

Healthcare Human Resources Association of Minnesota - An Affiliated Chapter of ASHHRA -
American Society for Healthcare Human Resources Administration & American Hospital Association

Letter from the President

Happy Holidays! I don't know about you, but I think 2013 has just flown by! It seems like we have spent a lot of time educating ourselves and our organizations this year and while this time of year is extremely busy, it is also a time to reflect on what has occurred over the past 12 months. This newsletter is full of information that reflects, but that also shows what an exciting year 2014 will be. Thank you for taking some time to read this Fall Newsletter.

It has been an honor to serve as your president during 2013. It has been a very busy year, full of changes but also of growth for HHRAM. I would like to take some time to recap the goals that we have been working toward this year.

1. Board restructure: We have expanded the HHRAM Board to eleven voting members and added 2 new roles; Member at Large and Director of Regional Consultants. This change provides a voice to more members of the board and pathways to get involved. We are very excited to see this evolve in 2014.
2. Website revamp & maintenance: There has been a lot of work 'behind the scenes' to the website and these improvements will continue. We have enhanced our ability to send information to our members, and will be updating the cover page to highlight many of our business partners. With technology changes and updates, this may be a goal that continues to be in process.
3. Chapter Management Diversity Program: Included in this newsletter is information regarding our referral campaign. By referring your peers, (non-hospital HR and new to the profession) you will receive Amazon gift cards. Thank you for referring HHRAM to your colleagues!
4. Increase membership by 5%: Thanks to all of our members, we accomplished our goal! We grew by almost 8%.
5. Increase ASHHRA Membership by 5%: This goal was also accomplished with a 10% increase!
6. Participate in MMGMA Legislative Day: although weather hindered attendance on this particular day, HHRAM Board members have had an opportunity to attend

legislative events. Also, several members attended sessions at our nations' capital during the ASHHRA conference in Washington, DC.

We also had 2 successful conferences in 2013. On April 18th we met in Bloomington for a one-day conference. The presentations from Dan Dangler from The Advisory Board were very informative regarding 'Breakthrough Leadership' and 'Data Driven Leadership'. Many of you braved the snow storm to hear these presentations and to receive the Labor and Legal Update from Penny Phillips and Brian Benkstein. We received great feedback on the event and we were pleased to provide 7.25 hours of credit for our members. We are in the planning stages for next spring already. More information is included in this newsletter.

Fall Conference found us on the North Shore of Lake Superior in Two Harbors. This event was packed with great speakers, breakout sessions, networking and lots of FUN!! The planning committee did an amazing job in coordinating the conference. Thank you to Jody Bjerke, Kim McCrea, Lynnette Bernardy, Nancy Arndt and Shannon Demgen for planning a wonderful event. Your feedback showed that the content was well presented and very timely! It is always our goal to give you the education and information that you need.

We have many opportunities for you to get more involved with HHRAM. Our current openings include: Communications Director, Scholarship Coordinator, Education Liaison, Director of Regional Consultants, Member at Large and Regional Directors in regions 1, 2 and 6. If you have any questions or would like to express interest in these positions, please contact me or Jennifer Gryte.

I hope you have a wonderful holiday season, best wishes for a peaceful 2014!

Kim Carlson
HHRAM President 2013

2014 HHRAM Election Results

TEAM reported the results of the ballot elections for officers for the year 2014. A total of 59 HHRAM members voted.

For President Elect, Nathan Hamilton received 100% of the vote.

For Treasurer, Lois Slick received 100% of the vote.

The Board thanks all those members who took the time to vote for these candidates.

2013 Fall Conference Recap

The Fall Conference was held at Superior Shores in Two Harbors, Minnesota September 18-20, 2013. The setting along the shores of Lake Superior was very enjoyable.

We take great interest in the surveys that are provided at the end of the conference to measure if we met your expectations. The feedback from the attendees' evaluations

stated that they appreciated all of the speakers and subject matter brought to them. David Nelson's messages about "Change Anything" and Crucial Accountability" was applicable for everyone. Margo Karsten's "living/working" knowledge of her positive deviance approach to strengthening organizational culture was enlightening and appreciated, and Matt Jone's Victory message reminded us that "it's not the outside stuff that matters - it's the inside stuff that counts" - a great reminder to continually celebrate the VICTORIES of our lives and the lives of our employees. We also thank all of the other speakers for taking time out of their busy schedules to present in breakout sessions...it is always nice to have choices! We are very proud of the 13.75 general credits that were provided for our attendees.

We cannot sign off without thanking the HHRAM Board for their support and help. An extra thank you goes to Shannon Demgen for coordinating our wonderful Business Partners, Shannon and Jennifer Gryte for a great "80's" themed party on the boat. It was a lot of fun to see the harbor at night!

All in all, it was a great time had by all...from sessions, to food, to s'mores over the campfire, to all the networking groups who were able to share their concerns and triumphs!

Happy New Year!

Jody Bjerke, Kim McCrea, Lynette Bernardy and Nancy Arndt

2014 Spring Conference

2014 Spring Conference - Save the Date

Mark your calendars to attend the 2014 Spring One Day Conference in the Greater Twin Cities Area

Thursday, May 8th, 2014

Keynote Speaker: Shaunti Feldhahn

Plus Healthcare Executive Panel Discussion - "What do you need from your HR team?"

Plus the legal update and more...

More information will be coming soon! Mark your calendars now and plan to attend!

HHRAM Treasurer's Report

Prepared by Lois Slick

HHRAM remains in good financial standings at 2013 calendar year end.

The current checking account balance is \$54,893 with \$41,090 in CDs.

Income	Budget	Actual
Business Partners-Spring Conference	\$ 0	\$ 2,000
Business Partners-Fall Conference	\$ 15,000	\$ 20,643
Chapter Management	\$ 700	\$ 1,000
Conference Registrations-Spring Conference	\$ 10,000	\$ 8,000
Conference Registrations-Fall Conference	\$ 10,000	\$ 10,425
Membership Dues	\$ 9,000	\$ 11,675
Salary Survey Revenue Sharing	\$ 8,000	\$ *
Investment Income	\$ 100	\$ 388
Total	\$ 52,800	\$ 54,131
Expenses		
Chapter Relations (Assistance to officers to attend ASHHRA conference)	\$ 7,500	\$ 7,500
Conference Expenses (Spring & Fall)	\$ 30,000	\$ 38,715
Accounting and Management Fees	\$ 6,000	\$ 6,403
Operations Expenses	\$ 1,000	\$ 1,846
Scholarships (2)	\$ 2,000	\$ 2,000
Conference Scholarship (2)	\$ 1,000	\$ 0
Website Maintenance	\$ 12,000	\$ 1,371
Board Meeting Expense	\$ 2,500	\$ 1,034
Misc. - Collaborative, Education, Philanthropic, Donations, Regional Meetings	\$ 1,000	\$ 1,688
Total	\$ 63,000	\$ 60,557

*Salary survey revenue was not available at the time of this newsletter

HHRAM Membership Drive

Do you know someone who may be interested in HHRAM? If so, let them know about the healthcare human resources specific offerings we provide; such as the salary survey, educational events, networking, conferences, discussion forums, and much more!! For each 'new to healthcare HR' or non-hospital HR person you refer, you will receive a \$25 Amazon gift card. For all other referrals, you will receive a \$15 Amazon gift card. We welcome human resources practitioners from all healthcare settings and we appreciate you taking the time to encourage your peers to join HHRAM.

ASHHRA Update – Sarah Fredrickson

By Sarah Fredrickson

ASHHRA Regional Consultant, Region 6

The ASHHRA 49th Annual Conference provided attendees with an abundance of learning opportunities to bring back to our colleagues and organizations. The conference provided learning sessions to allow opportunities to understand what is happening in the healthcare landscape, enhancing knowledge in diversity, physician integration, health care reform, employee engagement, wellness initiatives and the future of the

workforce, to name a few topics. In addition, these opportunities allowed attendees to strive to be the best in their healthcare roles and the impact each person has in healthcare, to focus on the ***Strength through Inclusion*** conference theme. As healthcare continues to change rapidly, focusing on these topics (and others) provided education and tools in order to be nimble and adapt to change. All of this, while located in our nation's capital made for another extraordinary ASHHRA experience.

In addition to the awesome learning and development opportunities, the HHRAM chapter was also honored to be recognized for contributions locally, as well as nationally. I am pleased to share the following award recipients:

Nathan Hamilton, Outstanding Chapter Achievement Award. The Outstanding Chapter Achievement recognizes an HR professional from each affiliated chapter whose significant contributions advance the health care human resources profession.

Celeste Gardner, Outstanding Chapter Officer Award. The Outstanding Chapter Officer Award recognizes a 2012 Chapter Officer who has made a significant contribution to an ASHHRA chapter through excellence in chapter management and distinguished leadership.

Sarah Carlson, 4 Star Chapter Management Recognition Program. This program recognizes ASHHRA chapters for their significant achievements throughout the course of the planned year in promoting effective chapter management, encouraging the advancement of HR leadership in all of our health care organizations, and supporting current HR professionals within chapters as they enhance their skills and reach new competencies.

2013 marked the inauguration of the Certification in Healthcare Human Resources (CHHR), administered by the American Hospital Association Certification Center. A professional who holds the credential of CHHR is knowledgeable of the health care environment and health care workforce needs, and is able to adapt this knowledge to their individual health care organization's needs and goals. This professional provides strategic guidance in the interfacing of HR programs and practices to meet the overall mission and vision of the health care organization. If you are looking for a personal challenge and continuous self-improvement and a continuation to deepen and demonstrate your knowledge and capabilities in the healthcare human resources profession, I encourage you to consider participating in this certification.

Membership Recognition



For the past year, Shannon Demgen has been the Business Partner Liaison. The Business Partner Liaison is responsible for recruiting business partners relevant to human resources and healthcare. Shannon has done an outstanding job fulfilling this role. At the fall conference in 2013, Shannon recruited four new business partners! In addition to being the Business Partner Liaison, Shannon is also one of the Region 4 directors. Shannon and the other directors planned one event together that was quite a success.

Outside of HHRAM, Shannon is a Human Resources Generalist at Minnesota Gastroenterology. Shannon has worked for MNGI for 8 ½ years. Shannon is responsible for recruiting all non-clerical roles. She is the retirement expert as well as overseeing the Retention and Recognition committee which raises money for the Employee Emergency Fund, one outside philanthropy and coordinates the Annual Dinner and event. Shannon received her PHR in 2009.

If you were to ask Shannon's co-workers about Shannon they would say she is dependable, committed, and hardworking. Her HR knowledge is outstanding and her dedication to the HR field and the employees is phenomenal. The HHRAM board is so thankful for Shannon's hard work and dedication to HHRAM and would like to recognize her for her commitment to HHRAM. We look forward to her continued partnership with HHRAM.

Jennifer Gryte
HHRAM President Elect

HHRAM HealthCare Wage & Salary Survey

By Brad Lindow, Salary Survey Committee Chair
Sr. Compensation Analyst, Park Nicollet Health Care

This year was a sad one for the *HHRAM Healthcare Wage & Salary Survey*. One of HHRAM's compensation champions, Chuck Lindberg, died in May. Chuck had a great mind for compensation and truly loved the relationships he built with HHRAM. He will have a lasting impression on the HHRAM salary survey and its members, and will be missed dearly.

Heather Lintner of Denarius Human Resources, will continue the great service and dedication administering the HHRAM survey that she and Chuck have done for many, many years.

Highlights from the 2013 survey include:

- This year, 159 organizations reported pay information for 243 locations with a combined total of over 275,000 employees in the upper Midwest region (MN, IA, ND, SD, and WI). The collective annualized compensation reported in this survey report represents in excess of \$9.1 billion (up from \$8.6 billion in 2012 survey).
- Average Salary adjustment in 2012 was 2.4% for Merit. 1.15% in Technical adjustments & 2.13% for General Increases.
- Salary Structure movement in 2012 was on average 1.58% for Clinics, 1.52% on average for Health Systems.

“Hot jobs” continue to be Coding and IT jobs related to the Electronic Medical Record. With the ICD-10 initiative, organizations are researching whether a combination of retention bonus, salary increases, or in house training is needed to transition staff to the ICD-10 standards. Physical therapy, quality improvement and home care jobs continue to be requested in pulse surveys.

The committee’s goal for 2014 will to be to continue to meet the needs of the HHRAM members. The committee will look for ways to improve participation in the survey where it can and review job description summaries to keep up with the changing marketplace.

As you can see our survey covers a wide variety of topics from base pay to salary adjustments and other pay practices such as shift differentials and benefits information. We believe this information is of value to our members and the healthcare community in which we operate. If you have any suggestions for how to improve the survey, we would welcome your input. You can contact me at brad.lindow@parknicollet.com.

If you haven’t already ordered your copy of the *2013 HHRAM Healthcare Wage & Salary Survey*, visit <http://www.hhram.org/index.php/membership-info/> to learn more and place your order.

2014 Participation materials will be emailed December 16th. If you have not participated in the HHRAM survey in the past, please consider for 2014. Email me at brad.lindow@parknicollet.com and I will have you added to the distribution list.

ASHHRA National Conference Washington DC



Picture 1 HHRAM Crew enjoying the ASHHRA MetLife Event



Picture 2 Sarah Carlson accepting our 4 star chapter management award

HHRAM Board Meeting Dates for 2014

Board Meetings are held in St. Cloud at The Le St. Germain Hotel and begin at 10am. Any member is welcome to attend to see if you would like to get more involved serving the HHRAM chapter. RSVP's are appreciated so that we can have an accurate count for meals.

January 24th, 2014
February 28th, 2014
March 28th, 2014
April 25th, 2014
May 30th, 2014
June 27th, 2014
August 22nd, 2014
September 26th, 2014
October 24th, 2014
November 21st, 2014