



**Jana G. Jilton, MBA, SPHR**  
**HR Generalist**  
**Bristol Regional Medical Center**  
**Kingsport, Tennessee**  
**2012 Region 4 MetLife Scholarship Recipient**

- **What tips can you share on completing the scholarship/grant application? What's your best advice on the writing process?**

The applicant should take time to ponder the questions and consider how the ASHHRA Leader Model connects to their job duties. Think about how your current role in HR exhibits each facet of the model as well as how you personally portray the outlined qualities and attributes in your daily life. Reflect on how/why you entered into the HR Profession and why you have chosen to remain an HR professional.

- **What was the best take-away from attending the annual conference?**

The best take-away for me was a renewed excitement and interest in the diverse facets of human resources within healthcare. HR can often times be the 'unsung hero' and those of us in HR do not 'see' the end results. But in attending the breakout sessions and listening to the keynote speakers, including the CEO panel, it is clear that HR has a profound impact on the foundation of the healthcare organization- its employees. HR professionals provide leadership to all within the organization, from senior management on down to floor staff. HR must be the trusted, steady foundation on which all levels of staff may rely.

I greatly enjoyed meeting other HR Professionals from around the country and am also participating in the ASHHRA Mentoring program to remain connected. The conference was a once in a lifetime experience for me and will forever be a highlight of my HR career.

- **How did the scholarship/grant influence your health care HR career? How has your career changed since being receiving the award?**

Upon returning from the ASHHRA conference, I shared a presentation that impacted my thought process regarding retention and turnover in nursing. ("Securing Connections: Diagnosing Turnover in New Nurses") This breakout session opened my eyes to see the full picture of why a nurse chooses to leave and suggestions for how to reduce turnover. I was provided the opportunity to share this presentation with my HR Team at a quarterly HR meeting. The conference opened my eyes to other areas impacting human resources, including the LGBT workforce population at the "LGBT Workplace Concerns and How to Address Them" session and an alternative corrective action process at the "Accountable Discipline – A Different Approach to Workplace Discipline" session. These two sessions specifically reminded me that there may be varying ways in which to approach a situation or achieve successful results. –A simple reminder that the healthcare field is constantly and continuously changing and we HR Professionals must also be flexible and willing to evolve.