ASHHRA 51st Annual Conference Learning Sessions

Saturday, September 19, 2015

8:30 a.m. – 12:30 p.m.

P1 - Resisting Change: How to Overcome it and Unlock the Potential in Yourself and Your Organization

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

A roller coaster economy, five generations in the workplace, complex evolving regulations and new technology are just a few of the changes that we have to manage daily in the health care marketplace. Whether transforming an organization, a culture or a department, it's critical that we create emotional connections and engage people's hearts, not just their heads and hands, to achieve success. In this workshop, through case studies, group exercises and sharing best practices, you will learn how to focus on several areas that are critical for implementing accelerated transformation both personally and professionally.

Learning Objectives:

- Understand why most of us resist change and our natural immunity to it
- Define the change process and how to accelerate transformation by developing specific action plans for success
- Create a strategic motivational plan to foster accelerated change and get others on board with change

P2 - An Activist Labor and Employment Agenda from Inside the Beltway – Are You Ready?

G. Roger King, Senior Labor and Employment Counsel with the Human Resources Policy Association
Jim Trivisonno, President, IRI Consultants

The U.S. Department of Labor (USDOL), the National Labor Relations Board (NLRB) and the Equal Employment Opportunity Commission (EEOC) are pursuing very active agendas with respect to regulating labor and employment matters, and health care employers need to understand and be ready to respond to these active agenda initiatives. The USDOL is pursuing significant changes in overtime regulations, federal contractor compliance and reviewing the use of technology in the workplace and the ramifications of such use for compliance with the Fair Labor Standards Act. The EEOC is renewing its enforcement initiatives with respect to the Pregnancy Discrimination Act, pursuing of class action discrimination lawsuits and regulating employer wellness programs.

The (NLRB) has implemented its new expedited election rule, is continuing to regulate employer policies and procedures including employee handbooks and social media policies, considering changing the definition of the joint employer doctrine and imposing new requirements regarding employee use of employer email systems. Employers are also facing the challenge of the Affordable Care Acts' new luxury tax. Our pre-conference panel will review these developments and others and discuss options for employers to avoid regulatory violations and be in compliance with federal and state labor and employment laws.

Learning Objectives:

- Prepare your organization from new labor and employment regulations from the EEOC, NLRB and USDOL
- Determine what health care employers need to understand and be ready to respond to these active agenda initiatives
- Remain compliant with federal and state labor and employment laws

Saturday, September 19, 2015

2:00 – 4:00 p.m.

P4 - CHHR Introduction Course

Gary L. Pastore, MSL, CHHR, director of Human Resources, Scottsdale Shea Medical Center
Bill Horn, CHHR, SPHR, Director of Talent Acquisition and Retention, Upbring

Are you familiar with the newest certification in HR? Attend the CHHR introduction course to learn how this valuable certification can enrich your career.

The Certified in Healthcare Human Resources (CHHR) Certification is a premier national credential based on a sound assessment that provides you distinction in an increasingly competitive marketplace. Eligibility requirements include a blend of education and experience in addition to taking and passing the 110-question CHHR Examination. This exam tests your knowledge on the tasks that are performed regularly in practice and are considered important to competent practice in the health care human resources field.

This 90 minute session will be led by a CHHR certified health care HR leader. It will provide an overview of the required CHHR competencies and address attendee questions for individuals anticipating taking this examination later this year or in the future.

The facilitator(s) will provide an overview of the required CHHR competencies, suggestions on how to prepare and address your questions.

Learning Objectives

- Articulate various methodologies and resources that can be used to prepare for the examination
- Discuss the different elements of the examination content outline, how they may relate to one another and relative importance of each in the examination
- Determine your level of understanding and preparedness to complete the examination
- Identify your individual strengths and opportunities for growth
- Use various resources to use as study elements
- Evaluate your field knowledge and how it compares to the individual HR competencies
- Prepare a study plan and set a test date.

Sunday, September 20, 2015

1:15 – 2:45 p.m.

S1 - Creating a Wellness Program that Produces Results
People Strategies • Mid-Level Professional Track • Non-Hospital
Stephen Doyle, Director, Health Promotion, UPMC WorkPartners
Michael D. Parkinson, MD, MPH, FACPM, Sr. Medical Director for Health and Productivity, UPMC Health Plan and WorkPartners

We will present the findings of our five year observational study on the effectiveness of incentive-based health and wellness programs in the health care workplace. We completed a five-year observational study to evaluate the

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impact of a wellness program instituted by UPMC (an integrated health care delivery and financing system headquartered in Pittsburgh) on the health and health care costs of UPMC health care work.

Learning Objectives:

- Understand the study and its methodologies
- Understand the results of the study
- Learn more about incentive-based wellness and total health management programs

S2 - Addressing the Impact of Depression: Resources for HR Professionals
Community Citizenship • New-to-the-Profession Track • Non-Hospital

Marcas Miles, M.A., Senior Director of Marketing and Communications, Employer's Health

Discuss the impact of depression in the workplace and introduce Right Direction, a helpful resource to guide employers in addressing this costly issue.

Learning Objectives:

- Understand the prevalence of depression and its impact in the workplace, as well as the direct cost connection between mental health and workplace productivity
- Identify the value of the Right Direction initiative – a first-of-its-kind, free depression awareness initiative designed to give employers the tools needed to address and manage the effects of depression both on employees and the company as a whole
- Observe case study examples (2-3) highlighting the successful implementation of the Right Direction initiative, including initial steps to implementation, overcoming challenges/barriers, and results/outcomes/next step

S3 - The 90-Day Transformation: HR Strategies for Accelerating a Culture of High Performance
People Strategies • Leader Track • Non-Hospital

Chip Madera, MS, CSP, President/CEO, Chip Madera Productions, Inc.
Greg Maras, Vice President of Human Resources, Meadville Medical Center

According to Gallup, employee engagement is lower than ever. Human Resources can play a critical role in helping to establish high employee performance standards for excellence that create consistent outcomes. During this session, Chip Madera, MS, CSP, The Leadership Lion, and Greg Maras, VP of Human Resources at Meadville Medical Center will dynamically demonstrate how an update in performance standards are necessary to accelerate a culture of high employee engagement and patient satisfaction.

Learning Objectives:

- How to create a healthy culture of accountability
- How to manage expectations, attitudes, behaviors and ultimately performance that delivers consistent outcomes
- A template for leading your organization in dynamic culture change

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S4 - The Journey from Market Rates to Living Wages
Community Citizenship • Mid-Level Professional Track • Non-Hospital

Barbara O'Shea, MBA, CCP, CBP, SPHR, Practice Leader, PROXUS HR
Jeff Green, Principle, PROXUS HR
Marcia Telthorster, VP Human Resources, Princeton Healthcare System

Interact with an HR Leader and Compensation Consultant to discuss the factors and influences prompting one healthcare system to change their compensation benchmarks for their lowest paid staff.

Learning Objectives:

- Understand the concept and principles of paying a living wage
- Identify the living wage organizational evaluation and analysis process
- Plan a research, communication and business strategy to encourage senior level acceptance and support of the living wage concept

S5 - Employee Resource Groups: A Partner for Innovation and Development in Health Care and Business
People Strategies • Leader Track • Non-Hospital

Skip Spriggs, Executive Vice President and Chief Human Resources Officer, TIAA-CREF
Pamela Abner, Chief Administrative Officer, Office for Diversity and Inclusion, Mount Sinai Health System

Learn how Employee Resource Groups (ERGs) can become a resource for generating innovative ideas, developing talent, introducing and expanding business opportunities while engaging employees.

Learning Objectives:

- Learn how health systems and corporations have leveraged value from their ERG programs and how to apply what they have learned in your organization
- Understand the core strategies and practices that build value in a successful ERG program and obtain a process for moving ERGs beyond a social network
- Participate in an interactive exercise to discuss where your organization is with ERGs, what your vision is and what challenges you're facing

S6 - Turning a Talent Management Strategy into Reality
Transformation of Health Care Track • Leader Track

Christine Jensema, PhD., Chief People Officer, Hospital Sisters Health System
Alicia Hannah, Senior Technical Analyst, HRIS/ Learning & Organizational Development, Hospital Sisters Health System

Learn how Hospital Sisters Health System turned its strategic vision for talent management into an everyday reality. This case study will examine how Hospital Sisters Health System (HSHS) turned its strategic vision for talent management into reality to support the organization's mission and commitment to compassionate care.

Learning Objectives:

- Learn how to use your talent management strategy and processes to align organizational priorities and ultimately ensure excellence in patient care

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- Learn how to get 15,000 employees engaged when adopting a pay-for-performance model and developing specific competencies for position descriptions
- Understand how performance appraisal scores and multi-rater assessments can help set the strategic direction for a consistent approach to talent management, laying the foundation for high performance across your organization

S7 - Data Driven Prescription for Leader Engagement
The Advisory Board Track • Leader Track • Non-Hospital
Kate Vonderhaar, Senior Consultant, The Advisory Board Company

To succeed in a competitive market, you need leaders who are more engaged than ever before. Get best practices to reinvigorate your leaders, from frontline managers to executives.

Learning Objectives:

- Identify emerging trends in leader engagement
- Rightsize the number of priorities for each leader
- Coach leaders on establishing (and modeling) work-life balance

S8 - PANEL: Recent Developments of the NLRB - Issues of Importance for Health Care Providers
Healthcare Business Knowledge • NTTP, MLP, LT • Non-Hospital
Harry Johnson, National Labor Relations Board member
G. Roger King, Senior Labor and Employment Counsel with the Human Resources Policy Association

Attend this session to learn about current developments involving the National Labor Relations Board, including the Boards New Election Rule, its regulation of employer email systems and its continuing scrutiny of employer handbooks and other policies. NLRB member Harry Johnson will share his thoughts on these and other important topics involving the NLRB.

Learning Objectives:

- 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

Sunday, September 20, 2015
3:00 – 4:30 p.m.

S9 - Health Care Workplace Violence Prevention: The California Experience
Hr Delivery • Mid-Level Professional Track
Gail Blanchard Saiger, VP, Labor and Employment, California Hospital Association

Learn how California's health care workplace prevention plan law and regulations impact organizations both in and out of the state.

Learning Objectives:

- Identify the elements of a workplace violence prevention plan
- Identify the stakeholders in their organization that should be engaged on this issue
- Conduct a gap analysis to identify areas for improvement

S10 - The EN-Abled Veteran Program at Rush University Medical Center
Community Citizenship • Mid-Level Professional Track

Jaime Parent, Vice President of Information Technology Operations and Associate CIO, Rush University Medical Center

The EN-Abled Vet Program at Rush University Medical Center helps transitioning military veterans and their families build health care IT careers in their communities.

Learning Objectives:

- Discover the true social and occupational issues facing returning military veterans and their families
- Describe why well-meaning employers are missing the mark in hiring veterans
- Describe a new on-the-job training approach that has successfully built new health care IT opportunities

S11 - Three Models for Having Difficult Conversations – Successfully
People Strategies • New-to-the-Profession Track • Non-Hospital

Lynne Cunningham, Coach, Studer Group

Lynne introduces leaders to three different models for having successful difficult conversations and then gives participants an opportunity to create and practice difficult conversations. Leaders leave with a variety of tools in their toolkit to have successful difficult conversations with those who are low performers, those who are habitual offenders but not necessarily low performers, and a solid performer who has "stubbed his/her toe."

Learning Objectives:

- Identify three models for difficult conversations and how to select the best approach for a particular situation
- Understand how to align and integrate these difficult conversation models with solid HR practices
- Cascade the Cup of Coffee conversation model to all staff to create a rich communications environment

S12 - Vanderbilt Health's Innovative Talent Acquisition Strategy in Today's Candidate-driven Market
HR Delivery • Leader Track

Brian Bazda, Partner, Lean Human Capital
David Szary, Founder/Partner, Lean Human Capital
Candy Lindsay, Senior Director, Talent Management & Operations, Vanderbilt University Medical Center

Candy Lindsay will discuss Vanderbilt's strategy to fill 7,000 positions annually. She will provide insights into their multi-year strategy and case study results of their accomplishments to date.

Learning Objectives:

- Build a business case to secure the resources required to meet increased hiring demand

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- Build a Talent Acquisition Performance Scorecard based on critical dimensions important to key customers
- Leverage Voice of the Customer insights to improve customer satisfaction and develop sourcing strategies to fill critical positions

S13 - The Bully and the Bottom Line
People Strategies • Mid-Level Professional Track • Non-Hospital
Allison West, Esq., SPHR, SHRM-SCP, Employment Practices Specialists

This information-packed session provides strategies for effectively dealing with bullies in the workplace. The school bully has grown up and is wreaking havoc in the workplace. Consider the supervisor or physician who yells and engages in name-calling, putdowns, and other humiliating conduct. Or, the vindictive manager who excludes an employee from important meetings or sabotages their work. Often, if the bully is a good performer, management looks the other way. Bullying affects the bottom-line and creates potential legal claims. Participants will gain practical tips on how to effectively stop bullying in the workplace.

Learning Objectives:

- Understand what bullying is and isn't
- Learn the potential legal issues that can arise with bullying behavior
- Gain tips and tools on how to stop bullying in the workplace

S14 - Looking Ahead: 10 Trends in the Applicant Screening Industry
Transformation of Health Care Track • New-to-the-Profession Track • Non-Hospital
Alexander Erlam, General Counsel/Employment Law Specialist, Certiphi Screening
Sadeq Khan, Certiphi Screening

In this session, we will explore the top 10 trends in the applicant screening industry and how they impact your hiring process. Background checks are a common - and often required - element of any health care organization's hiring process. However, a tidal wave of new laws and regulations in the industry, and an onslaught of FCRA violations have created uncertainty for many employers on how they are allowed to use the information found in a background check to make a hiring decision. This session will explore the top 10 trends in the applicant screening industry and how they impact your hiring process.

Learning Objectives:

- Identify the top 10 current applicant screening industry trends and learn how to identify compliance gaps in your current processes
- Explore examples of litigation and recent cases related to these trends
- Take away specific examples of ways to change your processes to make you more compliant

S15 - Start with Your Leaders to Build a Culture of Engagement*
The Advisory Board Track • Leader Track • Non-Hospital
Kate Vonderhaar, Senior Consultant, The Advisory Board Company

You can't build a culture of engagement without leaders who are fully invested in the organization. Get best practices for supporting and recognizing leaders.

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Learning Objectives:

- How executives can show their support for frontline leaders
- Help leaders overcome common skill gaps
- Ensure the best ideas from frontline leaders reach executives

Open to HR Advancement Center Members only.

S16 – Thought Leader Forum
All Career Levels

Session information coming soon.

Monday, September 21, 2015
10:15 – 11:45 a.m.

M1 - Real Retirement Readiness: Leaving No One Behind!
People Strategies • Leader Track • Non-Hospital
Greg Hyland, Vice President-Group Retirement, VALIC
Jeanene Martin, SVP & Chief HR Officer, Human Resources at WakeMed Health & Hospitals
Craig Cheyne, Vice President, Marketing Strategy for VALIC
Steve Maschino, President and CEO of Financial Soundings, LLC

Despite the generous retirement benefits provided by hospitals today, some employees can't afford to retire. Engaging all employees through data-driven personalization provides a practical way to manage plans for results.

Learning Objectives:

- Understand what is needed to break down employee inertia
- Know how to improve actual outcomes in participation, contributions, risk, investment allocations and overall retirement readiness
- Better understand the reasons many employees avoid taking advantage of their benefits

M2 - Physician Disability Benefits - Best Practices in Health System Integration
Healthcare Business Knowledge • Leader Track • Non-Hospital
Michael Rosenbaum, Partner, Drinker, Biddle & Reath LLP
William Buchholz, President and CEO, The Buchholz Planning Corporation

This session will address the disability benefit challenges in bringing a physician group into a health system. Attendees will learn more about integrating hospital systems and physician practices with respect to disability plans, and how cultural differences and goals have an impact on the integration.

Learning Objectives:

- Better understand the desires and needs of physicians
- Better understand the challenges ahead when thinking about benefits vs. budget
- Potential solutions that may not increase the budget

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M3 - Developing the Next Generation of Health Care Professionals
Community Citizenship • Mid-Level Professional Track • Non-Hospital
Brandon Melton, Consultant, IRI Consultants
Mary Anne Kelly, Consultant, IRI Consultants

Over the next 20 years, health care will experience the most significant demographic shifts in our history. Baby boomers will leave the workforce in unprecedented numbers and return as significant consumers of health care services. In addition, by 2043, demographers predict that minority populations will be in a majority in the U.S. This session presents four successful workforce development initiatives – two directed at high school and college age youth and two focused on adult learners. These community-based programs, spearheaded by HR leaders, each serve minority populations, with a goal of building a robust health care workforce that reflects our communities.

Learning Objectives:

- Identify at least four key success factors for building consensus among a variety of stakeholders and creating successful community partnerships
- Outline at least four key success factors in designing and implementing a high school specifically focused on preparing youth to enter post-secondary education
- Identify the six essential elements for creating a successful workforce development program directed at preparing adult learners to become health care

M4 - Creating Consequential Conversations
People Strategies • New-to-the-Profession Track • Non-Hospital
Nancy Riesz, President, Success Catalyst

This experiential program explains why disciplinary conversations are challenging, how to develop dialogues that provide clarity and cooperation and strategies that lead to desired outcomes.

Learning Objectives:

- Know how to handle unacceptable behavior without sacrificing the relationship
- Utilize models received and processes learned to develop and deliver effective consequential conversations
- Learn the language of coaching to increase employee accountability and improve performance

M5 - HR–Tolerated Cost or Trusted Strategic Partner?
Personal Leadership • Leader Track
Jathan Janove, Director, Employee Engagement Solutions, Ogletree Deakins

This session addresses two questions: What distinguishes HR professionals who enjoy management's trust, respect and confidence? What do they do to maximize their leadership potential?

Learning Objectives:

- Capture the business case from management's perspective
- Apply an economic analysis and risk assessment checklist that conveys compliance issues in language that management will understand and support
- Apply success story best practices involving HR professionals who became trusted

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M6 - New Employee Orientation: Meaningful vs. Mundane
Transformation of Health Care Track • New-to-the-Profession Track • Non-Hospital
Amy Smith, Staff Development Specialist, Organizational Development and Learning, East Tennessee Children's Hospital
Will Ploskonka, Manager, Organizational Development and Learning, East Tennessee Children's Hospital

Come learn how to use employee experiences, adult education principles, and fun to help your new employees engage in the culture of your organization.

Learning Objectives:

- Assess orientation programs for areas of improvement
- Exchange ideas about orienting new employees
- Develop strategies to implement meaningful changes in orientation programs

M7 - Build a Best-in-Class Leadership Enterprise
The Advisory Board Track • Leader Track
Brendan McGinty, Managing Director, The Advisory Board Company

Top tier organizations have comprehensive but targeted strategic plans for their leadership ranks. What's your talent development strategy? Get the right tools for getting ahead of tomorrow's top talent needs.

Learning Objectives:

- Surface gaps and opportunities in current talent strategy
- Identify and plan for future talent needs at all levels
- Align talent strategies with organizational priorities

M9 - Selecting for Patient-Centric Culture: Results are In!
People Strategies • Leader Track
Lauren Lloyd, SPHR, Senior Director, Recruitment Service Delivery, UPMC
Ted Kinney, Ph.D., Director of Research & Development, Select International

The purpose of this session will focus on the practical issues and outcomes of deploying a patient-focused selection-based cultural intervention.

Learning Objectives:

- Handle the change management process in complex organizations with decentralized and silo'd hiring processes
- Socialize your organization to the importance of consistent selection processes
- Identify and measure key program outcomes metrics, including ROI

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M11 - The Business of Health: How a Culture of Health for Employees Can Improve Population Health
Community Citizenship • Mid-Level Professional Track • Non-Hospital
Lindsey B. Bickers Bock, MPH, Strategic Alliances Manager, Prevention Partners

Hospitals are positioned as champions of population health. Yet hospital employees are more likely to be unhealthy. How can health care heal thyself and bring change to the community?

Learning Objectives:

- Discuss how policy and environment change impacts employee health and leads to healthier hospitals and care systems
- Implement first steps to creating and sustaining a culture of health to reach all employees, influence behavior, and align employee health promotion effectively
- Understand why hospitals should focus on prevention to improve community health and how to position hospitals as community leaders

M12 - Building a Learning Organization that Links with Organizational Strategy
Healthcare Business Knowledge • Leader Track • Non-Hospital
Alan Cooper, Ph.D., MBA, Chief People and Performance Officer, White Plains Hospital

This session will present two case studies; one from a large integrated health system and one from a small regional hospital, that show how linking learning to overall organizational strategy can help drive success.

Learning Objectives:

- Understand the difference between training and learning and how to develop a learning organization
- Discuss how a learning organization drives culture change and organizational outcomes
- Apply the knowledge gained to design and execute an organizational learning strategy

M13 - Using Analytics to Turn Employee Surveys into Real Drivers of Business Outcomes
People Strategies • Leader Track • Non-Hospital
Scott Mondor, Managing Partner, SMD, LLC
Todd Horton, Director of Workforce Intelligence, Dignity Health

This case study discusses how one health care system used their employee survey to understand key drivers of HCAHPS/Patient Satisfaction/Turnover and create a system-wide action plan.

Learning Objectives:

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

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M14 - New and Shifting Health Care Roles of the Future
Transformation of Health Care Track • New-to-the-Profession Track • Non-Hospital
Amy Goble, Vice President, HealthCareerCenter.com, American Hospital Association

Health care is undergoing sweeping change – and with that comes the evolution of existing roles and creation of new roles for the healthcare workforce. From the C-suite to the staff level, roles are being developed and skill sets are shifting to provide greater operational efficiencies, reduce cost and improve delivery of care. This session explores these roles and what they mean for the future of your organization.

Learning Objectives:

- Identify the top skills needed and major focus areas for change: 1) leadership, 2) use of mid-levels/clinical providers, 3) case managers
- Learn about the changing supply and demand trends for nurses / advanced practice nurses
- Learn how organizations are utilizing transitional care management roles to meet needs of patient education and reducing readmissions

M15 - The $64,000 Question: What's the ROI on Leadership Development?
The Advisory Board Track • Mid-Level Professional Track
Jim Veronesi, Special Director, The Advisory Board Company

Struggling to make a compelling case for investing in leadership development? Join the club. Learn language and strategies for capturing non-financial ROI in the financial terms you need to convince leadership skeptics.

Learning Objectives:

- Identify the challenges of quantifying leadership impact
- Translate qualitative benefits into financial terms
- Convincingly communicate stories of leadership impact

M16 - PANEL: The Critical HR Role in Mergers, Acquisitions and Other Combinations
Healthcare Business Knowledge • All Career Levels
Mark Nelson, Shareholder, Polsinelli PC
William Sweeney, Shareholder, Polsinelli PC
Katie Bata, Vice President of Human Resources, Advocate Lutheran General Hospital and Advocate Illinois Masonic Medical Center (Advocate Health Care)
Edward Rathman, Benefits Director, Catholic Health Initiatives

A panel of four speakers – the 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 benefit guidance will share their personal and professional experiences and learnings from transactions in which they have played important roles.

Learning Objectives:

- 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 practice strategies to achieve employee relations excellence throughout the process
- Understand legal considerations in a transaction and how to manage associate risks

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4:15 – 5:45 p.m.

M17 - HR Business Hero – Reduce Your Clearance to Work Time
Healthcare Business Knowledge • Mid-Level Professional Track

Todd Wauters, Vice President of Sales, Oxford Immunotec
Chris Bos, Director of Human Resources & Employee Health, Mercy Health Springfield Communities

Become an HR Business Hero by dramatically reducing clearance to work time for your new hires, resulting in significant costs savings and happier hiring managers.

Learning Objectives:

- Understand the cost savings opportunities for your institutions by reducing new hire time to work clearance
- Understand how to streamline the new hire work clearance process to improve efficiency and get new hires started faster
- Understand tools that can reduce time to work clearance, such as new TB screening method

M18 - GOT BIAS? How Unconscious Bias is Compromising your Commitment to Talent
HR Delivery • New-to-the-Profession Track • Non-Hospital

Joe Gerstandt, Speaker/Co-Founder, Talent Anarchy

While we continue taking a good person / bad person approach to issues related to diversity, insights from the fields of behavioral economics, social psychology, and neuroscience have provided us with a much more accurate understanding of human decision-making and specifically, bias.

Learning Objectives:

- Participants will understand the basic science of unconscious bias.
- Participants will understand the impact that unconscious bias is having on their organization.
- Participants will be able to guide their organization in mitigating the impact of unconscious bias.

M19 - The Language of Leadership – Enhancing Your Leadership Potential
Personal Leadership • Leader Track • Non-Hospital

Paul Figueroa, Founder, Peace Enforcement, LLC

The words we use have impact – positive and negative. Learn how to frame and speak in a way that motivates and inspires others. Participants will discover the importance of positive communication, the impact it has on leadership and your organization.

Learning Objectives:

- Use positive speech at work and know the crucial impact of words and internal dialog
- Know the importance of empowering others
- Make their communications memorable, positive and empowering

M20 - A Plethora of HR Data - Where to begin? Start with the HR Metrics Tool!
HR Delivery • New-to-the-Profession Track

Shebani Patel, Principal, PwC People Analytics, PwC Saratoga

Shebani Patel will share highlights from the results of this year's HR Metrics Tool, tips on how to utilize metrics in your organization, and details on becoming more predictive with workforce information - how to get into "Big Data" for HR no matter your organization's size

Learning Objectives:

- Analyze benchmark results for key metrics that are "must haves" for managing the workforce effectively
- Discover how workforce metrics and dashboards can benefit you as a healthcare HR leader
- Learn about how predictive analytics is emerging in HR, and how you can start to utilize these techniques to know workforce outcomes before they happen

M21 - Accommodation Academy: Lessons in the ADA
Healthcare Business Knowledge • Mid-Level Professional Track

Heather Owen, Partner, Constangy, Brooks, Smith & Prophete, LLP

Increase your Accommodations Intelligence Quotient in this interactive session where we will learn from the latest and craziest cases under the ADA.

Learning Objectives:

- Increase your Accommodation Intelligence Quotient by learning from the latest ADA cases and EEOC activities
- Apply your ADA knowledge to difficult accommodation scenarios common to health care employers
- Identify the most common errors made by health care employers that result in ADA liability and how to avoid them

M22 - Personalization: the "Secret Sauce" in Wellness Program Success
Transformation of Health Care Track • Leader Track

Janet Lara-Vital, Director, Total Rewards and Wellness, Miami Children's Hospital
Stacey Nevara, Vice President of Client Relations, Interactive Health

Learn best practices that Miami Children's Hospital utilized to personalize their program at every stage while fostering employee accountability and improved health year over year.

Learning Objectives:

- Learn best practices on how to customize your program to meet your organization's wellness objectives
- Gain an understanding of how to create a successful wellness program that is personalized for your employees
- Identify how to apply personalization across all stages of your wellness program

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M23 - The Five-Star HR Experience
The Advisory Board Track • Mid-Level Professional Track • Non-Hospital
Jim Veronesi, Special Director, The Advisory Board Company

Access and convenience are essential features of the new health care market. Has your HR team embraced the new consumer-centric approach? Learn how to design a five-star service experience for every candidate, customer and constituent that your team encounters.

Learning Objectives:

- Analyze processes through the eyes of the HR customer
- Identify specific areas for service improvement
- Design and deliver quality experiences that surpass expectations

M24 - PANEL: Innovative HR/Talent Strategy Includes Leader Assimilation: Best Practice Panel
Personal Leadership • All Career Levels • Non-Hospital
Diane Egbers, M.S., Executive Human Resources Development, Leadership Excelleration, Inc.
Lee Ann Easter, RN, MA--Organizational Management, Director of Organizational Development and Learning, East Tennessee Children's Hospital
Jennifer Skinner, MSN, RN, Director of Organizational Effectiveness, TriHealth
Elisabeth Baldock, PhD., Chief Human Resources Officer, Nationwide Children's Hospital

A dynamic panel of health care human resources leaders will share leader assimilation experiences and best practices. They will describe how it fits into a comprehensive HR and talent strategy. This session offers an innovative approach to the seven strategies needed to conquer the Seven Enemies of Success.

Learning Objectives:

- Learn about the Seven Strategies for Leader Assimilation as an essential element of effective HR and Talent Strategy
- Understand panel member experience and best practices with HR and talent strategy that includes a new approach to leader assimilation
- Ensure application within a comprehensive HR and talent strategy plan

Tuesday, September 22, 2015
8:00 – 9:30 a.m.

T1 - 1,000 Sites with a Single Voice – Standardizing Excellence
Healthcare Business Knowledge • Leader Track
Georgina Trunzo, Sr. Director, Patient Access/Revenue Cycle, UPMC
Lauren Lloyd, SPHR, Senior Director of Recruitment Service Delivery, UPMC

This presentation will demonstrate how UPMC established a centralized staffing model that allows for a streamlined recruitment process, reduced overtime costs and a consistent on-boarding framework.

ASHHRA 51st Annual Conference & Exposition
Strategic Leaders
for Healthcare's Future

September 19–22, 2015 Orlando, Florida

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THE HUMAN SIDE OF HEALTHCARE

Learning Objectives:

- Implement a centralized recruitment, training and placement model
- Reduce site overtime costs via volume-based staffing and utilizing centrally trained and deployed floater staff
- Ensure all new employees are trained via standardized best practices, resulting in a consistent patient experience across all sites

T2 - Diversity and Inclusion: An Organization's 10 Year Journey
Healthcare Business Knowledge • Leader Track • Non-Hospital

Meghan Patton, Vice President of Human Resources and Chief Human Resources Officer, Abington Health

This session will describe a 10 year journey that has strengthened diversity and inclusion within one organization. Through stories, practical examples, processes and metrics, attendees will see the results of action plans that have been developed and worked on over the past 10 years.

Learning Objectives:

- Implement ideas that promote diversity and inclusion
- Develop a Diversity Scorecard
- Understand why listening to diverse perspectives is important to employee engagement and the patient experience

T3 - Engaging Our Front-Line in Leadership
People Strategies • Mid-Level Professional

Heather Brace, Human Resources Manager, Intermountain Healthcare
Todd Neubert, Nurse Administrator, Intermountain Healthcare

Learn how Intermountain Healthcare engages front line nurses and clinical staff to create leadership efficiencies to focus on quality care and improve communication.

Learning Objectives:

- Learn how an organization can positively utilize and engage front line staff to achieve organizational outcomes
- Understand the practical steps it takes to implement a participatory model in your health care organization and the value it ultimately creates
- Discover how this model improves engagement, communication and process improvement all while developing individuals for future leadership roles

T4 - The Future of Work: What CEOs REALLY Want from HR
HR Delivery • New-to-the-Profession Track • Non-Hospital
Michelle Smith, VP, Business Development, O.C. Tanner

Crafted from interviews with C-suite executives and compelling research from renowned global researchers, Michelle will reveal how you can create a more productive and rewarding workplace.

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Learning Objectives:

- Discover the future of organizational culture – getting work done today requires collaboration among a more diverse set of people
- Understand what is needed as a leader – integrity, authenticity and trust, as loyalty is now earned through relationships and collaboration
- Explore how to create the best workplaces on earth – a roadmap to create the most productive, rewarding working environment possible

T5 - Employee Engagement and Recognition through Gamification
HR Delivery • Mid-Level Professional • Non-Hospital
Michael Maciekowich, National Director, Astron Solutions

Gamification is the use of game thinking and game mechanics to engage users in solving problems. A core gamification strategy is rewards for players who accomplish desired tasks. This session will provide an introduction to gamification concepts and how they apply to the health care human resource strategies.

Learning Objectives:

- Understand what gamification is and how it applies to human resource management
- Understand how gamification has been used and how successful it has been in increasing employee engagement
- Design basic gamification programs in your organization

T6 - Six Factors Shaping the Future of Health Care
Transformation of Health Care Track • Mid-Level Professional Track
Peter Segall, President and CEO, HealthcareSource

This session addresses the changing health care market and the impact talent management and organizational development have on business performance and the patient experience.

Learning Objectives:

- See how the evolution of health care directly impacts hiring and retention
- Plan for the future by developing a talent management strategy that addresses the evolution of the market
- Apply the basic principles of talent management to any health care organization

T7 - Equip Staff to Care for Diverse Patient Populations
The Advisory Board Track • Mid-Level Professional Track
Kate Vonderhaar, Senior Consultant, The Advisory Board Company

As the U.S. grows in diversity, health care organizations must dramatically improve the level of care provided to underserved populations. Learn how to help staff deliver culturally competent care.

Learning Objectives:

- Develop overall workforce cultural competence

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- Educate staff on care disparities
- Operationalize culturally competent care

T8 - Using Analytics to Turn Employee Surveys into Real Drivers of Business Outcomes
People Strategies • Leader Track • Non-Hospital

Scott Mondor, Managing Partner, SMD, LLC
Todd Horton, Director of Workforce Intelligence, Dignity Health

This case study discusses how one health care system used their employee survey to understand key drivers of HCAHPS/Patient Satisfaction/Turnover and create a system-wide action plan.

Learning Objectives:

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