



ASHHRA 52nd Annual Conference Learning Sessions

Sunday, September 25

1:00 p.m. – 2:00 p.m.



S1 – What Health Care Candidates Want: Trends to Fuel Your Strategic Plans

HR Delivery • Leader • Non-Hospital

Meghan Musbach, Director, CareerBuilder Healthcare, CareerBuilder

This session will help uncover the truth about what's happening in health care recruitment today, and what is coming next. Content will provide best practices to apply to your talent acquisition and retention strategies based on exclusive CareerBuilder research findings. We will demonstrate how to create a better candidate and employee experience.

- Understand what is next for the health care recruitment industry via exclusive access to CareerBuilder's historical data, trends, and analysis
- Learn from real life examples how other health care recruitment professionals are tackling current challenges and implementing new solutions
- Gain insight needed to move your organization forward with new recruitment technology that can help you utilize data in your strategic plans.



S2 – BJC Healthcare: Leading Employees through Change

Personal Leadership • Leader • Non-Hospital

John Beatty, Vice President, SVP and CHRO, BJC HealthCare

Rosanna Milley, Senior Director, Huron Healthcare

Enterprise-wide, BJC HealthCare (BJC) focuses on improving its overall health system performance while addressing changes in the health care environment, many driven by the Affordable Care Act. Learn how BJC HR has responded, the innovative methodology used to introduce critical changes and the metrics and processes developed to ensure ongoing sustainability.

- Understand how BJC HealthCare has responded to key pressures facing the health care industry today and HR's critical role
- Learn about the areas HR has targeted to help improve BJC's operational and clinical performance
- Discover how BJC used change management methodology to support the significant changes introduced through the "Making BJC Better" initiative.



S3 – Reality-Based Accountability – Hardwiring Accountability into Your Workforce and Coaching for Great Performance

People Strategies • Leader • Non-Hospital

Cy Wakeman, President, Cy Wakeman, Inc.

Join the Reality-Based Revolution as we break down the core competency of personal accountability and give you no nonsense, workable strategies to hire for, coach for and develop for accountability in your workforce!

- Adopt interviewing and hiring techniques through understand the relationship between accountability and engagement and become fluent in a new employee value metric that measures accountability



- Understand the importance of coaching and mentoring in the development process and learn to practice a simple model for feedback including an introduction to a new developmental tool “Feedforward”
- Gain familiarity with a variety of performance management techniques such as one on one sessions and hosting tough conversations.



S4 – Recent Developments of the NLRB

Health Care Business Knowledge • Mid-level • Non-Hospital

Roger King, Senior Labor and Employment Counsel, Human Resources Policy Association
Philip Miscimarra, Member of the National Labor Relations Board

Attend this session to learn about current developments involving the National Labor Relations Board (NLRB). Philip Miscimarra will share his thoughts on these and other important topics involving the NLRB.

- Review the current NLRB agenda
- Discover how the labor issues will affect your health care organization
- Proactively create a plan to deal with these issues and remain compliant.



S6 – Data-Driven Prescription for Nurse Engagement

The Advisory Board Company Track • People Strategies • Mid-level

Kate Vonderhaar, Senior Consultant, The Advisory Board Company



Among all frontline staff, nurses are the least engaged – a troubling situation for the largest segment of the health care workforce. Get best practices to build a highly engaged nursing workforce in today's rapidly transforming health care environment.

- Find the greatest opportunities to improve nurse engagement
- Rationalize the flow of change
- Translate market forces into frontline terms.



S7 – Data Data Data! - How to leverage the power of data in managing your workforce

HR Delivery • Mid-level

Shebani Patel, Principal, PwC People Analytics, PwC Saratoga

Shebani Patel will share key findings from this year's HR Metrics Tool benchmark results, pointers on how you can utilize metrics in your organization, and how your organization can start tapping into "Big Data for HR" to take a more predictive approach to managing your workforce -- regardless of your organization's size.

- Investigate benchmark results for metrics that are critical to effectively managing your workforce
- Understand how you and your HR team can benefit from workforce metrics and dashboards
- Learn more about a new and growing hot topic: predictive analytics for HR -- and how your organization can use these techniques to forecast workforce outcomes in the future, using the data you have today.

Sunday, September 25

2:15 p.m. – 3:15 p.m.

S8 – A Plan Sponsor Perspective: The DOL Fiduciary Rule and Related Guidance

Health Care Business Knowledge • Mid-level • Non-Hospital

Richard A. Turner, VP and Associate General Counsel, AIG

Richard Turner will present an update of the new U.S. Department of Labor (DOL) regulations. The DOL has issued its final rule regarding the fiduciary status of financial advisors when working with clients. The rule puts requirements in place designed to ensure financial advisors act in the client's best interest. This new rule represents an important change, elevating many common plan interactions – particularly interactions with participants – to fiduciary status, requiring additional disclosures and process change with clients.

Topics will include the following: When was the guidance published? When does it become effective? What did (and didn't) change? How will this impact plan sponsors/fiduciaries? and How will this impact plan participants?

- Learn about the basic background and overall scope of the new DOL fiduciary ruling, such as core concepts, impacted plans and effective dates
- Understand how the rule will affect both plan sponsors and participants in accordance with fiduciary standards
- What you can expect to hear from your plan provider as they prepare for implementation of the rule.

S9 – Transforming HR Delivery to Align with the Future at VCU Health

HR Delivery • Leader • Non-Hospital

Maria Curran, CHRO & Vice President of Human Resources, VCU Health

Aaron Sorensen, Partner, Axiom Consulting Partners

The experience of VCU Health and research conducted with CEOs, COOs and CHROs from the nation's leading academic medical centers will provide insights on how the delivery of HR services will evolve in the shift to a value-based health care economy.

- Anticipate how HR service delivery models will evolve in the shift to a value-based health care economy
- Adopt best practices and avoid pitfalls based on learnings shared from a health system proactively transforming its delivery model
- Understand how other HR departments are evolving based on research conducted with CEOs, COOs and CHROs from the nation's leading health systems.

S10 – Leaders Facilitating Change

People Strategies • Leader • Non-Hospital

Lynn Dragisic, EVP, Support Operations, The Joint Commission

Dawn Allbee, Director, Corporate Robust Process Improvement, The Joint Commission

Jan Kendrick, Director of Business Operations, The Joint Commission

Health care is in the midst of unprecedented change. This session features lessons learned from leaders who brought change management into their organizations and prepare their organizations to seek, commit to and accept change. Participants will learn The Joint Commission's change management model, Facilitating Change™ and four practical change management tools.



- Develop an understanding of the role of change management in sustaining improvements.
- Explain how a health system has utilized Facilitating Change to improve processes, sustain the gains and realize positive financial impacts
- Learn four change management tools that you can easily use and implement when working through change initiatives and sustaining improvement.



S11 – Winning the War for Talent: Leading Your Organization in the Purpose-Oriented Economy (Thought Leader Forum)

People Strategies • All Career Levels • Non-Hospital

Sponsored by TIAA



Changing demographics, health care reform, consumerism and disruptive innovators are just a few of the social changes that are impacting health care today, leading to a workforce in search of more individualism, meaning, purpose and self-expression in their professional roles. This shift will open up an exciting opportunity for employers to radically change their approach to recruitment and retention, attracting the best talent with the highest potential for their organization while at the same time creating a dynamic environment where employees will not only be engaged for the short-term, but thrive on a long-term basis. It will take much more, however, than a reliance on traditional recruitment, pay and rewards programs.

With a panel that includes HR experts, medical staff leaders and hospital executives, participants will have a clear picture of the benefits to patients and the organization when a culture of purpose exists, identify people practices and HR strategies to build a purpose culture from within, and determine the steps needed to manage this change from the leadership and staff to the patients and their families. This panel seeks to break down the barriers by seating key leaders with various perspectives at the same table for a robust discussion on how to create cultures where people are empowered to make a difference, not just a living.



S12 – Continuing the Critical Conversation on Workforce Strategy Transformation of Health Care/HR Delivery • Mid-level

Tracy L. Braman, SPHR-SCP, MBA, CHHR, Executive Director, Human Resources, Lakeland Health

Mary Longe, Director, AHA Solutions



Transformation of health care delivery requires changes in clinical practices, operations, technologies and all supported and led by workforce strategies. AHA Solutions recently gathered HR leaders to discuss this complex process. Take away solid ideas to implement and have an opportunity to tell us your challenges and successes. To provide context, you will hear highlights of the January 2016 Critical Conversation on Workforce Strategies, learn the progress of one health care organization, Lakeland Health, St. Joseph Mich., through transformation and hear about trends in changing needs, supply and demand of health care workers from research conducted by AHA's Health Career Center.

- Take away successful ideas implemented by Lakeland Health and other organizations to support the transformation of health care delivery in their organizations
- Learn trends in workforce supply and demand and implications for changing needs as health care organizations continue to transform care
- Provide AHA with your challenges and successes in workforce strategy that support the transformation of health care.

AB

S13 – Data-Driven Prescription for Physician Engagement

The Advisory Board Company • People Strategies • Mid-level

Shubhang Dave, Director, The Advisory Board Company

Which drivers have the greatest impact on physician engagement? And where should most organizations focus their efforts? Find the greatest opportunities to strengthen physician partnership.

- Advance physician-specific engagement drivers
- Identify "hotspots" of disengagement among employed physicians
- Onboard new physicians effectively.

Sunday, September 25

3:30 p.m. – 4:30 p.m.

S14 – The Strategy of Preparation and Prevention: How Physical and Financial Wellness Can Lead to Better Living Today and Tomorrow

People Strategies • New-to-the-Profession • Non-Hospital

Jill Carney, Director, Marketing, Transamerica Retirement Solutions

We all understand the importance of health and wealth in our lives. But do you realize how much one affects the other? This session will focus on the strategies of preparation now, to help prevent future problems later in life as one ages. In addition to highlighting research linking the two, Transamerica will present strategies and solutions on how employers can help employees improve both physical and financial health to start leading better lives today, and in the future.

- Make the important link between physical and financial health
- Understand how health and wealth are directly related and how one can affect the other
- Employ strategies both in their work and personal lives to improve outcomes today and in the future.

S15 – Hiring Nurses That Will Represent Your Brand

People Strategies • Mid-level • Non-Hospital

Kristen DesPalmes, Director of Employment Strategy, DaVita Kidney Care

Laurie Wasko, Manager, Healthcare Consulting, Select International

DaVita – a fortune 500 company, lives its mission and built an innovative approach to nursing selection by targeting candidates most likely to support their culture. They created a selection solution that supports their culture, including the use of a realistic job preview videos and a predictive competency selection assessment.

- Customize your recruiting efforts and message to reflect your brand
- Implement a Nursing-specific behavioral tools to support your culture and behavioral values
- Understand the role of realistic job preview videos in the recruiting and selection process.

S16 – Standing in the Board Room: Earning Careers of Impact and Influence

Community Citizenship • Leader • Non-Hospital

James Rice, Managing Director Governance and Leadership, Gallagher Integrated

In population health and accountable care, CHROs and boards need to mutually engage for talent development that drives for patient centered care, service excellence and community engagement. This session is interactive



and reviews practical ways that CHROs can earn respected and sustainable leadership roles within their organization's board room and decision-making processes.

- Define the top three obstacles frustrating CHRO engagement with their boards
- Identify three ways to overcome each obstacle to meaningful engagement with boards
- Define the five essential strategies for CHROs to earn respect and good standing in their board rooms.



S17 – Health Care Hiring 2.0: Meet Rising Talent Demands by Turning Your Happy Employees Into Powerful Brand Advocates

HR Delivery • Mid-level • Non-Hospital

Carrie Corbin, Head of Talent Attraction Strategy & Employer Brand, American Airlines
Gary Zukowski, SVP, CareerArc

The BLS projects that by 2022, health care will be the largest industry measured by the number of jobs. How will you keep up with the pace of health care hiring? Why not tap into the most overlooked resource in modern talent acquisition? Your employees.

- Know the best practices to building employee advocacy programs that work and last
- Discover which content and social recruiting strategies attract highly engaged applicants and drive consistent employee engagement
- Tie advocacy efforts and referral programs and watch your talent communities grow faster than ever.



S18 – Risky Business: 5 Common Background Screening Mistakes Made During the Hiring Process



Transformation of Health Care /HR Delivery • New-to-the-Profession • Non-Hospital

N. Alexander Erlam, Esq., General Counsel/Employment Law Specialist, Certiphi Screening, Inc.
Sadeq Khan, Associate General Counsel/Director of Compliance, Certiphi Screening, Inc.

This session will explore five of the most common background screening compliance mistakes employers make during the hiring process, including missed red flags on the job application; "Ban the Box" and the criminal history question, FCRA disclosure and authorization forms, social media searches and complying with FCRA requirements around the adverse action process.

- Identify five common compliance mistakes made during the hiring process
- Explore examples of litigation and recent cases related to these mistakes
- Identify current compliance gaps and take away specific examples of ways to change your processes to make you more compliant.



S19 – Data-Driven Prescription for Leader Engagement

The Advisory Board Company • People Strategies • Mid-level



Kate Vonderhaar, Senior Consultant, The Advisory Board Company

Organizations won't succeed in today's turbulent market without leaders who are energized and excited by their work. But health care leader engagement is declining much more quickly than frontline engagement. Get strategies to reverse the trend.

- Promote executive ownership of engagement
- Give leaders meaningful recognition

- Set guardrails around work-life balance.

Monday, September 26

9:45 a.m. – 10:45 a.m.



M1 – Driving Employee Engagement: A Strategic Approach for Maximizing Employee Engagement

People Strategies • Mid-level • Non-Hospital

Paulette Wright, Vice President of Benefits and Wellness Solutions, Hackensack Meridian Health
 Christina Proscia, Managing Director, Institutional Relationship Management, TIAA

Learn a strategic approach to maximize employee engagement, while building upon your existing education and communication plan, so you'll be positioned to help take employees to the next level to create real relevancy.

- Know the three factors that drive employee engagement
- Understand the steps to successful employee engagement
- See which trends are reinventing employee engagement.



M2 – Addressing Burnout Head-On: How to Develop a Physician Wellness Program

People Strategies • Mid-level • Non-Hospital

Barbara Reilly, Senior Vice President, Employee, Nurse and Physician Engagement, Press Ganey
 Thomas Jenike, Senior Vice President Physician Services, Novant Health

Burnout is a pressing issue for caregivers industry-wide. To deliver truly patient-centered care, organizations must prioritize the health and wellbeing of those providing it. Novant Health and Press Ganey will share how to build a wellness program aimed at proactively addressing burnout and increasing organizational alignment.

- Understand why caregiver engagement is a strategic priority for transforming organizational culture around patient-centric care
- Implement a scalable wellness program to proactively address organization-wide issue of burnout
- Translate engagement metrics to manage improvement on organizational and financial performance initiatives.



M3 – Understanding Care Transitions in Older Adults to Assist and Support Employees and Their Families

People Strategies • Mid-level • Non-Hospital

Jeryn Laengrich, Chief Service Officer and Senior Vice President, Cariloop
 Stephanie Mistler, Director of HR, Ag-Power

This session will increase HR managers' knowledge of the complexity of care transitions for older adults and offer tools and information needed to improve this tough transition. It's crucial to see the challenges and identify proper resources for employees to assist each transition as it occurs.

- Understand five challenges facing older adults when there is a transition of care
- Discover five opportunities/responsibilities of an HR professional to improve employee's stress with care transitions
- Discuss resources an HR professional can use to improve care transitions.





M4 – The Critical HR Role in Mergers, Acquisitions and Other Combinations

Health Care Business Knowledge • Leader • Non-Hospital

Mark Nelson, Shareholder, Polsinelli PC

Katie Bata, Vice President of Human Resources, Advocate Health Care

Ed Rathman, Benefits Director, Catholic Health

A panel of speakers – a VP of HR for Advocate Health Care, the HR leader for mergers and acquisitions with Catholic Health Initiatives, and two attorneys who provide labor/employment and employee benefits guidance will share their personal and professional experiences and learnings from transactions in which they have played important roles.

- Take a leadership role in the C-suite regarding the critical people components of a merger/acquisition
- Provide guidance to the C-suite/Board on best practices to achieve employee relations excellence throughout the process
- Understand legal considerations in a transaction and how to manage associate risks.



M5 – Hosting a Professional Nursing Pathway in the Quality Talent Suite Transformation of Care/HR Delivery • Leader

Sarah Peterman, PHR, Talent & Learning Management Systems Administrator, Crouse Hospital

Crouse Hospital recently introduced a clinical ladder for all bedside nurses, the Professional Nursing Pathway. Problem: it was contained within 100 pages. Solution: use existing technology.

Attend this session for a discussion about their journey to paperless tracking of education, training and performance.

- Learn how Crouse Hospital imported the loose pieces of paper to develop a concise, easy-to-navigate guide book for the pathway
- Discuss how the pathway was deployed to the learning screens of the appropriate staff, based on job title
- Understand how the committee will review the documentation and the employee portfolio to decide if they have met the criteria to proceed to the next level.



AB

M6 – Stop Turnover in the First Three Years – Part I The Advisory Board Company • HR Delivery • New-to-the-Profession

Kate Vonderhaar, Senior Consultant, The Advisory Board Company

With a looming workforce shortage, you can't afford to keep losing staff just when they've become fully trained and productive. We're dedicating two sessions to sharing best practices to retain staff.

- Screen candidates for cultural fit
- Understand the most powerful retention levers for each generation in the workforce
- Turn managers into chief engagement officers for their own staff.

Monday, September 26

11:00 a.m. – 12:00 p.m.





M7 – Maximizing your Employee Health Team to Increase Employee Engagement and Satisfaction

People Strategies • Mid-level • Non-Hospital

Todd Wauters, Vice President, Oxford Immunotec

As an HR leader, you work closely with your employee health team, but sometimes it seems as if you are speaking a different language. In this session, you'll learn how to maximize your employee health team by reducing onboarding time for new hires and spending more time away from the floor so you can focus on delivering employee wellness programs that increase employee engagement and satisfaction to your organization.

- Understand how maximizing your employee health team can lower costs through reduced onboarding time
- Understand how maximizing your employee health team can increase employee engagement through enhanced wellness programs
- Understand how maximizing your employee health team can increase employee satisfaction through reduced time away from the floor.



M8 – Just Culture: Strategic Alignment for Accountability, Engagement and Patient Safety

People Strategies • Mid-level • Non-Hospital

Cheryl Coors, CEO, Coors Healthcare Solutions

Diane Ebersberger-McKeon, Senior Healthcare Consultant, Coors Healthcare Solutions

This session explores “just culture” as the heart of creating a culture of safety – what it is, why it is important, how it relates to accountability and employee engagement, and practical, experience-proven steps that HR leaders can take to earn C-suite support and implement a culture of patient safety.

- Describe at least three reasons that creating a culture of patient safety is important in today's healthcare environment.
- Describe at least three elements of a “just culture” and explain how the response to error should vary based on the type of behavior exhibited
- List five practical steps for how HR leaders can create a “just culture” that will lead to high performance, accountability and engagement.



M9 – From Low Engagement to Gallup Great Workplace Award Winner

People Strategies • Leader

Bruce Cutright, Vice President of Human Resources, Mary Lanning Healthcare

Becky Sullivan, Wellness Manager, Mary Lanning Healthcare

Sharon Hayek, Director of Organizational Development, Mary Lanning Healthcare

Andrew Giger, Managing Consultant, Gallup

This session presents results of a longitudinal study demonstrating how a health care organization improved from very poor metrics via improved employee engagement and became a Gallup Great Workplace Award winner. Participants will learn about six primary initiatives contributing to this accomplishment. This session is designed for HR leaders responsible for high level HR strategic planning.

- Explain the link between employee engagement and bottom line results
- Identify six principle initiatives that led to dramatic improvement in employee engagement



- Describe how to launch a successful wellbeing program which has demonstrated significant impact on engagement.



M10 – Health Care Employee Safety – Current and Emerging Issues

Health Care Business Knowledge • Leader

Gail Blanchard Saiger, Vice President, Labor and Employment, California Hospital Association

California continues to be at the forefront of workplace safety regulations. Cal/OSHA requires all employers to have Injury and Illness Prevention Programs. For health care employers, Cal/OSHA has adopted health care-specific regulations covering blood borne pathogens, aerosol transmissible diseases and safe patient handling. Most recently, Cal/OSHA is developing health care workplace violence prevention regulations and evaluating anti-neoplastic drug handling regulations. In this session, we will review these various regulatory obligations with specific focus on safe patient handling and health care workplace violence prevention. We will also examine federal OSHA efforts on these topics, including a recent Government Accountability Office report on health care workplace violence. Finally, we will discuss how California's efforts impact health care employers in other states.

- Gain an overview of the range of recent health care employee safety regulations adopted in California
- Understand recent efforts to address health care workplace violence both at the state and federal levels
- Obtain information to improve health care employee workplace safety.



M11 – Dyad Leadership Development: Risks, Challenges and Solutions

Transformation of Care/HR Delivery • Mid-level

Doreen Jesseph, Executive Director, Physician Leadership Institute

Mo Kastl, CEO and Founder, Physician Leadership Institute

Manoj Pawar, MD, MMM, FAAFP, Catholic Health Initiatives

Amanda Trask, MBA, MHA, FACHE, CMPE, National Vice President, CHI Hospital Medicine Service Line

The unique dynamics of an ever-changing health care environment has given rise to the health care dyad leadership model. The key to successful implementation of this model lies in the partners' ability to harness the leadership potential of both the MBA (the business realm) and the MD (the clinical realm). Catholic Health Initiatives (CHI) recognized the importance of both administrators and physicians to its organization's success and embarked on a program to deliver a comprehensive leadership transformation program for those in dyad leadership roles. This presentation covers the challenges CHI faced, the solution they chose, the lessons learned and the outcomes.

- Identify the risks and benefits of implementing a dyad leadership model
- Describe methods for developing shared expectations and responsibilities within dyad teams
- Explain how to implement and measure effectiveness of a high-performing dyad leadership model.



M12 - Stop Turnover in the First Three Years – Part II

The Advisory Board Company • HR Delivery • New-to-the-Profession

Kate Vonderhaar, Senior Consultant, The Advisory Board Company

With a looming workforce shortage, you can't afford to keep losing staff just when they've become fully trained and productive. We're dedicating two sessions to sharing best practices to retain staff.

- Anticipate –and preempt – future turnover
- Foster peer relationships



- Show staff how meaningful their work is.

Monday, September 26

2:45 p.m. – 3:45 p.m.



M13 – Mentorship: Developing the Next Generation of Human Resources Leaders People Strategies • Mid-level • Non-Hospital

Brandon Melton, Health Care HR Consultant and ASHHRA Past President

Grace Moffitt, Executive Director, Human Resources, Cone Health and ASHHRA Past President

Mentoring the next generation of human resources leaders is essential to advancing the HR profession. This session will focus on core competencies and characteristics required of both mentors and HR leaders. Participants will also learn key elements of an HR mentorship program that can be successfully replicated in their organizations.

- List at least four core competencies and characteristics required to be an effective mentor
- Identify at least five core competencies and characteristics needed to be a successful human resources leader
- Describe at least three key elements of a successful HR mentorship program.



M14 – Integrating Multiple Survey Data Points to Drive Patient Satisfaction and Reduce Turnover

HR Delivery • Leader

Scott Mondore, Managing Partner, SMD, LLC

Todd Horton, Director, Workforce Intelligence, Dignity Health

This case study discusses how one health care system integrated numerous surveys from across the employee lifecycle (onboarding, engagement, exit) and used analytics to link them all directly to patient satisfaction and turnover.

- Show senior leaders the direct business impact from various employee surveys
- Create reports that put actionable information in the hands of managers
- Present integrated survey information to senior leaders that is impactful.



M15 – Case Study: Reining in FMLA Absences in Health Care Health Care Business Knowledge • New-to-the-Profession • Non-Hospital

James Brown, Attorney, ComPsych

Tony Grycewicz, Director, Organizational Development, Reading Health

Health care organizations, on average, have more than 30 percent of employees on FMLA leave at any given time, causing significant disruption in scheduling as well as additional staffing costs and overtime. Hear how one organization, Reading Health, improved its leave administration processes to rein in absences and operating costs related to FMLA.

- How HR can effectively reduce absences and compliance risk associated with FMLA and ADA leave
- How updates in ADA and FMLA legislation will impact the health care industry
- How the overlap in ADA and FMLA can present opportunities for more effective and compliant management of leave.



M16 – Culture Critical Components: Your Key to Engagement

People Strategies • Mid-level • Non-Hospital

Chip Madera, President/CEO, Chip Madera Productions, Inc.

Attendees will analyze their corporate alignment, identify common myths that sabotage a culture of excellence and discover many new opportunities that will drive high performance, increased patient satisfaction and ultimately, the highest employee engagement possible.

- Identify the level of corporate cultural alignment at their hospital/health care organization
- Implement at least three culture critical components that create excellence
- Design a plan to influence their organization and sustain culture critical ideals that engage the workforce and create results.



M17 – Successful HR + Medical Affairs Integration - A Sum Greater than Its Parts

Transformation of Care/Health Care Business Knowledge • Mid-level

Sean Jolie, Account Executive, AHA Solutions

Kristine Jagnow, Director HR Compliance and Policy, Northwestern Memorial HealthCare

Duplicating HR and medical affairs programs is risky and threatens quality and financial viability. Discuss the issues and opportunities around integration of these functions. Kristine Jagnow will address how leadership in transition can align these efforts. Facilitated discussion will follow.

- Share how your hospital is shifting to integrated management of medical affairs and human resources
- Identify the value that both medical affairs and HR bring to onboarding and retaining clinical staff and build an optimal model for integration
- Identify ways to smooth the transition and continue to serve your clinical staff the way they expect.



M18 – Reduce Stress and Burnout – Part I

The Advisory Board Company • Personal Leadership • New-to-the-Profession • Non-Hospital

Jim Veronesi, Special Director, The Advisory Board Company



Some of the drivers of stress and burnout in health care are beyond your control, but you can take greater control over how you respond to those conditions. Learn how to reduce your stress now and prevent burnout in the long run.

- Advocate for your needs by making successful requests for help
- Learn to say “no” - or at least “not now”
- Build your emotional support network.

Monday, September 26

4:00 p.m. – 5:00 p.m.



M19 – Stop Worrying About Culture and Start Winning With Culture

HR Delivery • Mid-level • Non-Hospital

Jana Brown, Vice President, HR Strategy and Planning and Chief of Staff, TIAA

Kristin Brand, Engagement Director, Vaco - Healthcare Vertical



Have you heard “Culture eats Strategy for Breakfast?” It’s true. Culture is not just a nice-to-have. Built on clearly defined and universally embraced values is vital to a business’s success. Join us to explore the culture-performance connection and learn key factors for success.

- Why culture initiatives are critical to an organizations health and how to make culture initiatives successful
- How diversity and inclusion impact hospital growth, improve engagement and create a better patient experience
- How to measure and show the value of engagement initiatives in their organization.



M20 – Fiduciary Update and Best Practices for Retirement Plan Committee Members

HR Delivery • Mid-level • Non-Hospital

Michael Rosenbaum, Partner, Drinker Biddle & Reath
Phil Kubow, Chief Human Resources Officer, ProHealth Care

Help HR leaders understand the importance of having a well-run retirement plan committee and the current best practices to reduce the related risks/liabilities.

- Understand that a well-run and effective retirement plan committee reduces risk to your organization and improves the experience for plan participants
- Understand how a well-run retirement plan committee operates
- Understand current best practices related to being a fiduciary and a retirement plan committee member.



M21 – Workers’ Comp: Creating a Paradigm Shift From Understanding Risk to Defining Strategy

Health Care Business Knowledge • Mid-level • Non-Hospital

Margaret Spence, President/CEO, C. Douglas & Associates, Inc.

Hospitals recorded nearly 58,000 work-related injuries annually, amounting to 6.4 injuries for every 100 full-time employees, almost twice the private industry rate. What are the key injury reduction strategies that CHRO/HR must communicate to their CEO and C-Suite? This presentation will shift the way attendees connect HR and injury management.

- Understand how simple HR decisions must be linked to the greater workers’ compensation injury management initiative
- Understand how integrated disability management, value and core competency create a shift from viable to agile strategy
- Build a C-suite endorsed strategy to define workers compensation cost and connect strategy with injury reduction.



M22 – How Predictive Analytics and Proactive Recruiting Can Help Improve Retention

Health Care Business Knowledge • Leader

David Murdock, Managing Director, Novia Strategies
Rhonda Magee, MBA, MSHA, Project Associate, Novia Strategies

As health systems struggle to recruit and retain nurses, an innovative approach to this challenge is emerging. This session describes a recent application of predictive analytics to equip recruiters with proactive recruiting data that can improve retention. A case study of applying predictive analytics to recruiting nurses will be presented.

- Discuss how predictive analytics can benefit the recruiting process and positively impact retention rates



- Identify critical data elements in a proactive recruiting model and the key change management activities necessary for a successful implementation of a proactive recruiting model
- Begin making the case for applying predictive analytics within their organizations recruiting efforts.



M23 – The Journey to a Paperless HR Record

Transformation of Care/HR Delivery • New-to-the-Profession

Cheryl Prall, MSN, RN, Director, Training and Development, Robert Wood Johnson University Hospital Hamilton



Robert Wood Johnson University Hospital Hamilton recently began their journey to a paperless HR record. Through the use of technology, many processes have now been digitized, including the orientation checklist process. This session showcases their journey and where they are going. Challenges encountered and lessons learned are also shared.

- Identify the need for a paperless HR record
- Understand the process flow for this project
- Discuss lessons learned on this journey.



M24 – Reduce Stress and Burnout – Part II

The Advisory Board Company • Personal Leadership • New-to-the-Profession • Non-Hospital

Jim Veronesi, Special Director, The Advisory Board Company



Some of the drivers of stress and burnout in health care are beyond your control, but you can take greater control over how you respond to those conditions. Learn how to reduce your stress now and prevent burnout in the long run.

- Advocate for your needs by making successful requests for help
- Learn to say “no” – or at least “not now”
- Build your emotional support network.

Tuesday, September 27

8:00 a.m. – 9:00 a.m.



T1 – Lessons From the Field: Building a Sustainable Structure for System Integration

Health Care Business Knowledge • Leader

Allison Davis, VP Organizational Development, Lahey Health

Elizabeth Conrad, Chief Human Resources Officer, Lahey Health

When new health care systems rapidly form, our mandate is to consolidate and standardize quickly. Our program will provide information on what we have learned through the process of bringing multiple, formerly independent organizations together under a common operating model while responding to intense pressure to bring costs down and maintain exceptional levels of patient care.

- Identify the challenges of integrating different organizational cultures
- How HR Leaders can create a platform for rapid consolidation within an HR corporate services model
- Tips and techniques for ensuring financial, operational and cultural stability post-merger.



T2 – The Cadillac Tax is Delayed... Now What?

Health Care Business Knowledge • Mid-level • Non-Hospital

Kevin Host, President of Consulting, PSG

Now that the Cadillac Tax is delayed, what's next for HR leaders? PSG's Justin Weiss will overview the Cadillac Tax and discuss why many of the strategies implemented should continue. Additionally, he'll explain why other upward pressures on benefit spending make it critical HR leaders to control costs.

- Better understand the Affordable Care Act's "Cadillac Tax" and the impact of the recent delay of this excise tax on health care benefits
- Increase knowledge of how the specialty drug trend is significantly impacting overall benefit spending
- Implement employee benefit strategies that improve financial and clinical outcomes in preparation for a future tax.



T3 – The Changing Face of Human Capital: Is Your HR Strategy Generational Friendly? People Strategies • Mid-level • Non-Hospital

Pamela Murray, Senior HR Consultant, Willis

Attracting, engaging and retaining a multi-generational workforce has never been more important. As more experienced Baby Boomers retire, Millennials are taking their place and changing your organization with fresh ideas about meaningful work, benefits, individual achievements, career advancement and more. Learn new ways to motivate, manage and succeed in this new world of work.

- Understand how generational traits influence employee perspective
- How trends and projections for each generation might affect recruiting and retention
- Build a critical skills pipeline: Integrate career development and successor strategies.



T4 – Measuring the Business Case for Leadership Training Personal Leadership • Mid-level • Non-Hospital

Marcey Uday-Riley, Partner, IRI Consultants

Pam Cunningham, Consultant, IRI Consultants

Terri Hollingsworth, Vice President, Human Resources Services, Hospital Association of Southern California

Learn how to boost employee engagement and HCAHPS scores through leadership training.

- Describe the leadership knowledge, skills, and behaviors that are most likely to positively impact business and organizational outcomes
- Explain how best to transfer the knowledge, skills and behaviors in a way that provides exceptional Level 1-3 evaluation results
- Use a process and model for collecting Level 3 data that is practical and cost effective.



T5 – But First, Let's All Do a Selfie! Transformation of Care/HR Delivery • New-to-the-Profession

Janice Love, Director, Learning and Development, Swope Health Services





This case study will examine how Swope Health Services transformed its talent management strategy by introducing “selfies” (self-appraisals). For the first time, over 480 employees were encouraged to complete “selfies” as part of the organization’s performance management process, increasing employee engagement and accountability for performance.

- Learn why completing self-appraisals is an important first step in a collaborative performance management process
- Understand how self-appraisals helps nurture better communication between managers and employees
- Provide their managers with actionable information to help make informed decisions about employee training and development.



T6 – Developing Emerging Leaders – Part I

The Advisory Board Company • Personal Leadership • Mid-level • Non-Hospital

Brendan McGinty, Managing Director, The Advisory Board Company



Top-tier organizations emphasize leadership development across all levels of staff – a critical investment amidst high turnover and staff shortages. Get the tools you need to constantly refresh your leadership bench.

- Determine current and future leadership needs
- Recruit and hire staff with strong leadership potential
- Identify potential leaders and design effective development opportunities.

Tuesday, September 27

9:15 a.m. – 10:15 a.m.



T7 – You’re Responsible for Physician Recruitment – Now What?

HR Delivery • Mid-level

Rebecca Hinrichs, Vice-President Human Resources, Riverside Healthcare
Allison McCarthy, Principal, Barlow McCarthy

Human resources is increasingly responsible for physician recruitment. Different than most other recruitment practices, the challenge is understanding it enough to ensure the function successfully fulfills the organization’s business objectives. The case study will illustrate the leadership lessons learned. Physician recruitment “best practices” will also be reviewed.

- Gain insights on managing key internal stakeholders, including the C-suite and medical staff, to commit to priorities, align with organization’s strategic plan, and commit to the effort
- Understand the unique distinctions between recruiting physicians and other organizational talent – including the process, tools and expertise required
- Identify the “best practices” of successful physician recruitment functions including candidate pipeline development.



T8 – Beyond Succession Planning: Building Tomorrow's Leaders by Building an Internal Leadership Coaching Practice

People Strategies • Mid-level

Lillian LeBlanc, Strategic HR Consultant/Leadership Coach, Baptist Health South Florida



In this interactive workshop, you'll hear how award-winning Baptist Health South Florida developed and manages an internal coaching practice, built upon the core competencies of the International Coach Federation (ICF). You'll discover how the organization created an ICF approved coach training program, and learn how the coaching practice integrates with succession planning, enhances leadership development and informs organizational change.

- Articulate a strong business case for leadership coaching to enhance leadership development and ensure leadership continuity
- Explain the value of an internal coaching practice, leveraging coaches trained in the core coaching competencies of the International Coach Federation
- Describe how leadership coaching connects with talent management, succession planning and organizational change strategies.



T9 – Savings Summit: a Hospital, a Consultant, and a Vendor Share Best Practices for Medical Plan Audits

Health Care Business Knowledge • Leader

Mike Foster, Benefits Manager, Johns Hopkins All Children's Hospital

Jean Kelly, Sales Executive, Bouchard Insurance

Steve Noury, National Sales Director, HMS

A medical plan audit can find the 1% to 3% spent on health care that is potentially recoverable. But how can you make the most of one? In this panel presentation, Johns Hopkins All Children's Hospital, Bouchard Insurance and HMS will share proven insights to make your next audit successful.

- Learn best practices for medical plan audits based on a unique cross-section of views: hospital, consultant and vendor
- Recognize systemic issues raised by an audit that often cost much more than one-time claim errors
- Draw real-world lessons from a hospital case study to make their own audit more successful.



T10 – Which Health Care Providers are Federal Contractors? Navigating the OFCCP Landscape HR Delivery • Leader • Non-Hospital

Cara Crotty, Partner, Constangy, Brooks, Smith & Prophete, LLP

With the government's shifting positions regarding whether TRICARE network providers are federal contractors, it is difficult for health care providers to determine whether they are covered by OFCCP's affirmative action regulations. We will discuss how health care providers can become contractors, the basic affirmative action and recordkeeping obligations, and the new regulatory environment.

- Determine how to know whether their organization may be a federal contractor or subcontractor
- Understand the basic affirmative action requirements for federal contractors
- Prepare for future OFCCP regulatory obligations.



T11 – Beyond Physical Health: Mind Body Connection / Role of Emotional Health in Wellness Programs



Transformation of Care/Health Care Business Knowledge • New-to-the-Profession

Dr. Collen Fairbanks, Licensed Clinical Psychologist - Interactive Health, Inc.



As the recipient of two public health grants, Dr. Fairbanks efficiently extended the impact of a tobacco cessation program and HIV testing for women in underserved economic areas. Hospitals and healthcare organizations are high stress environments. As a direct call to action based on the incidence of emotional health issues, the widespread gap between available care and engagement in appropriate care, and the significant positive association with several physical health risks, providing customized programs for hospitals to act upon their employee's needs. These programs will amplify excellent risk migration and engagement to continue to provide a data driven, personalized, seamless, and integrated wellness solutions.

Learning objectives:

- Discover the impact on direct and indirect costs in health care costs
- Promote good emotional health in the workplace and include purposeful emotional health in wellness offerings
- Understand the impact on physical health by listening to a case study on mitigating emotional health risk.

AB

T12 – Developing Emerging Leaders – Part II

The Advisory Board Company • Personal Leadership • Mid-level • Non-Hospital

Brendan McGinty, Managing Director, The Advisory Board Company

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