

SATURDAY 9.15.2018**7:00 a.m. – 6:00 p.m. REGISTRATION**

Resource Center, Cyber Café & Tech Bar
and Charging Station

7:45 – 8:15 a.m.**NETWORKING BREAKFAST**

for Preconference and Chapter
Leadership Workshop (CLW) attendees

ROOM 317/318

Join your peers at 7:45 a.m. for a light breakfast. Your pre-selected sessions will begin at 8:30 a.m. **Take a break at 12:00 p.m.** and connect with your peers over lunch. **At 1:30 p.m.,** head back to your session to conclude the day with the final presentation or, if you have pre-registered, take the CHHR exam at 2:00 p.m.

CHAPTER LEADERSHIP WORKSHOP

ROOM 316

8:30 a.m. – 11:45 p.m.

The Chapter Leadership Workshop (CLW) is designed exclusively for ASHHRA affiliated chapter leaders. Learn, network, exchange information and seek direction on health care HR issues you face at the local level. Chapter leaders will learn about chapter operations, governance, membership recruiting and general HR resources.

A1: ACCREDITATION & COMPLIANCE WORKSHOP

ROOM 305

8:30 a.m. – 3:45 p.m.

Mark Crafton

*Executive Director, State & External Relations of
The Joint Commission*

Patrick Horine

CEO, DNV-GL Healthcare USA

Mark C. Barabas, FACHE

Surveyor, HFAP (Healthcare Facilities Accreditation Program)

SESSION ONE: 8:30 – 11:45 a.m.

SESSION TWO: 1:30 – 3:45 p.m.

The Joint Commission, DNV and HFAP are the leading accrediting providers for CMS. In this workshop, Mark Crafton, Mark Barabas, and Patrick Horine will discuss compliance

standards for their respective organizations and review new standards set forth by CMS.

Health systems change providers for various reasons. Learn what each accretor requires during audits to ensure a successful pass rate. This will save time and money for your organization and team.

Participants will receive a Certificate of Knowledge demonstrating your comprehension of compliance requirements.

OBJECTIVES:

- Gain a deeper understanding of compliance standards
- Analyze which CMS approved organization meets your organizational needs
- Learn about current regulations that may affect your institution.

A3: CHHR STUDY SESSION

ROOM 301 8:30 a.m. – 11:45 p.m.

Marie Stehmer, CHHR

*Senior Director, Human Resources,
PeaceHealth Sacred Heart Medical Center at RiverBend*

Gary L. Pastore, CHHR, MSL

*Director of Human Resources and Senior Business Consultant,
HonorHealth Scottsdale Shea Medical Center*

Increase your chances of passing the CHHR exam by joining this interactive study session, facilitated by current credentialed CHHR instructors. The study session will provide in-depth preparation for those preparing for the CHHR exam offered both during conference and throughout the year.



During the study session, participants will:

- Engage in interactive learning through participant teach-back opportunities
- Receive a CHHR Study Guide developed by ASHHRA
- Review identified best practices for each domain
- Review and discuss each learning competency and its real world applications.

OBJECTIVES:

- Build on knowledge and ability to apply basic concepts in the delivery of health care from the perspective of consumers, employees and other stakeholders
- Recognize and identify operating models that support the alignment of organizations
- Demonstrate and explain the HR Leader Model in an everyday context.

The exam will be from 2:00–4:00 p.m. in Room 302.

A4: EXECUTIVE SYMPOSIUM: WORKFORCE STRATEGIES

 ROOM 310/311 8:30 a.m.–3:45 p.m.

Kurt Baumberger

Author and Professor, Duke University



Kathleen McComber, MA, SPHR, SHRM-SCP, CCP, CBP

President at The HEART Group

Laura Castellanos

Associate Director, Health Research & Educational Trust (HRET)

Alan Butler

Senior Vice President, Healthcare Security Operations

Elaine LaRochelle

Director of Facilities, Grande Ronde Hospital

This Executive Symposium is tailored for strategic decision makers. This two part workshop addresses workforce needs from an implementation level.

SESSION ONE: 8:30 – 11:45 a.m.

Hospitals Against Violence Initiatives

This session will discuss the initiative of hospitals against violence and how to strategically implement effective policies, processes and procedures for your organization. Participants will gain an in-depth understanding of the ROI if such polices are implemented into their facility in addition to

learning how an act of violence personally affected a fellow CHRO professional, and steps to reduce and recognize signs of potential violence. Speakers will be represented from such organizations as the American Hospital Association (AHA), National Network of Hospital Based Violence Intervention Programs (NNHVIP) and the International Association for Healthcare Security & Safety (IAHSS)

SESSION TWO: 1:30 – 3:45 p.m.

Use Design Thinking to Improve Workforce Engagement and Satisfaction

Access cutting-edge social science frameworks, master design thinking techniques, and build innovation leadership skills in a unique partnership between Duke University and the American Hospital Association (AHA). You'll bring a real-world problem to the session and learn how to articulate the problem, map the current experience, create a prototype of your solution, and walk away with a compelling value proposition. There will even be a "Shark Tank" to pitch your solution so you'll learn how to overcome Devil's Advocate questions and pushback. More important, you'll see how to scale this approach and increase engagement across your entire organization.

OBJECTIVES:

- Solve complex workforce issues from both an innovative and strategic viewpoint
- Develop a workplace violence prevention program structured from current legislation
- Learn how "design thinking" and social science frameworks can help with change management.

NETWORKING LUNCH

ROOM 317/318

12:00 – 1:45 p.m.

All attendees are invited to the networking lunch. Dine with your colleagues to discuss health care HR hot topics and expectations for the next two and a half days.

A5: KNOW YOUR FIELD: Debrief of Health Care Series



ROOM 303

8:30 a.m. – 3:45 p.m.

Julia Resnick*Senior Program Manager**Health Research & Educational Trust (HRET)***Michael Ward***Senior Associate Director of Policy and Research Trends**American Hospital Association (AHA)*

Your specialty is human resources, but how much do you know about the field you work in? Know Your Field will act as a user's guide to important issues surrounding health care.

SESSION ONE: 8:30 – 10:00 a.m.**Patients, Not Paperwork: The Impact of Regulatory Burden on Hospitals, Health Systems and Their Workforce**

Clinicians, allied health professionals and operational leaders are spending a growing amount of their time on tasks related to compliance with regulatory mandates. While these requirements are largely intended to ensure that patients receive safe, high-quality care, the cumulative effect of mounting requirements impacts patient-clinician interactions and the workflow of nearly all hospital and health system employees.

This session will review the findings of the American Hospital Association's landmark report on regulatory burden, including that an average-sized hospital employs 59 FTEs and spends \$7.6 million each year to maintain compliance with regulatory requirements. Also, explore and encourage audience discussion of key implications, including employee job satisfaction and a declining amount of patient-focused time for physicians and nurses.

SESSION TWO: 10:15 – 11:45 a.m.**Social Determinants of Health: Food Insecurity and the Role of Hospitals**

What is Food Insecurity? According to the U.S. Department of Agriculture, food insecurity is defined as a household-level economic and social condition of limited or uncertain access to adequate food with either disrupted eating patterns or reduced food intake. Food insecurity, a determinant of health, affected more than 12.7 percent of U.S. households—that is, 15.8 million households—in 2015.

How Are Food Insecurity and Health Related? Adults who are food insecure are at an increased risk of developing chronic diseases, and children who are food insecure are at risk for developmental issues. This can lead to an increase in hospital readmissions and medical treatments. This session describes the link between food insecurity and adverse health issues and outlines clinical and nonclinical approaches that hospitals and health systems can use to reduce food insecurity and the stigma often associated with it.

SESSION THREE: 1:30 – 2:30 p.m.**Patients, Not Paperwork: Part II: How are Hospital and Health System Leaders Responding to Regulatory Overload?**

This session will explore and encourage audience discussion of key implications of regulatory burden for their workforce, including employee satisfaction and a declining amount of patient-focused time for physicians and nurses. Are there strategies to alleviate and streamline work associated with requirements? Is there evidence that policymakers and Congressional staff find especially compelling as they consider regulatory reform?

SESSION FOUR: 2:45 – 3:45 p.m.**Social Determinants of Health: Housing the Role of Hospitals**

What is Housing Instability? Each year, there are 1.48 million homeless individuals in the United States. In addition, some individuals are not homeless but live in unstable conditions. Housing instability—a term for the continuum between homelessness and stable, secure housing—can range from physical conditions such as poor sanitation, heating and cooling; exposure to allergens or pests; and substandard housing structures. Unstable access to housing and severe rent burden also contribute to housing instability.

How is Housing Instability Related to Health? Where people live and how people live directly affect their well-being. Research shows that individuals experiencing housing instability have limited access to preventive care and are more likely to have infectious diseases and chronic health conditions like diabetes, cardiovascular disease and chronic obstructive pulmonary disease. Homeless individuals also have a shorter lifespan. This session highlights a web of socio-economic factors that are interconnected, contribute to housing instability and influence health outcomes.

Erica Nelson, MA*CEO, Nelson Performance Development, LLC*

Each session will focus on self-awareness and relationship management — two domains of emotional intelligence. This workshop creates understanding of each domain with a focus on skills in communication/feedback and influence to lead oneself and how to translate that to leading others in your departments and as human resources partners across the organization. *Participants will be awarded a Certificate of Knowledge.*

SESSION ONE: 8:30 – 11:45 a.m.**Leading Myself: Skills to Develop Myself as a Human Resources Leader**

Human resources professionals are business partners in their organizations serving as consultants and thought leaders for leaders and managers. In order to lead others, we begin with leading ourselves to develop and refine our self-awareness. This session introduces and reinforces the skills necessary to be a strong advocate for human resources at all levels in your organization in a highly interactive format. Group survey tools will be used to capture current practices from participants. Come prepared to offer ways that you maintain your own professional development while you consult with your organization's leaders and employees.

Agenda: Leading Myself

- 8:30 – 10:00 a.m.– Define what constitutes leading people including demonstrating the following: confidence, optimism, curiosity, and accountability
- 10:00 – 10:15 a.m.– Break
- 10:15 – 11:45 a.m.– Discuss your leadership approach including increasing self-awareness to use your strengths and stretch yourself in areas that may be under-utilized. Describe the characteristics of an enterprise contributor and how you view human resources as a consultant to increase employee development from individual to enterprise contributors.

SESSION TWO: 1:30 – 3:45 p.m.**Leading Others & Teams: Developing Cultures of High-Performance and Creative Work Environments**

The Aon Hewitt 2017 Trends in Global Engagement report cites the following...“2017 brings ambiguity. Organizations—and their leaders—will need to make decisions on how best to engage their employees.” High performing cultures increasingly require employees to view a larger role in the organization's success. Human resources professionals provide the direction for leaders to focus on creating and maintaining a work environment for meaningful and productive performance. This is a highly interactive format. Group survey tools will be used to capture current practices from participants. Come prepared to offer ways that your human resources department supports the ongoing development of individuals and teams to adapt to the expectations of a fast-moving business environment.

Agenda: Leading Others and Teams

- 1:15 – 2:30 p.m.– Reinforce the importance of on-going feedback and coaching
Demonstrate effective coaching practice for leaders: deep listening and high-gain questions
- 2:30 – 2:40 p.m.– Break
- 2:40 – 3:45 p.m.– Identify ways to empower leaders to solve problems and provide support to lead teams across the organization to reinforce high performance
Discuss strategies to break down communication barriers so that leaders at every level are having discussions to better understand how all teams support the core business

Note: *Resources will be provided via the conference mobile app, including current articles and handouts for use as job aids.*

OBJECTIVES:

- Improve self-awareness and relationship management
- Build upon communication/feedback and influence to lead oneself
- Learn how to translate the above skills to lead others in your department and as human resources business partners across the organization.

A7: LEGISLATIVE & LABOR WORKSHOP

ROOM 306/307

8:30 a.m. – 3:45 p.m.

G. Roger King*Senior Labor and Employment Counsel, HR Policy Association***Philip A. Miscimarra***Partner, Morgan Lewis***Daniel V. Yager***President & CEO, HR Policy Association***David M. Bax, J.D.***Labor Consultant, IRI Consultants***Bob Long, J.D.***Consultant, IRI Consultants*

This full-day session will provide up-to-the-minute information on labor activity in health care, employment law, and NLRB decisions and activity, including an in-depth discussion of the *Janus v. AFSCME* decision. Panel discussions featuring health care executives from across the country will serve to bring these updates to life with real examples of labor activities and the strategies that work in health care.

OBJECTIVES:

- Current legislative and NLRB environments and the risks to your organization
- How the *Janus vs. AFSCME* ruling and organized labor's response can impact health care employers
- How to sustain momentum of your organization's cultural initiatives with the potential of organizing.

WELCOME RECEPTION

SOUTH TERRACE

4:00 – 5:00 p.m.

Join your fellow attendees for the Welcome Reception

where recipients of the Gary Willis Leadership Award (GWLA) as well as the New-to-the-Profession Grant will be recognized.

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About ASHHRA

**The American Society for Healthcare Human Resources Administration**

(ASHHRA) of the American Hospital Association (AHA) is the nation's only membership organization exclusively dedicated to meeting the professional needs of human resources leaders in health care.

Founded in 1964, ASHHRA is a professional membership group of the AHA and has approximately 3,000 members nationwide. ASHHRA leads the way for members to become more effective, valued, and credible leaders in health care human resources. As the foremost authority in health care human resources, ASHHRA provides timely and critical support through research, learning and knowledge sharing, professional development, products and resources, and provides opportunities for networking and collaboration. ASHHRA offers the only certification distinguishing health care human resource professionals, the Certified in Healthcare Human Resources (CHHR).

 MISSION

To advance health care through the support and development of a knowledgeable and connected network of human resources professionals by providing innovative resources, tools and strategies.

 VISION

An inspired community of health care human resources professionals that reaches its highest potential as a catalyst for positive change in an evolving health care landscape.

 VALUES

Trust, Collaboration, Integrity, Innovation, Leadership, Inclusion, Community and Stewardship.