

Washington State Healthcare HR Association Fall Conference 2016

September 14: Pre-Conference session and networking event

September 15-16: Conference Stevenson, Washington



CONFERENCE HIGHLIGHTS

- FUN! JOIN US FOR FUN ON WEDNESDAY AND THURSDAY NIGHTS
- NETWORKING! A CONFERENCE AND ASSOCIATION HALLMARK

SESSION TOPICS:

- Leadership Acceleration: A Hospital case study
- What's new in the law ... and what you can do about it!
- The buzz on onboarding employees
- Facilitating Effective Problem Solving
- Let it Go, Just let it go! (*Letting go of stress*)
- Happiness in the workplace
- *Bonus pre session*: Operating within your strengths zone! (Based on StrengthsFinder 2.0)

**Held Wednesday September 14th 2:00 - 4:30 pm*



HRCI, SHRM, CHHR Credits Pending!

Washington State Healthcare HR Association Fall Conference 2016

Schedule

Wednesday, September 14

- 2:00—4:30pm ***Bonus Session* Operating within your strengths Zone!**
- 4:30—6:00pm **Board Meeting**
- Evening—TBD **Hosted Welcome and Networking Social—TBD**

Thursday, September 15

- 7:00—8:00 **Breakfast**
- 8:00—8:15 **Welcome/Introductions**
- 8:15—10:00 **Leadership Acceleration: A Hospital Case Study**
- 10:00—10:30 **Break/Business Partner Visit**
- 10:30—12:00 **What's Changing in the Law...and What You Can Do About It!**
- 12:00—1:00 **Lunch/Vendor Visit**
- 1:00—2:30 **The Buzz on Onboarding Employees**
- 2:30—3:30 **Business Partner Acknowledgements/Drawings**
- 3:30—5:00 **Facilitating Effective Problem Solving**
- 6:00—7:00 **Reception**
- 7:00— 8:30 **Dinner—TBD**

Friday, September 16

- 7:00—8:00 **Breakfast**
- 8:00—8:30 **WSHHRA Business Meeting**
- 8:30—10:00 **You're Fired! Happiness in the Workplace**
- 10:00—10:20 **Break/Checkout**
- 10:20—12:00 **Let it Go, Just let it go! Reducing Stress**
- 12:00—12:30 **Wrap up/Drawing Takeaways**

WSHHRA Fall Conference 2016



Amber Henderson, MSOD, SPHR, CPLP

Yakima Valley Memorial Hospital

Bonus Pre- Session: Operating Within Your Strengths Zone

This interactive workshop is designed to assist you in gaining a baseline knowledge of the core principles taught in the book, "First, Break All The Rules!" and "Strengths Finder 2.0."

Learning Objectives:

- Understand how to capitalize on your natural leadership style
- Articulate the significant impact management has on productivity, profitability, retention, and employee/client satisfaction and engagement of employees
- Identify individual talents for oneself, allowing for greater introspection leading to management growth and development

Amber Henderson is the Director of Human Potential at Yakima Valley Memorial Hospital. She has over 10 years of Human Resources experiences with a strong passion for training and development. She has been with the Memorial Family of Services since 2010 and prior to that she worked at Yakima Valley Farmworker's Clinic. Amber holds a B.A. in Psychology, a M.S. in Organization Development (MSOD) from Central Washington University, Certified Professional in Learning and Performance (CPLP) and a Senior Professional in Human Resources (SPHR) certifications.



Kimberly Washburn, MM/HRM, SPHR, CHHR

Snoqualmie Valley hospital

Leadership Acceleration: A Hospital Case Study

Snoqualmie Valley Hospital began a year-long leadership development process at the beginning of 2016, using a program called LEAP – Leadership Acceleration program. We are bringing our executive team and key operations team members through a comprehensive program of assessment, coaching, and cohort learning to increase our confidence and competence in our leadership roles. The key areas we are focusing on include eight critical competencies: Communication, Leadership (trust, direction, motivation), Adaptability, Relationships, Task Management, Production, Development of Others, and Personal Development. This presentation will highlight key elements of the program and discuss the results our team has experienced so far in this process.

Kimberly Washburn is a versatile Human Resources professional with more than 25 years of experience driving increased performance and profitability through envisioning and leading strategic initiatives. She has a demonstrated ability to create organizational alignment towards key goals by optimizing human resource activities. She is masterful in building strong relationships with all levels of staff to ensure effectiveness and engagement. Kimberly has worked in a wide variety of industries ranging from hi-tech (at Microsoft) to non-profit (United Way of King County) to healthcare (Snoqualmie Valley Hospital District). Kimberly holds a Masters Degree in Management with an emphasis in Human Resource Management (2012), and is currently pursuing a Doctorate in Business Administration with a Leadership emphasis with anticipated completion in 2016. Kimberly is certified as a Senior HR Professional through HRCI, a Senior Certified Professional through SHRM, and a Certified Healthcare HR professional through ASHHRA. Kimberly is currently the Legislative Liaison for WSHHRA, and is on ASHHRA's national conference committee. Kimberly was the President of WSHHRA in 2014, and has held numerous volunteer board positions for SHRM chapters in the greater Puget Sound over the years.



Sevilla Rhoads

Hall, Render, Killian, Heath & Lyman, LLC

What's Changing in the Law... and What you can do about it!

Highlights of new developments in employment and labor law which impact healthcare organizations and providers PLUS practical tips regarding what human resources may want to do (or not do) in response to the constantly changing legal landscape they face. This presentation covers the significant recent developments relevant to Washington healthcare employers and uses several of those updates to engage in a practical discussion about how HR can integrate changes in the law into their overall approach including their organization's leadership and engagement missions.

Sevilla has practiced labor and employment law for approximately 20 years. A former health care provider and health care business owner herself, Sevilla has a genuine appreciation for how a lawyer should support clients' patient care priorities and business realities. Her behavioral health training and significant workplace conflict resolution experience helps clients positively navigate disputes with the least disruption to patient care. She is also experienced in finding practical compliance solutions tailored to her clients' specific work environments. Compliance and prevention services offered by Sevilla include workplace investigations, training, contract and policy drafting. When faced with litigation, clients benefit from Sevilla's extensive trial and arbitration background. Understanding the importance of their relationships with other providers, patients and the community, she obtains dismissals and verdicts in her clients' favor without compromising the clients' organizational values around respect and collaboration. In addition to her focus on health care, Sevilla has had the distinct honor of many years advising and representing Indian Tribes, including defending sovereignty rights and strategies for increased self-governance. She is a frequent presenter on the unique issues arising in human resources for Tribes.

WSHHRA Fall Conference 2016



Jillian Douglas

Idea Learning Group

Onboarding: From Compliance to Connection

Do the first 3 months on the job establish a reason for your employees to stay? Jillian Douglas from Idea Learning Group will help you take your onboarding program from compliance to connection. In this highly interactive session you will:

- ◆ Examine the difference between orientation and onboarding
- ◆ Identify the major milestones in an effective onboarding program
- ◆ Receive a template to outline what employees should know, feel and do at each major milestone in their onboarding experience
- ◆ See examples that encourage new employees to take ownership of their own development

With 20+ years of experience in adult education, Jillian has a passion for conceptualizing and delivering operational, managerial, and leadership-focused employee development programs. She also facilitates classroom learning and conducts speaking engagements on a wide variety of topics related to adult learning and development. When Jillian's not working, you'll find her preoccupied with mid-century modern architecture or being silly with her three kids.



Diana Welch

Human Resource Management Solutions

Facilitating Effective Problem Solving

Learn and practice the skills to facilitate creative problem solving or opportunity finding sessions. Great problem solving includes the act of managing the process, adapting to each situation and going beyond conventional thinking to arrive at creative useful solutions. It also includes respect, transparent communications and breaking down silos. Learn how to ensure convergent and divergent thinking at every stage of the process. Ensure that you imagine the future state that is wanted, identify the problems and questions that need to be answered, generate ideas, develop solutions, address acceptance and resistance issues and move to a plan for action.

Diana Welch is the owner and lead consultant for Human Resources and Management Solutions. Diana is a seasoned Human Resource Executive with more than 30 years of experience. She holds certifications as a SHRM-Senior Certified Professional, SPHR, Crucial Conversations Instructor, Studer Hardwiring Excellence Coaching and Lean. HRMS provides consulting services to private and public sectors including, healthcare, manufacturing, and agricultural industries. Diana focuses on all areas of HR, management training, conflict resolution, employee relations, difficult employees, communications, harassment, hiring, meeting facilitation, problem solving, team building, terminations, and workplace issues.



Kent Rader

National Speaker and Comedian

You're Fired! Developing Happier Employees

Kent Rader's unique experience as first a hospital CFO and CPA and now a professional speaker affords an entertaining and informative program filled with practical suggestions that can help organizations increase profits by developing happier employees. Participants will learn the importance of educating and empowering employees, developing happier employees because employee relations mirror customer relations, listening to our customer's complaints to continuously improve our products and service, and, as always, stories guaranteed to make you laugh.

Let it Go, Just Let it Go!

The stress reduction keynote titled Let It Go, Just Let It Go is both entertaining, yet informative. Recent surveys report more than half of our employees hate their jobs. The number one reason cited is the stress associated with today's business environment. Having spent twelve years as CFO and CEO of Hospitals, Kent Rader has experienced this stress first hand. This keynote program takes participants on a journey they won't want to end. It begins by showing participants the origins of stressful feelings and how humor is a proven tool in combating these feelings. Kent offers practical ways to include more humor in your life, along with stories that are guaranteed to make you laugh.

Known as the "World's Cleanest Comedian and Speaker," Kent Rader helps people and associations learn and experience how laughter matters in reducing stress and building quality organizations. Kent graduated from William Jewell College in Liberty, Missouri with a B.S. in Accounting. He survived five years in public accounting and twelve years as C.F.O. and C.E.O. of hospitals before becoming a professional speaker in 1997. Kent has authored the stress reduction book titled Let It Go, Just Let It Go and co-stars with Jan McInnis in the Baby Boomer Comedy Show, Clean Comedy for People Born Before Seat Belts, Safety Helmets, and Facebook. He has been heard on NPR's Talk of the Nation, Sirius Satellite radio. Kent is the winner of the Branson Comedy Festival and has been seen on Comcast's comedy show, Who's Laughing Now and the Kansas City Royals Jumbotron. His clean, stand-up comedy DVD-CD titled Kent Rader: The Grand Wizard of Comedy was released August 11, 2014.

WSHHRA Fall Conference 2016

Skamania Lodge
Stevenson, Washington

1131 SW Skamania Lodge Way, Stevenson, WA

Washington State Healthcare Human Resources Association
Pre-Conference Session and Social event: *Wednesday 9/14*
Conference: *Thursday-Friday, 9/15-9/16*

Register by **August 1st** to receive discounted rate!

You can register online via our website at **www.wshhra.org**

Payment Options:

Check—Payable to WSHHRA

Please enclose registration form and send full payment to:

Marlo Willis
WSHHRA Treasurer
Kittitas Valley Healthcare
603 S. Chestnut
Ellensburg, WA 98926

Credit Card—www.wshhra.org

Please use online registration form and PayPal link to register for and pay the Fall Conference 2016 registration fee.

Contact Manda Scott at:
MandaScott@yvmh.org

if you have questions about the conference including dietary constraints.

**Refunds available up to 1 week prior to the conference*

REGISTRATION FORM

NAME_____

ADDRESS_____

CITY, STATE, ZIP_____

TITLE_____

ORGANIZATION_____

BUSINESS PHONE_____

EMAIL_____

- \$249 WSHHRA Members by August 1, 2016
- \$269 WSHHRA Members after August 1, 2016
- \$349 Non-members by August 1, 2016
- \$369 Non-members after August 1, 2016
- \$15 Pre-session: Operating within your Strengths Zone! (Based on Strengths finder 2.0) *Additional cost for purchase of book (\$16/Amazon.com)*
- YES NO ATTENDING DINNER
- \$40 per additional non-registered guest for dinner
Guest Name(s)_____

If you are a member of WSHHRA and budgetary constraints make attendance at this conference difficult, please contact Manda Scott.

WSHHRA Fall Conference 2016

Meeting Location and Hotel Accommodations

Skamania Lodge!

Call toll free to make reservations: (844) 432-4748

Group Code: 1XY8YG

Reserve your room by **August 1, 2016** to receive the discounted conference rate of **\$149.00**.

*Does not include lodge fees and taxes. Lodge fee includes parking, guest room internet, athletic facilities, and health club.

