

HHRAM, Inc.  
PO Box 14909  
Minneapolis, MN 55414

Spring 2011 Conference



**2011 ANNUAL  
SPRING CONFERENCE**  
April 28<sup>th</sup> - 29<sup>th</sup>

***WILD ABOUT HR  
~COURAGEOUS LEADERSHIP~***

***Accelerating Results in  
Uncertain Times***

**Cambria Suites**  
9655 Grove Circle North  
Maple Grove, MN 55369

# HHRAM / ASHHRA



**HHRAM, Inc.** is the official chapter of the American Society of Healthcare Human Resources Administration (ASHHRA).

**HHRAM, Inc.** is comprised of more than 225 healthcare HR professionals from across the state of Minnesota. All types of healthcare organizations (hospitals, clinics, long-term care and assisted living centers) are represented.

As part of HHRAM's educational commitment to its members, we offer two conferences each year. We encourage you to attend this upcoming spring conference.

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 healthcare.

### HR Delivery

#### HR Leaders "Reach Beyond the Expected"

Select sessions with this symbol when you are seeking information on integrating the "people" side of healthcare with organizational business structure.



### Healthcare Business Knowledge

#### HR Leaders "Embrace New Learning"

Select sessions with this symbol when you want to demonstrate cross-functional capability, healthcare knowledge, and strategic vision for your organization.



### People Strategies

#### HR "Leads with the Heart"

Select sessions with this symbol when your goal is to create and implement operating models and structures that support a high-performance culture of care for employees.



### Community Citizenship

#### HR Leaders "Raise Their Voices"

Select sessions with this symbol to better connect employers with employees and link both to customers and communities.



### Personal Leadership

#### HR Leaders "Exemplify Excellence"

Select sessions with this symbol when you accept the personal challenge to hold yourself to a higher standard than expected by others and serve as a model for excellence.



Watch for these symbols describing each presentation's core competency, as part of ASHHRA's HR Leader model.

The application for CEUs has been submitted.



# Registration Form

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ County: \_\_\_\_\_

## Fees - Registration due Friday, April 15th, 2011

\$ \_\_\_\_\_ HHRAM Member (and MMGMA members) Fee - \$ 175

\$ \_\_\_\_\_ Non-HHRAM Member - \$ 225 (includes HHRAM membership for 2011)

**Cancellation Policy** - Cancellations received after April 20, 2011 are non-refundable.

## Fun & Food

To assist with planning, please check all that you plan to attend. Each activity is free to full-conference participants.

\_\_\_\_\_ Presidents' Reception

\_\_\_\_\_ Thursday Dinner and Games @ Dave & Buster's

\_\_\_\_\_ New Member Orientation

\_\_\_\_\_ Boxed Lunch on Friday

## How to Register

Register online at [www.hhram.org/events.htm](http://www.hhram.org/events.htm) or mail registration form and check (payable to HHRAM, Inc.) to:  
HHRAM, W175 N11117 Stonewood Drive, Ste 204, Germantown, WI 53022

Questions? Contact Jennifer Gryte ([jgryte@mngastro.com](mailto:jgryte@mngastro.com)); Rachael Redenius ([rredenius@mngastro.com](mailto:rredenius@mngastro.com)) or Katie Slette ([katie.slette@sandfordhealth.org](mailto:katie.slette@sandfordhealth.org))

# About HHRAM

## Mission

Our mission is to develop excellence in healthcare Human Resource Professionals.

HHRAM, Inc. is the official chapter of the American Society of Healthcare Human Resources Administration (ASHHRA), the HR “arm” of the American Hospital Association.

## Vision

The Healthcare Human Resources Association of Minnesota, Inc. will be the professional association of choice for healthcare Human Resource Professionals, supporting the members through advocacy, innovation, collaboration, partnership, education and networking.

## HHRAM

For more than 35 years, HHRAM has been the vehicle for stimulating education, invaluable networking, and a comprehensive compensation and benefit resource to hundreds of healthcare professionals. Just as a reminder, there are several other advantages to belonging to our organization, visit us at [www.hhram.org](http://www.hhram.org) for more details.

Please contact Sarah Carlson if you are interested in getting more involved with the HHRAM organization. There are many opportunities just waiting for you!

We hope to see you at the 2011 Spring Conference!

# Conference Schedule

## Thursday, April 28th

8:00 – 8:30 AM	Registration/New Member Orientation
8:30 – 9:00 AM	Welcome and Business Partner introduction
9:00 – 10:30 AM	Leadership 2011: Accelerating Results in a Challenging Economy
10:30 – 11:00 AM	Break and Visit with Business Partners
11:00 – 12:00 PM	Leadership 2011 continued
12:00 – 1:30 PM	Lunch by Region/Visit with Business Partners
1:30 – 2:30 PM	How HR can Impact HCAHPS Scores
2:30 – 3:00 PM	Break and Visit with Business Partners
3:00 – 4:30 PM	Critical Thinking
4:30 – 4:45 PM	Drawings from Business Partners
4:45 – 6:00 PM	Presidents' Reception
6:15 – 8:45 PM	Dave and Busters – Dinner and Games

## Keynote Speaker - Chip Madera

### Leadership 2011: Accelerating Results in a Challenging Economy



An expert professional speaker and leadership authority, **Chip Madera**, MS, CSP “The Leadership Lion™,” challenges leaders to venture beyond their wildest expectations by opening minds, stirring hearts and inspiring action! He works with organizations and associations all over the world who want to maximize their motivation and performance potential. He speaks over 100 times each year in Canada, Australia, Europe and throughout the US. Some of his clients include: The Mayo Clinic, Verizon, Disney, AT&T, GE Capital and Gatorade, just to name a few.

He discovered his ultimate purpose after being diagnosed with cancer in 1995. His purpose in life is to encourage and inspire others to seek, discover and explore their ultimate potential.

He graduated from college in 1984 with a degree in Psychology and later attained his Masters of Science degree in Human Resources and Organizational Development from Barry University in 1999. Chip has earned the Certified Speaking Professional designation, established in 1980, as the speaking industry's international measure of professional platform skill. He is a professional member of the National Speakers Association (NSA), Past President of the National Speakers Association in North Florida, NSA Central Florida, the American Society for Healthcare Human Resources Administration (ASHHRA), and the Society for Human Resource Management (SHRM). He has authored a library of four (4) audio resources and published several articles on leadership, change and service excellence. He is a Motivation and Performance Strategist with over 13 years experience helping leaders from every type of industry enhance performance and create an environment that delights their customers.



## Speakers



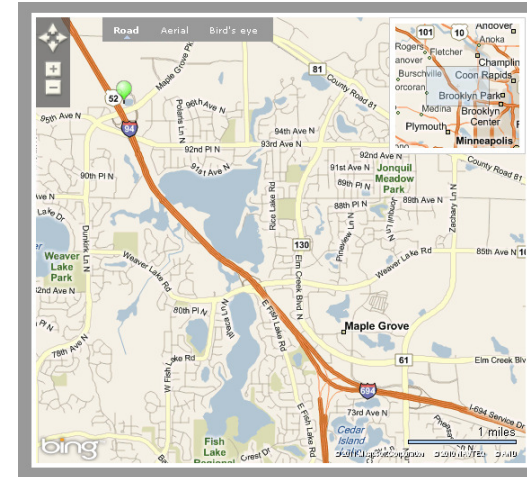
### How HR Can Impact HCAHPS Scores

**Jim Ray** is a vice president at SkillSurvey, Inc, the recognized leader in online reference checks for healthcare. Jim is a frequent speaker and author on how improving quality of hire can improve the business performance of hospitals. Prior to joining SkillSurvey in 2002, Jim has held management positions at IBM and Lotus Development Corporation. Jim received his B.A. from Lafayette College and his MBA from Northeastern University.



# Cambria Suites

## Directions



**From East I-94**, take exit 213/Maple Grove Parkway to stop light. Continue straight ahead on Grove Circle North for approx. 2 blocks. Cambria Suites will be on left.

**From West I-94**, take exit 213/Maple Grove Parkway. Turn right on Maple Grove Parkway. Turn left on Grove Circle North, Cambria Suites will be on left.

## HHRAM Discounted Rates

**Suites available from \$89.00 per night.**

9655 Grove Circle North, Maple Grove, MN 55369  
(763) 494-5556  
[www.cambriasuites.com](http://www.cambriasuites.com)

# Additional Information

Thursday Evening



Escape into play at Dave & Buster's, the only place with a restaurant serving everything from wings to New York Strips, a bar with the best happy hour and a Million Dollar Midway filled with the latest interactive and video games. That's Dave & Buster's.

11780 Fountains Way, Maple Grove, MN 55369  
Phone: 763-493-9815  
www.daveandbusters.com

## Community Citizenship—Courage Center



### Courage Center: For People of All Ages and Abilities

Courage Center is a Minnesota-based rehabilitation and resource center that advances the lives of children and adults experiencing barriers to health and independence.

At Courage Center, we specialize in treating brain injury, spinal cord injury, stroke, chronic pain, autism, and disabilities experienced since birth. Founded in 1928, Courage Center is a nonprofit organization offering advanced technologies and innovation provided in part through the efforts of thousands of volunteers and donors.

Courage Center has locations in Golden Valley, Stillwater, Burnsville, Forest Lake and Duluth, as well as camps at Maple Lake and Lake George. Courage Center is accredited by the Joint Commission on Accreditation of Rehabilitation Facilities, and is a United Way agency.

Mission: Courage Center empowers people with disabilities to realize their full potential in every aspect of life.

Vision: We are guided by the vision that one day, all people will live, work, learn and play in a community based on abilities, not disabilities.

HHRAM will be showing our support of the Courage Center by monetary donations. **Please bring your donation (cash or checks accepted) and HHRAM will match the amount contributed by conference attendees.**

www.couragecenter.org

## Speakers



### Critical Thinking

**Dean Russell** is an Organizational Effectiveness Consultant with Trusight. He is certified in many areas including being a lead auditor for the ISO 9000/13485 Series/14000 Series and a facilitator and administrator for the Myers-Briggs/DISC Behavioral Type Indicator. Dean uses the ISO/Baldrige quality models as the primary instrument in the installation of Quality and Environmental Systems. He provides a practical, commonsense approach with a sense of humor to all of his trainings.

Dean has assisted in the implementation of Deming's Profound Knowledge, 14 Points and Juran's Quality Circle's systems. He also has served as adjunct faculty at Limestone College, Southern Wesleyan College, and Haywood Community College instructing courses in Business Administration and Human Resource Management. Dean is a national speaker and frequently speaks at the University of St. Thomas. A fun fact about Dean: He owns a midget white rabbit and has taken belly dancing lessons with his wife.



### Comp 101: Overview of Pay Program Design Development & Maintenance

**Heather Lintner** has more than 10 years of experience in third party compensation survey design and administration, organizational effectiveness, and employee development. Her area of expertise includes survey design, administration, and data analysis. Heather has a BA in International Trade from Bowling Green State University, an MA in Human Resources & Industrial Relations from the University of Minnesota, and more than 18 years of human resources management consulting experience for Fortune 500 firms including work at Cultural Communications, Hewitt Associates, Wilson Learning, and PricewaterhouseCoopers.



**Charles (Chuck) Lindberg** has over 30 years of experience in the field of employee compensation management. His breadth and depth of experience includes working with more than 100 organizations in a variety of industries and size groups. His area of expertise includes: setting compensation strategies, incentive plan development, executive compensation, pay-for-performance techniques, conducting industry compensation surveys, evaluating competitiveness, job evaluation, and program administration. Chuck has a BA Cum Laude in Economics from the University of Minnesota-Duluth, an MA in Industrial Relations from the University of Minnesota, an MBA from Indiana University, and 12 years of corporate compensation and benefits experience: Pfizer, Inc., The Pillsbury Company, and Capital Holding Corporation.

# Conference Schedule

Friday, April 29th

8:30 – 9:30 AM	The Year of Little Victories
9:30 – 10:30 AM	Comp 101: Overview of Pay Program, Design, Development & Maintenance
10:30 – 10:45 AM	Break and Check Out
10:45 – 11:15 AM	HHRAM Business Meeting
11:15 – 1:15 PM	Felhaber law update & “Stump the Attorney”

## Keynote Speaker - Todd Fultz



### **The Year of Little Victories**

**Todd Fultz** is an athlete. A former all-state wide receiver in high school and an MVP in college, Fultz played both football and basketball overseas. He’s accustomed to getting knocked down and getting back up. But on June 5, 2008, at age 42, an oncoming car inexplicably jumped the median and, in a split second, hit Fultz’s car head on. Both cars had been traveling 60 mph, resulting in a devastating impact.

His initial stint in intensive care was followed almost immediately with multiple 10-hour surgeries to repair his broken pelvis, back, hips, legs, and crushed ankles. Several internal injuries also required treatment, as did bleeding in his brain and a broken nose. After many surgeries, all Todd wanted to do was go home to his family. After nearly three months of therapy, Fultz was unable to put any pressure on his legs. That is when he connected with the Courage Center.

Fultz cannot imagine what his life might be like if not for Courage Center. “It’s essential in all aspects of recovery—emotional and physical. Most people don’t know about Courage Center until they or a loved one needs it. Then they are astounded at the wide array of services available and the professional individuals there ready to help clients achieve their goals, no matter what each client’s starting point is.

“It has been a challenging two years of recovery but through this I have learned gratefulness, seen love, and felt true compassion like no other time in my life,” says Todd.

## Speakers



### **Felhaber Law Update & “Stump the Attorney” - Brian Benkstein**

Brian is an employment and labor law attorney who focuses his practice exclusively on management-side representation. Brian represents clients involving matters that stem from employment and labor laws and he defends claims filed against employers with state and federal administrative agencies and in the Minnesota state and federal courts.

Brian is an experienced, hands-on employment litigator. He has litigated multiple cases to verdict. He argues motions in state and federal court and he has made numerous appearances at the Minnesota Court of Appeals. Brian combines his legal training with eight years of management experience in the health care industry. Prior to joining the Felhaber firm in Minneapolis, Brian worked for a local health care corporation that operated nursing homes in the Twin City Metropolitan area.

Brian rounds out his litigation practice by providing employment law and business law advice and counsel to his clients on employment matters and general business issues ranging from employee performance issues, to legal compliance, to overall business strategy.



### **Felhaber Law Update & “Stump the Attorney” - Penny Phillips**

After serving as Labor & Employment counsel for SUPERVALU INC., a national grocery and distribution chain, Penny Phillips rejoined Felhaber, Larson, Fenlon & Vogt in September 2008, where she had formerly been a shareholder.

Since 1990, Ms. Phillips has focused exclusively on counseling and representation of employers in all areas of employment law, including FMLA, wage and hour, employment discrimination claims (including gender, age, religion, disability, national origin, and race), defamation, whistleblower, breach of contract and wrongful discharge. She has worked with and practiced before the state and federal courts, various state and federal agencies, including the Department of Labor, the Equal Employment Opportunity Commission, and state and local fair employment practices agencies.

She frequently conducts FLSA audits for companies, and is the author of the 2007 *Wage & Hour Answer Book, A Guide for Human Resource Professionals*, published by Aspen Publishers. Ms. Phillips is also a frequent teacher and trainer on employment issues and has spoken to companies and organizations throughout Minnesota, the Midwest, and the United States.