

Granite State  
Health Care Coalition

# 2024 GSHCC Conference

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**May 8, 2024**

9:00am-3:45pm

Southern New Hampshire University  
Manchester, NH

*A Brand New World: Leaning  
into New and Emerging  
Threats*

## agenda

### **Registration, Networking, and Breakfast**

8:00am-9:00am

### **GSHCC Welcome**

#### **GSHCC Leadership**

Overview of the GSHCC, initiatives and activities, membership, and housekeeping items.

9:00am-9:20am

### **Plenary Session 1**

*Resilience After Community Violence is Possible*

**April Naturale**, VP Disaster Services, Vibrant Emotional Health

9:20am-10:30am

This presentation will discuss the unique individual and community behavioral health impacts of community violence and the expected recovery trajectory.

### **Break**

10:30am-10:45am

### **Plenary Session 2**

*How We Evacuated Two Hospitals Amidst Colorado's Marshall Fire: Managing the Chaos, Being Okay with Being Uncomfortable and Critical Relationships*

**Chris Mailliard**, Manager – Safety, Security, and Emergency Management, Presbyterian/St. Luke's & Rocky Mountain Hospital for Children;

**Michelle Deland**, Executive Director, North Central Region Healthcare Coalition

10:45am-11:55am

This session will discuss lessons learned and best practices related to two hospital evacuations during the Marshall Fire in Colorado.

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## Lunch and Networking

11:55am-12:55pm

## Plenary Session 3

12:55pm-2:05pm

*Learn 'Life or Death Listening' from a former FBI Hostage Negotiator  
Michelle Kelley, former FBI hostage negotiator (retired); US Lead, The Listening Institute*

In this plenary session, Michelle will highlight the transferable skills she has gained from coordinated communications with terrorists, international criminals, and those in crisis. She has taught these skills to law enforcement, and latterly business, with immense success.

## Break

2:05pm-2:20pm

## Plenary Session 4

2:20pm-3:30pm

*Lessons Learned from the Signature Healthcare and Brockton Hospital Fire and Evacuation*

**Claire Berube Sears**, HEM, Emergency Management and Environmental Safety Program Manager, Signature Healthcare

This presentation details the Brockton Hospital Fire and Evacuation on February 7, 2023, resulting in the evacuation of 160 patients and the many best practices, areas for improvement, and lessons learned obtained.

## Closing Remarks

3:30pm-3:40pm

### GSHCC Leadership

Final remarks will be offered by the GSHCC team. Participants will be asked to complete a brief conference evaluation survey

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Foundation for  
Healthy Communities