in order to receive member price) __________________________________________________________
Title ____________________________________________________________
Organization ____________________________________________________
Address ________________________________________________________
City________________________________  State_______  Zip ____________
Phone_____________________________  Fax __________________________
Email __________________________________________________________
Emergency Contact ______________________________________________
Relationship ____________________________________________________
Phone______________________  Phone (Alternative) __________________

Conference Fees
The non-member registration fee includes one-year membership.

Postmarked on or before April 25 – August 15, 2009 EXTENDED DEADLINE TO SEPTEMBER 4, 2009. REGISTER NOW AND SAVE!
☐ $520.00 Member  ☐ $700.00 Non-Member
☐ Add conference recordings for an additional $189.00! Best Value!

Postmarked on or before August 16 – September 4, 2009
☐ $620.00 Member  ☐ $800.00 Non-Member

Postmarked after September 4, 2009
☐ $695.00 Member  ☐ $895.00 Non-Member
☐ Add conference recordings for an additional $189.00! Best Value!

VA/MEDCOM Postmarked after August 15, 2009
☐ $495.00
☐ Add conference recordings for an additional $189.00! Best Value!
VA non-members wishing to become member of ASHES should register as at the “Regular” or “Late” “Non-Member Rate” to receive a one year membership. All VA Chiefs of Environmental Management are members by contract. Please include your member number.

One Day Fee
☐ $180.00 Monday, September 21, 2009 (Includes Exhibits)
☐ $180.00 Tuesday, September 22, 2009 (Includes Exhibits)
☐ $180.00 Wednesday, September 23, 2009 (Includes Awards Dinner)
☐ $65.00 Thursday, September 24, 2009

CHESP Review Session
IMPORTANT: Registering for the CHESP Review Session does not automatically register you for the Exam. Please submit exam application to AMP. See Exam Application on page 27.
☐ $125.00

Guest Fees (Guest tickets are required for guests accessing any of the functions below)
☐ $25.00 Sunday Welcome Reception
☐ $15.00 Monday Exhibit Hall Reception
☐ $15.00 Tuesday Exhibit Hall Lunch
☐ $55.00 Wednesday Awards Dinner

Golf Event
Participants must complete the Golf Registration Form on page 25.

Membership Renewal
☐ Full Member $115 – For ES professionals working in an AHA member hospital.
☐ Full Member $145 – For ES professionals working in a non-AHA member hospital.
☐ Associate/Corporate Member $145 – Those affiliated with regulatory agencies, healthcare planning organizations, consultants, manufacturers, suppliers or vendors.
☐ Retired/Full-Time Student Member $77.50 – All retired environmental services, housekeeping and textile care professionals; individuals in employment transition; or full-time students (these individuals must submit a letter from an accredited college or university stating full-time student status.)
☐ General Interest Member $115 All members not specifically defined or identified under sections of Article 4 in the ASHES Bylaws. These members do not have voting privileges and may not hold office.

Total Amount Due $___________________

Payment
(One of these methods must be included in order to process registration. Registrations without payment method will not be processed)
☐ Check or Money Order
Payable to ASHES/AHA Registration Code 324AM09
☐ P.O. Number ____________
(P.O. and billing address MUST be attached. Registrations will not be processed without proper documentation)

Credit Card:  ☐ Visa  ☐ Master Card  ☐ American Express
Credit Card Number _____________________________________________
Expiration Date __________________________________________________
Cardholder Name ________________________________________________
Cardholder Signature ____________________________________________

Registration Submission
WEB: www.ashes.org
FAX: 805-654-1676
MAIL: ASHES, 75 Remittance Drive, Suite 1976, Chicago, Il 60675-1976

Form continues on page 30 →
To properly 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.

Print clearly:
First Name __________________________
Last Name __________________________

If already registered, please submit this form and provide either your confirmation number: __________________________

ASHES membership ID (Required): __________________________

Notification to ASHES regarding changes to participation in meal functions must be made by August 1, 2008 in order to ensure adequate ordering. Tickets may be required for some meal functions. Onsite changes to meal attendance will be based on availability onsite. Attendees are invited to all functions below unless otherwise noted.

Business Meeting
Tuesday, September 22
5:45pm–6:15pm
☐ E.3 Business Meeting (no meal provided; all member attendees and member exhibitors are encouraged to attend)

Events & Meals
Sunday, September 20
5:00pm–6:00pm
☐ E.1 New Member & 1st Time Orientation
6:00pm–9:00pm
☐ E.2 ASHES Welcome Reception

Monday, September 21
2:30pm–5:00pm
☐ E.4 ASHES Healthcare Marketplace & Opening Reception
9:15am–1:00pm
☐ E.5 ASHES Healthcare Marketplace and Box Lunch
2:45pm–3:15pm
☐ E.6 Sunshine Break

Wednesday, September 23
6:30pm–7:00pm
☐ E.7 President’s Reception

7:00pm–11:00pm
☐ E.8 ASHES Annual Awards Dinner

Brewed Awakenings, Continental Breakfast
☐ B.1 Monday, September 21, 7:00am–7:45am
☐ B.2 Tuesday, September 22, 7:00am–7:45am
☐ B.3 Wednesday, September 23, 7:45am–8:45am
☐ B.4 Thursday, September 24, 7:00am–8:00 am

General Sessions
Monday, September 21
8:00am–10:00am
☐ G.1 ASHES Opening and Keynote – Colonel Rick Searfoss
4:40pm–5:45pm
☐ G.3 Power Session – Various Speakers

Tuesday, September 22
7:45am–9:00am
☐ G.2 ASHES General Session – Dr. William Wagner

Wednesday, September 23
9:00am–10:15am
☐ G.4 ASHES General Session – Alex Frankel
1:15pm–2:30pm
☐ G.5 ASHES General Session – Paul Fayad

Thursday, September 24
9:45am–11:00am
☐ G.6 ASHES Closing Session – Tom Olivo

Learning Labs
Monday, September 21
10:15am–11:30am
(Choose one)
☐ 1.1 The Fundamentals for a Successful Patient Transport Department (Part 1)
☐ 1.2 Hospitals in Pursuit of Excellence
☐ 1.3 Pharmaceutical Waste As Universal Waste
☐ 1.4 SUPER DIRECTOR: Effectively & Efficiently Expanding Your Leadership Skill-Set
☐ 1.5 Environmental Services: What’s New from CDC Guidelines

Tuesday, September 22
9:15am–1:00pm
☐ E.5 ASHES Healthcare Marketplace and Box Lunch

Wednesday, September 23
1:15pm–2:30pm
(Choose one)
☐ 2.1 Healthcare Waste – Regulatory Challenges
☐ 2.2 The Fundamentals for a Successful Patient Transport Department (Part 2)
☐ 2.3 Secrets of Productivity
☐ 2.4 Making the Decision to Outsource Linen and Laundry Service
☐ 2.5 Pharmaceutical Waste As Universal Waste

Tuesday, September 22
1:30pm–2:45pm
(Choose one)
☐ 3.1 Risk Assessment: Controlling the True Cost of Safety
☐ 3.2 The Joint Commission’s Emergency Management Requirements for 2009
☐ 3.3 Everything you need to know about USP 797!
☐ 3.4 Expanding Levels of Your Comfort Zone
☐ 3.5 Working Toward Zero Infections
☐ 3.6 Patient Spaces as Capital Assets

Wednesday, September 23
3:15pm–4:30pm
(Choose one)
☐ 4.1 High Performance Floor Care: It’s All in the Details
☐ 4.2 Post Consumption Materials Management for Hospital Economic and Environmental Sustainability
☐ 4.3 EVS & Patient Transport – Working Towards an Accelerated Performance
☐ 4.4 Understanding the Process for Approving Antimicrobial Pesticides Bacteria and Viruses are Pests, Oh My!!!
☐ 4.5 Healthcare Construction and Infection Prevention
☐ 4.6 Patient Spaces as Capital Assets

Wednesday, September 23
10:30am–11:45am
Learning Labs (Choose one)
☐ 5.1 How to Influence Your Staffing levels in a Fiscally Conservative Environment Reducing Workplace Injuries
☐ 5.2 Managing Difficult Employees Using Self Coaching Skills
☐ 5.3 Making the Case for Technology Investment
☐ 5.4 It IS easy to be Green in the OR!
☐ 5.5 Managing Contracts Made Easy

2:45pm–4:00pm
Learning Labs (Choose one)
☐ 6.1 Managing Multiple Campuses and Offsite Facilities
☐ 6.2 ES in the Long Term Care Setting
☐ 6.3 From Now to Wow! Using Customer Information to Improve Patient Experiences
☐ 6.4 One Size Does Not Fit All: The Custom Fit for Greening Up Your Operations
☐ 6.5 Bugs in the System: What You Really Need to Know About Bed Bugs and Healthcare

Extended Sessions
Wednesday, September 23
1:30pm–4:30pm
☐ ES.1 DOT Regulated Medical Waste HazMat Compliance Training (Choose this session instead of a Learning Lab)

Thursday, September 24
8:15am–9:30am
Learning Labs Continue (Choose one)
☐ 7.1 Textile Innovations for Healthcare Launderies
☐ 7.2 Infection Control Overview
☐ 7.3 Implementing a Sustainability Program in Environmental Services: Overcome the Challenges
☐ 7.4 The Business Case for Environmental Services: Make the Case, Write the Plan
☐ 7.5 MRSA – Occurrence, Persistence, and Disinfection on Fomites

Volunteer
☐ VOL.1 Yes, I would like to volunteer at the ASHES Annual Conference. (ASHES will contact you with volunteer opportunities as they become available)
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*As of May 29, 2009*