

SNUG 2018 CONFERENCE RECAP | SNUG's 26th Annual Conference & Meeting



- Four Days of Educational Sessions, Hands-on Lab Access, Workshops, Networking Events
- 120 Attendees from 58 SCC Client Sites ➤ Five Educational Tracks plus Product Tracks
- Professional Motivational Speaker ➤ 13 Vendors/Sponsors ➤ And more!

It's hard to believe that SNUG 2018 is already behind us. As we close the books on this chapter and start gearing up for SNUG 2019 conference planning, we wanted to share with you some of our successes from our most recent annual conference and meeting. SNUG 2018—our 26th annual Healthcare Information Technology Summit—was a success! Before we set our sights on 2019, here are just a few conference highlights.

~Cheers, Nikki Van Ingen, 2017/2018 SNUG President

New for SNUG 2018: Free pre-conference HANDS-ON SoftReports workshop! Sunday afternoon, members of SCC's SoftReports team presented a free half-day workshop that provided attendees a hands-on experience working with SoftReports set up for SoftLab 4.0 and SoftLab 4.5 environments. This workshop included topics that ranged from utilization of SoftReports to **create reports for SCC's non-genetics software systems**, review of the Database Dictionary, changing date/time formats, overview of Turnaround Time Reports, and optimizing queries.

SNUG 2018 Attendance This year, 120 attendees representing 58 different SCC client sites attended the annual conference. There were 47 first-time attendees, and special networking activities, such as the first-time attendee breakfast, helped break the ice and welcome them.

SNUG 2018 Presentation Breakdown SCC users were encouraged to present, and of the 57 total sessions (including repeats), 38 were presented by SCC staff (40 sessions total with 2 repeats), 6 were presented by SCC users (8 sessions total with 2 repeats), 3 were co-presented by SCC staff/SCC user, and 6 were presented by SNUG Platinum vendors. Of the 57 total sessions, 47 were unique, 4 were repeats, and 7 were two-hour expanded sessions.

Keynote Speaker, Tim Gabrielson For SNUG's 26th annual conference, keynote speaker, Tim Gabrielson, brought his motivating, thought-provoking *Lemons to Laughter* message on **how to respond instead of just reacting to life's situations to**

attain a more meaningful life, solve problems more easily, find solutions more quickly, create more efficient teams, and have fewer turnovers – all by implementing positive change.

Tim inspired us with his words, entertained us with his comedy and magic, and showed us how to make small choices that result in greater enthusiasm and improved productivity.

Tim Gabrielson

Nationally renowned entertainer, speaker, and emcee who had his own show in Vegas, Tim helps audiences choose to live positively!

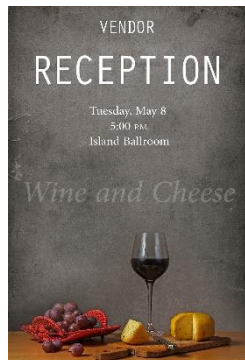
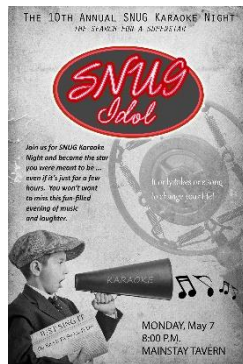


SNUG 2018 Keynote Speaker | Monday, May 7 @ 9:00 A.M.

2018 SCC Town Hall Immediately following the Opening Session was the annual SCC Town Hall. For 2018, we had a slightly different format. **Members of SCC's** executive management team and interfaces product management addressed questions submitted in advance by SNUG members:

- ✓ **Patrice Nedelec**, Vice President, Global Implementation & Client Services, Regulatory Affairs, Quality, Education
- ✓ **Tomek Ocipka**, Vice President, Research & Development
- ✓ **Leszek Rumak**, Chief Technology Officer and Vice President, Genetics and AP Division
- ✓ **Hadrian Newman**, Vice President, Strategic Projects
- ✓ **Magdy Ebeid**, Vice President, Operations
- ✓ **Doug Davidson**, Instrument Interface Product Manager

SNUG Idol—our 10th annual karaoke night was a fun time, as usual! We all had a chance to be stars **for one night**. It's no wonder this networking event has become a perennial SNUG favorite, and it's always a nice surprise to see—and hear—the talent in this group.



Vendor Wine & Cheese Reception

Following sessions on Tuesday, attendees had a chance to relax and unwind at the vendor wine and cheese reception before they headed out for dinner or the Escape Room event.

Attendees turned in their vendor game cards for an opportunity to win fabulous

prizes while they socialized with the SNUG exhibitors and sponsors who help make the conference possible each year.

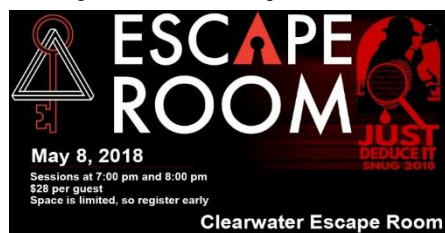
This year, we started it an hour earlier to give attendees some extra time to participate in the Escape Room event.

NEW FOR SNUG 2018! ADVENTURE GAME @ ESCAPE ROOM CLEARWATER BEACH To dovetail with our mystery theme this year, we decided to try something completely different to give attendees an opportunity to use their powers of deduction and creative thinking skills.

Immediately following the SNUG Vendor Reception, we hopped aboard the Jolley Trolley and rode up to north Clearwater Beach for our Escape Room Adventure, an offsite teambuilding and networking event.

There were five adventures to choose from (*Pirate Ship, Escape the Subway, Cyber Case, Sector 8 – Area 51, and Zombie Underground*), and this gave us a chance to unwind, network, and

have fun as we worked together in teams to solve a case. Most teams were able to decipher their dilemmas before time ran out!

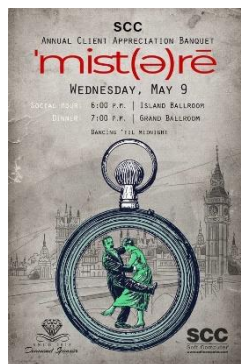


SCC's Annual Client Appreciation Banquet

SNUG Diamond sponsor, SCC Soft Computer, continued their annual tradition and hosted a banquet Wednesday evening.

In keeping with the medical mysteries/Sherlock Holmes vibe of the conference, they called it **mist(ə)rē**, the phonetic spelling of mystery (*and one of the clues in the game we played*)!

Attendees were invited to come prepared to channel their inner Sherlock Holmes (*or favorite detective*) and work with their tablemates to crack some conundrums, solve some mysteries, and decipher some dilemmas ... just for the fun of it!!



We enjoyed an evening of dining and dancing—and mystery solving—as we networked with SNUG 2018 conference attendees and SCC staff.

For SNUG 2018 photos, presentations, and more, visit www.snuginonline.org.

SCC's annual SNUG/Client Appreciation Banquet is our

chance to gather each year as SCC shows their appreciation to the Soft Network Users Group and some of **SCC's valued clients**. It's also a wonderful opportunity to meet and socialize with fellow attendees and our SCC support team in a relaxed and fun setting outside work while we enjoy a fabulous feast!

After the social hour, we introduced the newly elected SNUG 2018/2019 SNUG Executive Board and Annual Committee.



Left to right: Shawna Andriese; Randy Reddekopp, Michelle Precourt, Scott Hansen, Kathy Davis, Robert Gentry; Sonal Pandey, Jeff Hughes, Brenda Duff, Earle Barnes, Nikki Van Ingen, Chung-Hee Row, and Steve Pleschourt

Not pictured: Becky Schran

After introductions, we all enjoyed a fabulous dinner and dessert **followed by SCC's very own Mystery Game**.



Each table worked as a team to unravel five clues, many hidden within the decorations on the table. The first team to solve all five clues was the winner and each person won a \$20 gift card!

The party continued until late in the evening as we danced the night away!

(*This group loves to dance every chance we get!*)

SCC's Marketing team created gorgeous tablescapes that included hidden clues we used in the mystery game we played after dinner.



SNUG Elections • SNUG 2018 Sponsors

SNUG Elections

Tuesday morning, May 8, during the annual SNUG business meeting at the annual conference, SNUG members cast their ballots and elected the 2018/2019 SNUG Executive Board.

The incoming SNUG Executive Board was introduced Wednesday evening at SCC's annual Client Appreciation Banquet.

You can find the contact information for the 2018/2019 SNUG Executive Board on SNUG's website under the Contacts tab

<http://snuginonline.org/snugboard.html>.

We have an exciting year ahead! We welcome your suggestions, questions, ideas, and comments.

Introducing the 2018/2019 SNUG Executive Board:

2018/2019 SNUG EXECUTIVE BOARD

- ✓ **SNUG Past President**
[Nikki Van Ingen](#), Holland Hospital
- ✓ **SNUG President**
[Steve Pleschourt](#), Mayo Clinic
- ✓ **SNUG Vice President**
[Sonal Pandey](#), Lancaster General
- ✓ **SNUG Secretary**
[Randy Reddekopp](#), Saskatoon Health Region
- ✓ **SNUG Treasurer**
[Shawna Andriese](#), Renown Regional Medical Center
- ✓ **SNUG Assistant Secretary**
[Scott Hansen](#), Mayo Clinic
- ✓ **SNUG Assistant Treasurer**
[Michelle Precourt](#), Children's Hospital of Philadelphia
- ✓ **SNUG Membership Chairman**
[Robert Gentry](#), Genova Diagnostics
- ✓ **SNUG SIG Coordinator**
[Kathy Davis](#), University of Michigan
- ✓ **SNUG Customer Service Coordinator**
[Becky Schran](#), Olmsted Medical
- ✓ **Planning Committee Chair**
Auxiliary Board Member
[Brenda Duff](#), Orange Regional Medical Center
- ✓ **Member at Large**
[Jeff Hughes](#), University Hospitals
- ✓ **Auxiliary Board Member**
[Chung-Hee Row](#), National Institutes of Health

SPECIAL THANKS TO OUR 2018 SPONSORS, SNUG's "PARTNERS IN INNOVATION"

The exhibitors and sponsors help make SNUG's annual conference possible and give attendees an opportunity to learn more about third-party tools that can help boost efficiency. Platinum vendor, S&P Consultants hosted a hospitality suite Monday evening before SNUG Idol.

On Tuesday, Platinum vendors (API – American Proficiency Institute, BC Solutions, RCM Enterprise Services, Vedant Health, and Voicebrook) presented conference sessions. On Wednesday, Platinum vendor, Tech Data, presented.

Diamond

- ✓ SCC Soft Computer

Platinum

- ✓ American Proficiency Institute
- ✓ BC Solutions
- ✓ RCM Enterprise Services
- ✓ S&P Consultants
- ✓ Tech Data
- ✓ Vedant Health
- ✓ Voicebrook
- ✓ Zebra Technologies

Gold

- ✓ Futura Mobility
- ✓ Informs

Silver

- ✓ OpenText ANX
- ✓ Oracle

**JUST
DEDUCE
IT!**
✓

The SNUG 2018 Vendor Game



During the Vendor Fair on Tuesday, attendees visited each vendor and received a stamp on the vendor's logo on the game card.

At the Vendor Wine and Cheese Reception that evening, attendees turned in their completed game cards to be entered into drawings for fabulous prizes as they networked with SNUG sponsors and fellow attendees.

SAVE THE DATE FOR SNUG 2019 • Mark your calendars for the week of MAY 5th!

SNUG 2019: Week of May 5th

Plans are underway for SNUG 2019, SNUG's 27th annual healthcare information technology summit.

We're not unveiling the theme/tagline yet, but you can be sure that it will be something to inspire you and will have "oceans" of surprises!

Preliminary details and rates will be included with your 2019 membership mailer during Q4 2018.

The SNUG Executive Board is counting on knowledgeable and articulate subject matter experts who are willing to share their insights and real-world experience with their peers and fellow SCC users.

- ✓ If you have a lesson learned, best practice, or a tip or trick that has **helped increase your department's productivity**, we hope you'll consider sharing your knowledge and experience by presenting a [poster](#) or [educational session](#) at SNUG 2019.
- ✓ If you have a topic you'd like to see presented, we welcome your [suggestions](#).

MAY						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
S N U G C O N F E R E N C E						
12	13	14	15	16	17	18
MOTHER'S DAY						
19	20	21	22	23	24	25
26	27	28	29	30	31	
	MEMORIAL DAY					
5/5: CINCO DE MAYO 5/6: FIRST DAY OF RAMADAN 5/30: ASCENSION DAY			2019			

SNUG 2019: May 5th through 9th

Watch for updates on www.snuginconline.org.

SNUG 2019 Venue*

We'll be returning to the Sheraton Sand Key Resort on spectacular Clearwater Beach for SNUG's 27th annual conference and meeting.

Situated on the north end of Sand Key, a barrier island located between the Gulf of Mexico and the Clearwater mainland – the Sheraton Sand Key is an award-winning Mediterranean-style resort that offers a tropical island experience with accommodations overlooking the glittering sugar sand of Sand Key Beach and the sparkling azure waters of the Gulf of Mexico.



SNUG 2019 CONFERENCE HOTEL RATE

The Sheraton is offering us a block of guest rooms for SNUG 2019 attendees at the following conference hotel rate.*

1 Bedroom (1 – 2 persons):\$189.00

*Rate is per night (standard room), plus 13% tax.

Details to follow in Q4.

WHY STAY AT THE CONFERENCE HOTEL?

It isn't likely that you'll find a better hotel rate on Clearwater Beach, but the special rate isn't the only reason to stay at the conference hotel.

- ✓ **Free conference space for SNUG = lower cost for you!** If we book enough rooms, SNUG gets the conference space **FREE**. This helps control conference costs; we pass on the savings to **YOU!**
- ✓ **Convenience!** Your room is right there if you need a break or in case you forget something or need to do a quick change for the next event.
- ✓ **Extra beauty rest!** You can sleep in and get some extra rest **since you don't have far to travel!**
- ✓ **No rental car needed = additional savings on your travel costs and no worries about parking or rental car return!** The hotel has restaurants, shops, **recreation, easy beach access ...** everything you need is right there, or within walking distance. (If you do drive, the Sheraton offers free hotel parking.)
- ✓ **Free local transportation aboard the Jolley Trolley!** Your stay at the Sheraton Sand Key Resort includes free local transportation aboard the Jolley Trolley for you and up to three friends! **That's a savings of \$2.25 per trip per person (or \$5.00 per person for a daily pass)!**