



Sample - compliments of the Colorado Healthcare Association for Human Resource Management

Section 5 - Raise Your Voice – Community Citizenship

By understanding the needs of different stakeholders and by being capable of responding to those needs, HR Leaders are invaluable resources for their organizations. As *community citizens*, they:

- Build relationships with internal and external stakeholders by connecting community to business results
- Convene diverse groups to engage them in dialogue about the role of healthcare in the community
- Partner with external communities to promote the development and growth of healthcare careers
- Personally participate in professional organizations, networks, and community boards

Chapter Management Activity

46. Chapter Education: “Community Citizenship” Leadership Competency

- Chapter is to have conducted a one hour program that focuses on the ASHHRA Leadership Model’s third competency: “Community Citizenship.”

Documentation Required Chapter must provide a completed program evaluation for the one-hour meeting. (See Addendum 5 for sample, or use your chapter model). Provide a brochure, flyer or email notice of one educational program to include all of the following: program title, speaker, and education objective(s). Provide a random sample (1) completed Program Evaluation for above program. For program presented, submit a summary of the individual evaluations collected, including total number of evaluations collected.

CHAHRM ANNUAL CONFERENCE

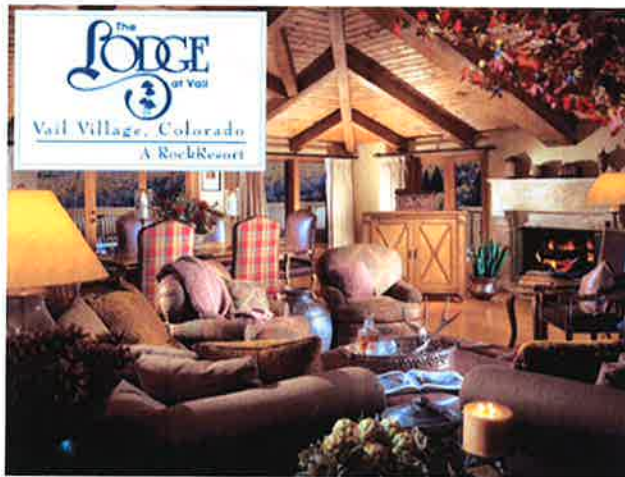
June 4 – June 6, 2008

The Lodge at Vail

Vail, Colorado



Connect with Hot Topics in Healthcare HR



Don't miss out on this incredible opportunity to find out about the latest healthcare HR trends, rules and solutions in Colorado. CHAHRM's Vail Conference is known to be a dynamic, informative, inspirational opportunity for all healthcare Human Resources professionals.

REGISTER TODAY!

CONFERENCE OBJECTIVES

- Learn about the latest hot topics for Colorado's hospitals
- Find out what top candidates want, need and demand *and* what you can do to recruit them
- Discover how to help your employees appreciate and best use the valuable benefits you provide, improving their health and productivity
- Get up-to-date perspectives on legal issues facing today's health care employers
- See how to put together the puzzle of FMLA, Workers' Compensation and Short-Term Disability
- Hear how to create an *effective* wellness program and the impact of one on a metro-Denver hospital
- Discuss the trend toward no-smoking campuses—the good, the bad and the not-so-pretty
- Hear about CHA's, ASHHRA's and CHAHRM's most recent activities and plans for the future
- Network with many other healthcare HR professionals
- Network with CHAHRM's sponsors and vendors
- Visit high-quality vendor exhibits
- Refresh, renew and replenish in the glory of Vail and its stunning atmosphere

Get credit for learning!!

We have been approved for 6.75 CHRI continuing education credits for the June CHAHRM conference.

WEDNESDAY, JUNE 4

6:30 - 8:00 p.m.

Networking Reception — sponsored by CareerBuilder (The Lodge at Vail)

Meet and greet your friends and colleagues from around the state, in a casual and relaxed atmosphere of camaraderie and fun!

THURSDAY, JUNE 5



8:30 – 9:00 a.m.
Registration and Breakfast

9:00 – 9:15 a.m.
Welcome and Introductions

9:15 – 10:15 a.m. – The Ten Demandments of Recruitment

Presenter: Erin Perry, MBA, Client Solutions Manager, Pinstripe Health Care

Erin's presentation will address these questions—ones all recruiters want answers to!

- What do top candidates want, need and demand?
- How are candidates' lives changing and how can companies anticipate their demands?
- How can your organization keep clearing the bar the competition keeps raising?
- How can you make your organization a talent magnet?



With a human resources and training background, Erin currently focuses on recruitment process improvement and effectiveness, to continually drive success for organizations she works with.



10:15– 10:30 a.m. – ASHHRA Update

Presenter: John Ostrom, ASHHRA Region 8 Consultant, Human Resources Director, Intermountain Medical Group

10:30 – 10:45 a.m. – Break with our Exhibitors

10:45 a.m. – 12:00 p.m. – Value-Based Benefits

Presenter: Mike Faughnan, SVP, Health/Benefits Practice Leader, Aon Consulting, Denver

Would you like to:

- Help your employees move from a "sickness" to a "wellness" culture by reducing absences?
- Improve the health status of your workforce leading to improved productivity?
- Reduce the burden of chronic disease among your staff through the use of condition-specific, evidence-based medicine?



Then you won't want to miss this presentation! Mike will share his extensive knowledge of group benefit design, cost containment, legal compliance, and plan administration.

12:00 – 1:00 p.m.

Lunch and a chance to visit with our Exhibitors



1:00 – 2:00 p.m. – CHA Update**Presenter: Steven Summer, President and CEO, Colorado Hospital Association (CHA)**

Steven will provide an update on CHA activities, legislative issues and AHA initiatives that impact the processes and concerns of hospitals and human resources professionals across the state.

2:00 – 2:15 p.m. – Break with our Exhibitors

2:15 – 3: 45 a.m. – Legal Update**Presenter: Chuck Pasaglia, Employment Law Solutions, LLC**

Among other topics, Chuck, in his entertaining fashion, will provide us updates on smoke-free workplaces, employee committees and union issues, FMLA changes and new Colorado lactation law.

Employment Law Solutions LLC, founded by Chuck Pasaglia, is an employment law consulting and training enterprise designed to make a difference in an organization. They prepare human resource professionals, executives and managers to make the most critical decisions in any organization: those affecting people.



3:45 – 4:00 p.m. – Break with our Exhibitors

4:00 – 4:30 p.m. – Meet our Sponsors

4:30 – 5:30 p.m.**Executive Committee Meeting**

All are welcome to join us!

6:30 p.m.**Dinner at a Vail Restaurant**

FRIDAY, JUNE 6

8:00 – 9:00 a.m. – Registration and Breakfast

9:00 – 9:30 a.m.**General Membership Meeting**

9:30 a.m. – 10:15 a.m. – Putting the Absence Management Puzzle Together: FMLA, Workers' Compensation and Short-Term Disability**Presenter: Diann Eason, RN, MS, COHN-S, CCM, Manager, Employee Health, University of Colorado Hospital**

It's no easy task to integrate FMLA, Workers' Comp and STD. Diann's background as a Certified Occupational Health Nurse Specialist, with 14 years in the area of Absence Management, gives her a unique perspective on solving this puzzle in a way that ensures employee productivity and organizational efficiency.



10:15 – 10:30 a.m. – Break with our Exhibitors

10:30 a.m. – 12:00 p.m. – What’s Up with Wellness?

Presenter: Brad Cooper, MSPT, ATC, MBA, CEO, US Corporate Wellness, Inc

Wellness programs have been around for a number of years now, but not all wellness programs are created equal. Brad will point out the importance of an *effective* employee wellness program, how to analyze the differences between various employee wellness options in the marketplace and how you can bring wellness into your team. Finally, Brad will tell us how one hospital in metro Denver has approached enhancing the health and well-being of their employees.



As a nationally recognized speaker and author, Brad has addressed audiences in 49 of the 50 states (bonus points if you can guess which state is missing)—from the American College of Healthcare Executives to the Navy and the Olympic Training Center. Brad is an All-American Triathlete, award-winning national columnist for “PT—the Magazine of Physical Therapy” and the author of three books, including *STRETCH! Maximize Your Professional and Personal Life*.

12:00 – 1:00 p.m. – Lunch and Facilitated Discussion

Topic: No Smoking!

Facilitator: Diann Eason, Manager, Employee Health, University of Colorado Hospital

Diann Eason is leading UCH’s task force on this issue as they prepare to go smoke-free on July 1, 2008. Diann has kindly offered to facilitate this important discussion. We look forward to hearing your thoughts about no-smoking strategies at Colorado hospitals, what’s working at your organization, and the costs/benefits of these efforts.



**1:00 p.m.
Adjournment**

EVENT SPONSORS:

PLATINUM



SILVER



GOLD



CHA Support Services



GUY CARPENTER OLIVER WYMAN

Getting There: The Lodge at Vail, 174 East Gore Creek Drive, Vail, CO 81657

Rooms are \$159/night single or double and will be held at this rate through **May 15, 2008.**

Visit <http://lodgetatvail.rockresorts.com/info/htl.asp> or call 1-877-LAV-ROCK or (970) 476-5011 for reservations, and tell them you are with CHAHRM.



Vail is located approximately 100 miles west of Denver on Interstate 70.

Take I-70 to the Vail Village exit #176. Go around the roundabout, under I-70, and then straight through the second roundabout, heading directly toward Vail Mountain. As you continue, you will cross the Gore Creek Bridge, and the road will arc to the left. The entrance gate to The Lodge at Vail will be on your right-hand side.

Vendor Exhibits

Come see the very latest products and services in HR at our vendor exhibits. They will be staffed during registration, breakfast, lunch and break times on Thursday, as well as during Friday's break. If you would like to sponsor and exhibit at the conference, contact Gregory Thress, HR Operations Director, Denver Health, phone: 303-602-7001, e-mail: greg.thress@dhha.org.

(Detach here and send this portion with your payment.)

Register now and mark your calendar!

COMPLETE THE APPLICATION BELOW OR REGISTER ONLINE AT WWW.CHAHRM.ORG.

(Please note: When registering online, you still must mail your payment to the address below.)

**CHAHRM's Annual Conference: Hot Topics in Healthcare HR
June 4 – June 6, 2008**

Respond to: Kim Adair
NAS Recruitment Communications
6160 S. Syracuse Way, Suite 315, Greenwood Village, CO 80111
Phone: 303-694-3600; Fax: 303-694-0555; Email: kadair@nasrecruitment.com

Fees: (check all that apply)

- \$250 full conference (including meals)
- \$100 for meals only for guests
- \$150 for all day Thursday (including breakfast, lunch and dinner)
- \$90 for half day Friday (including breakfast and lunch)
- Late registrants add \$25 to total registration amount*
- Non-members add \$20 to total registration amount*

Respond by: Friday, May 23, 2008

Please make checks payable to CHAHRM. Be sure your registration reaches us by the deadline. If that's not possible, please call.

- Do you plan to attend Wednesday evening reception? Yes No
 Thursday dinner? Yes No
 Friday lunch? Yes No

Name: _____ Title: _____

Organization: _____

Address: _____

Phone: _____ Email: _____

The Fine Print: Full refund of registration fee is available if cancellation occurs before seven days prior to the meeting; otherwise no refunds will be provided. If you are registered, but not paid, and cancel within seven days of the event, you will be billed for the registration fee. Substitutions will be accepted.

Lunch and Facilitated Discussion — Topic: No Smoking!

Facilitator: Diann Eason, Manager, Employee Health, University of Colorado Hospital

This lively discussion included organizations in the process of implementing non smoking campuses. The organizations that have not reached the initial step of implementation or have not yet considered going smoke free reported being concerned about issues such as enforcement, how to handle smokers “across the street”, how it will affect visitors, employee resistance, and other challenges.

Having completed a successful implementation, the Memorial Health System in Colorado Springs shared their experience and observations. MHS challenges included dealing with staff that were quite resistant to becoming a smoke free campus, even those in their own HR office. Since then, those employees who were resistant have not only quit smoking but have been exercising more and losing weight!

Memorial Health and other organizations reported being challenged with sidewalk issues, (in some cases smokers “moved” into a neighborhood) resulting in complaints of smoke and litter. Some organizations may look to local government to include the sidewalks as part of the campus so sidewalks can be eliminated as a smoking area. Organizations also find it necessary to use maintenance staff resources to keep the surrounding, off-campus areas clean of butts and other trash.

Currently, there are “huts” for patients to smoke in; this was found to be confusing to employees as they questioned why they wouldn’t be able to use those to smoke in as well. Most organizations with these huts are planning on removing them. Where patients will then be allowed to smoke was not determined.

As far as enforcement, most of the smoke free organizations ask their management team to enforce the policy. This practice seemed to be working well in most organizations.

Questions arose on smoking cessation programs. Organizations reported this was highly important to the initiative’s success and offered a variety of assistance to employees to quit smoking. A need to look at the current medical plan and what kind of smoking cessation medications are offered or to see if the formulary plan needs revision was also a suggestion.

Those organizations who have gone through this process suggest the process be spread over 6-9 months (from the decision to become smoke



free to making the policy official) to strategize, assess the unintended consequences, and to communicate the initiative.

Effective and efficient communication is a critical component in the process and a key to success. Another suggestion was to create a group of management/staff that includes smokers and non smokers to be part of the work group.

This subject can be a challenge, but if done correctly, can be successful. A smoke free campus is breath of fresh air for all.

Soniya Fidler, PHR
Director, Human Resources
Yampa Valley Medical Center
soniya.fidler@yvmc.org
970.870.1127

This newsletter is produced courtesy of Watson Wyatt Worldwide — a global HR consulting firm. We help our clients succeed by maximizing the return on their investments in people. If we can help you with any of your HR needs, please contact Evonne Dunn at 303-575-9711 or evonne.dunn@watsonwyatt.com.

VAIL CONFERENCE
ATTENDEES' EVALUATION
JUNE 2008



Listed below are the *objectives* for this program. Place an "X" in the column that best describes how well you think these objectives were met.

OBJECTIVE	1- Excellent	2 - Very Good	3 - Good	4 - Fair	5 - Poor
Learn about the latest hot topics for Colorado's hospitals	XXXXXXXX	XXXXX	X		
Find out what top candidates want, need and demand <i>and</i> what you can do to recruit them	XXXXXXXX	XXXXXXX	X		
Discover how to help your employees appreciate and best use the valuable benefits you provide, improving their health and productivity	XXXXXX	XXXXXX	XXX		X
Get up-to-date perspectives on legal issues facing today's health care employers	XXXXXXXXXXXXXXXX	X			
See how to put together the puzzle of FMLA, Workers' Compensation and STD	XXXXXX	XXXXXX	XX		
Hear how to create an <i>effective</i> wellness program and the impact of one on a metro-Denver hospital	XXXXX	XXXX			
Discuss the trend toward no-smoking campuses	XXXX	XXXX			
Hear about CHA's, ASHHRA's and CHAHRM's most recent activities and plans	XXXXX	XXXXXXXXXX			
Network with many other healthcare HR professionals	XXXXXXXXXXXX	XXXX			
Network with CHAHRM's sponsors and vendors	XXXXXXXXXXXX	XXXXXX			
Visit high-quality vendor exhibits	XXXXXXXXXX	XXXXXX	X		
Refresh, renew and replenish in the glory of Vail and its stunning atmosphere	XXXXXXXXXXXXXXXX	XX			

Comments:

- *Good vendors!*
- *Wonderful!*
- *Great conference, overall.*

How do you rate these *program elements*?

ELEMENT	1- Excellent	2 - Very Good	3 - Good	4 - Fair	5 - Poor
Networking opportunities	XXXXXXXXXXXX	XXXX			
Location	XXXXXXXXXXXXXXXX	X	X		
Speakers	XXXXXXXXXXXX	XXXXX	X		
Topics	XXXXXXXXXXXX	XXXX	X		
Schedule	XXXXXXXXXXXX	XX	X		
Sponsor participation	XXXXXXXXXXXXXXXX	X	X		

Comments:

What were the *most* effective portions of the program and why?

- *Wellness discussion and CHA update, 10 demandments*
- *Legal update, 10 demandments*
- *Excellent learning sessions - great vendor participation, wonderful CHAHRM leadership!*
- *Networking*
- *All of the discussions on wellness - hot topic; good to hear how other facilities are dealing with it. This location was superb. Integration of vendors into conference, well organized agenda and topic selections*
- *Chuck's legal update - always the best*
- *Exceptional topics/speakers*

VAIL CONFERENCE
ATTENDEES' EVALUATION
JUNE 2008



What were the *least* effective portions of the program and why?

- *Value-based benefits - I could not find any connection with what I do. Steven Summer's stand in did not hold my attention like Steven did last year.*
- *Value-based benefits - speaker without speaking ability*
- *I want a clear list of all attendees, their phone & email; where are the handouts?; Mike F. just mumbled; need slides for every program*

What is your *overall* evaluation of the conference (please check one)?

xxxxxxx 1 = Excellent xxxx 2 = Very Good x 3 = Good 4 = Fair 5 = Poor

Any suggested topics for future conferences?

- *Leadership development*
- *Systems, procedures, technology, best practices for actually processing, tracking and keeping track of FMLA leave*
- *Continue with best practice approach*
- *Best PTO practices*

VAIL CONFERENCE
ATTENDEES' EVALUATION
JUNE 2008



Listed below are the *objectives* for this program. Place an "X" in the column that best describes how well you think these objectives were met.

OBJECTIVE	1- Excellent	2- Very Good	3- Good	4- Fair	5- Poor
● Learn about the latest hot topics for Colorado's hospitals		X			
● Find out what top candidates want, need and demand <i>and</i> what you can do to recruit them	X				
● Discover how to help your employees appreciate and best use the valuable benefits you provide, improving their health and productivity		X			
● Get up-to-date perspectives on legal issues facing today's health care employers	X				
● See how to put together the puzzle of FMLA, Workers' Compensation and STD		X			
● Hear how to create an <i>effective</i> wellness program and the impact of one on a metro-Denver hospital	X				
● Discuss the trend toward no-smoking campuses	X				
● Hear about CHA's, ASHHRA's and CHAHRM's most recent activities and plans		X			
● Network with many other healthcare HR professionals		X			
● Network with CHAHRM's sponsors and vendors	X				
● Visit high-quality vendor exhibits	X				
● Refresh, renew and replenish in the glory of Vail and its stunning atmosphere	X				

Comments:

How do you rate these *program elements*?

ELEMENT	1- Excellent	2- Very Good	3- Good	4- Fair	5- Poor
Networking opportunities		X			
Location	X				
Speakers	X				
Topics		X			
Schedule	X				
Sponsor participation	X				

Comments:

What were the *most* effective portions of the program and why? WELLNESS DISCUSSION & CHA UPDATE, 10 DEMANDMENTS

What were the *least* effective portions of the program and why?

What is your *overall* evaluation of the conference (please check one)?

- 1 = Excellent 2 = Very Good 3 = Good 4 = Fair 5 = Poor

Any suggested topics for future conferences? LEADERSHIP DEVELOPMENT

VAIL CONFERENCE
JUNE 2008



Evaluation Form for Sponsors/Exhibitors

We truly appreciate your participation in our event as a sponsor or exhibitor. We want to make your future involvement with CHAHRM as beneficial as possible for you and our members. Please take a moment to complete the following evaluation so we can improve our conferences to come.

How do you rate these *elements*?

ELEMENT	1- Excellent	2 - Very Good	3 - Good	4 - Fair	5 - Poor	N/A
Sales opportunities	✓					
Opportunities to network with attendees	✓					
Value received by members from your participation	✓					
Location of conference	✓					
Location of exhibits	✓					
Quality of attendees for your marketing purposes	✓					
Schedule	✓					

Comments on elements above:

Good Vendors!

What were the *most* effective aspects of your participation and why?

What were the *least* effective aspects of your participation and why?

What is your *overall* evaluation of your participation (please check one)?

1 = Excellent 2 = Very Good 3 = Good 4 = Fair 5 = Poor

Would you like to sponsor or exhibit at a future CHAHRM event (please check one)?

1 = Definitely 2 = Probably 3 = Maybe 4 = Probably Not 5 = No

Name _____ Company _____
(optional) (optional)

Name _____ Company _____
(optional) (optional)