



# 2010 INTERNAL OPERATIONS CONFERENCE

## July 11-14, 2010

Sheraton San Diego Hotel & Marina

### GENERAL INFORMATION

#### Aloha!

The 2010 Internal Operations Conference will be held July 11-14 at the Sheraton San Diego Hotel & Marina and hosted by the Hawaii Medical Service Association (HMSA).

This website includes your complete conference details, including hotel and conference registration information, and links to explore San Diego and nearby attractions.

We will be posting as many of the conference documents and forms here as possible in our efforts to be efficient, effective and environmentally responsible. Information will be updated periodically, with updates becoming more frequent as the actual conference dates approach.

See you in sunny San Diego!

### SHERATON SAN DIEGO HOTEL & MARINA

1380 Harbor Island Drive  
San Diego, CA 92101  
(619) 291-2900

The [Sheraton San Diego Hotel & Marina](#) features a spa and health club, basketball and tennis courts, three swimming pools, and jogging trails. Onsite restaurants include fine dining at Harbor's Edge, more casual eating at Quinn's and the Shoreline Restaurant, and Tapatini's, a tapas and martini bar.

The complimentary Sheraton airport shuttle is available for your convenience. It runs every 25 to 30 minutes from San Diego International Airport, between 5:30 a.m. and midnight daily. If arriving outside these hours or using the commuter terminal, please call the hotel for pickup.

All this and more, just minutes away from the historic Gaslamp District, Seaport Village, Balboa Park, Sea World, the San Diego Zoo, and many other attractions. For more on San Diego, click on the link we've provided to their convention and visitors bureau website. San Diego is a wonderful destination for families, so plan on staying a few days. We have great conference rates for you at the Sheraton, available from July 8 - 17.



## GENERAL DIRECTIONS TO THE HOTEL

### From East

- Take Interstate 8 West to I-5 South.
- Take the Sassafrass/San Diego Airport exit.
- Turn right onto Laurel.
- Turn right onto Harbor Drive.
- Continue for 1.5 miles to Harbor Island.

### From North

- Take Interstate 5 South to the Sassafrass/San Diego Airport exit.
- Turn right onto Laurel.
- Turn right onto Harbor Drive.
- Continue for 1.5 miles to Harbor Island.

### From San Diego International Airport

- Follow the exit, which becomes Harbor Island Drive.
- Drive straight through the intersection to Harbor Island Drive.
- The hotel is on the right-hand side.

### From South

- Take I-5 North to the Hawthorne/San Diego Airport exit.
- Turn right onto Harbor Drive.
- Continue for 1.5 miles to Harbor Island.

## RATE & ROOM RESERVATIONS

### Conference rate:

- \$179 per night, single or double occupancy, plus applicable fees and taxes.
- Conference rate is available July 8 - 17, subject to availability.
- Deposit: A token amount of \$.01 will hold your online reservation.

Attendees are responsible for their own hotel arrangements. Making your reservation as early as possible will give you the best chance of receiving the group rate for your requested dates.

### To make reservations:

- You can make reservations [online](#) or by calling the hotel at (619) 291-2900 or calling the Reservations Center at 1 (877) 734-2726.
- For special group rate, reference "IOC 2010."



## CONFERENCE ATTENDANCE

Attendance at the 2010 Internal Operations Conference is limited to members of the Western Conference of Prepaid Medical Service Plans.

## CONFERENCE REGISTRATION

All conference attendees must complete and submit the conference registration form.

Remember, all attendees are responsible for making their own hotel reservations directly with the Sheraton San Diego Hotel & Marina.

## SAN DIEGO WEATHER

July in San Diego is historically marked by an average high of 75 degrees and a low of 64 degrees with no precipitation. We should see the sun rise just before 6 a.m. and set just before 8 p.m.

## CONFERENCE ATTIRE

Attendees should plan on being comfortable in "business casual" attire during the conference and casual or aloha attire for the social events. You may wish to bring a light jacket or sweater for the air-conditioned meeting rooms. And be ready to enter the "Loud Aloha Shirt" contest!

## ACTIVITIES \* UPDATED APRIL 22, 2010!

### **Welcome Reception**

6-7:30 p.m. on Sunday, July 11

Sponsored by TriZetto

Komo Mai!

Welcome!

Reconnect with old friends and make new ones at our opening reception. Come prepared to enter the "Loud Aloha Shirt" contest and sample some great food.

### **Dinner Event on the USS *Midway***

6-10 p.m. on Monday, July 12

Sponsored by American Well

Join us for an exclusive, private event aboard the historic USS *Midway*, where we'll enjoy dinner, music and access to the private flight deck and hangar bay that includes 60 exhibits and 25 restored aircraft.



Chartered motor coaches will take us from the hotel to the ship and back, and docents will provide guided tours on the USS *Midway*, and information on various points of interest.

The USS *Midway*, is a historic U.S. Navy aircraft carrier that could launch a massive aircraft every 60 seconds. Learn more at [www.midway.org](http://www.midway.org).

### **Golf**

Tuesday afternoon, July 13

The Maderas Golf Club in Poway is San Diego's top-rated golf course. Located just minutes from downtown San Diego, the Maderas Golf Club was designed by Johnny Miller and Robert Muir Graves, and offers a unique combination of golf course strategy and design mastery.

#### **Golf dress code, strictly enforced:**

- Collared shirts. No halter tops.
- Shorts must be at least mid-length.
- No denim.
- Soft-spiked shoes.

Cost: \$99 delegate's rate includes box lunch, drink, transportation, club rental (normally \$70), and all applicable fees and taxes. Forty sets of new X-22 Callaways will be available to rent. Sorry, but these do not include any women's left-handed sets.

### **Scenic San Diego by Land and Sea Tour**

Tuesday afternoon, July 13

Enjoy a personalized highlights tour of San Diego via deluxe motor coach. Includes a 60-minute tour of San Diego harbor and 30 minutes at Balboa Park, plus the Gaslamp Quarter, Coronado and Old Town.

Guests will need a photo ID for the harbor tour. Wear walking shoes and sunscreen, and you may want to bring a camera and a light jacket.

The tour's last stop will be at Balboa Park, where you could choose to leave the formal tour and spend additional time there on your own.

### **Hop-on Hop-off Trolley Tour**

Tuesday afternoon, July 13

Trolley continually circuits selected downtown attractions and the Sheraton for five hours and you can get on and off as you please. Trolley is free; you are responsible for any activity admission tickets and other expenses.



**Here's a tentative schedule:**

Trolley Stops	Trolley Stop Times	Other Attractions Nearby
Sheraton San Diego	1, 2, 3, 4, 5, 6 p.m.	
<a href="#">Seaport Village</a>	1:15, 2:15, 3:15, 4:15 and 5:15	<ul style="list-style-type: none"> <li>• Embarcadero Park</li> <li>• USS <i>Midway</i></li> <li>• San Diego Maritime Museum (a bit of a walk, but not too far!)</li> </ul>
<a href="#">Gaslamp Quarter</a>	1:20, 2:20, 3:20, 4:20 and 5:20	<ul style="list-style-type: none"> <li>• Horton Plaza</li> <li>• Petco Park (if you want to see the ballpark)</li> </ul>
Balboa Park <a href="http://www.balboapark.org">www.balboapark.org</a> <a href="http://www.sandiegozoo.org">www.sandiegozoo.org</a>	1:40, 2:40, 3:40, 4:40 and 5:40	<ul style="list-style-type: none"> <li>• San Diego Zoo</li> <li>• 15 major museums</li> <li>• Japanese Friendship Garden</li> <li>• Spanish Village Art Center</li> <li>• Restaurants &amp; dining spots</li> <li>• Carousel</li> </ul>

The hotel is just a quick cab-ride away if you miss the last trolley stop.

**CONFERENCE WEBSITE**

Additional conference information is available on this website. Please see the links from the IOC home page. Mahalo!

**QUESTIONS?**

If you have any questions about the 2010 IOC, please email us at [IOC2010@hmsa.com](mailto:IOC2010@hmsa.com).

We're looking forward to seeing you in sunny San Diego in July!