

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

By Lois Slick, MBA

President's Report

I want to start off by thanking you for being a valued member of HHRAM! YOU are what makes HHRAM such a great organization to be a part of! It is a privilege and an honor to serve as YOUR President for this year. Our Team has set some great goals for the year and we are excited to continue to make HHRAM great!

2017 HHRAM Chapter Goals

1. Restructure Board to involve business partners.
2. Capitalize on the capabilities of the new Wild Apricot system by December 2017.
3. Decide on conference direction – 1 conference or 2 for 2018.
4. Salary Survey Participation – Maintain within 5% of 2016 participation.
5. Membership Goal: Board members reach out to active members to attempt to solicit engagement by end of the first quarter 2017.
6. Independent audit of financials completed by July 2017.



If you are interested in becoming more involved with HHRAM, please feel free to reach out to me. HHRAM will once again sponsor 2 conferences this year. Our conferences will be held June 8 & 9th at the Marriott Minneapolis West in St. Louis Park, MN and September 27-29th at beautiful Sugar Lake Lodge in Grand Rapids, MN. I look forward to what 2017 has in store for HHRAM and am excited to see you at the next HHRAM sponsored event!

Inside this issue:

HHRAM 2017 Budget	2
2017 HHRAM Election	3
2017 HHRAM Board Meeting Dates	3
New Member Welcome	3
ASHHRA Exchange	3
Greetings from ASHHRA Consultant	4
HHRAM 2017 Spring Conference	4
Member Spotlight	5
Business Partner Spotlight	5
Keep Calm and Lead On	6
Save the Date	7

2017 HHRAM Budget

Account #	Income	2016 Budget	2016 Actual	2017 Budget
45030	Investments – Interest Savings-CD'S	\$300.00	\$119.04	\$120.00
46435	Other Income (ASHHRA Award)	\$1,000.00	\$0.00	\$1,000.00
47245	Program Income (Salary Survey)	\$7,000.00	\$6,540.00	\$7,000.00
47230	Membership Dues Income	\$12,000.00	\$19,600.00	\$15,000.00
49000	Conference Income			
49010	Spring Conference Registrations	9,000.00	11,965.00	12,000.00
49011	Spring Conference Business Partners	12,000.00	26,080.00	19,000.00
49015	Fall Conference Registrations	12,000.00	11,765.00	12,000.00
49016	Fall Conference Business Partners	20,000.00	21,500.00	20,000.00
	Total 49000 – Conference Income	\$53,000.00	\$71,310.00	\$63,000.00
	Total Income	\$73,300.00	\$97,479.04	\$86,120.00
Account #	Expense	2016 Budget	2016 Actual	2017 Budget
60100	ASHHRA National Conference	\$7,500.00	\$7,082.53	\$7,500.00
61000	Conference Expense			
61002	Spring Conference Expense	18,000.00	10,316.06	27,000.00
61003	Fall Conference Expense	30,000.00	25,839.98	30,000.00
	Total 61000 – Conference Expense	\$48,000.00	\$36,156.04	\$57,000.00
62100	Contract Services			
62110	Accounting & Management Fees	6,000.00	9,377.25	9,000.00
62150	Outside Contract Services (tax return)	500.00	495.00	1,200.00
	Total 62100 – Contract Services	\$6,500.00	\$9,872.25	\$10,200.00
62190	Education	\$300.00	\$300.00	\$300.00
64000	Membership Expense	\$0.00	\$642.96	\$600.00
65000	Operations			
65015	Monthly Headquarter Fees	480.00	480.00	480.00
65020	Postage Mailing Service	360.00	106.56	300.00
65030	Printing and Copying	150.00	234.10	60.00
65040	Supplies, Mileage, and Sales Tax	2,000.00	2,658.40	2,700.00
65060	Scholarships	3,500.00	0.00	3,500.00
65070	Website Maintenance	300.00	1,449.00	720.00
	Total 65000 – Operations	\$6,790.00	\$4,928.06	\$7,760.00
65100	Other Expenses	\$0.00	\$925.00	\$525.00
68300	Travel and Meetings			
68310	Board and Committee Meetings	1,500.00	1,003.03	1,200.00
68320	Regional Meetings	1,000.00	0.00	900.00
	Total 68300 – Travel and Meetings	\$2,500.00	\$1,003.03	\$2,100.00
	Total Expense	\$71,590.00	\$60,909.87	\$85,985.00
	NET INCOME	\$1,710.00	\$36,569.17	\$135.00

2017 HHRAM Election

There were two vacancies for positions on the HHRAM Board of Directors which required election by the membership. These two individuals were elected to their respective roles and started their terms effective January 1, 2017.

President Elect: Nicole Schell

Secretary (2 year term): Shannon Demgen

Since the election, Nicole Schell has taken a new HR position in Colorado. We congratulate Nicole and wish her the best in her new adventure! Due to Nicole's departure we had to restructure our board positions. Shannon Demgen will be moving back into the President Elect role, replacing Nicole. Jennifer Gryte will move into the Secretary role and complete this term. Thank you Shannon & Jennifer for your dedication and commitment to HHRAM!

HHRAM Board Meeting Dates for 2017

This year in an attempt to be good stewards of our resources, the HHRAM board has opted to do a combination of conference call meetings as well as in person meetings. We are hoping this new model will help allow our current Board Members as well as future members to be a part of the Board without as much travel and time away from the office involved. Future dates are as follows:

Apr 7th – Conference Call

May 19th – In person meeting held at CentraCare St. Benedict's Senior Community (1810 Minnesota Blvd, St. Cloud)

Jun 7th – In conjunction with spring conference in St. Louis Park, MN

July – No Meeting

Welcome to our New Members!

Joan Manley
Mercy Hospital
HR Generalist

Lynn Middendorf
Douglas County Hospital
HR Business Partner

Carrie Klinkner
Life Link III
HR Generalist

Lynn DeVore
Vista Prairie Communities
Director of Human Resources &
Development

Lonna Van De Einde
ACME Health
Sr. HR Generalist



ASHHRA Update – ASHHRA Exchange

ASHHRA Exchange is a new "members only" communication platform that you may utilize as needed to connect with other ASHHRA members in community or private discussions. To get started, navigate directly to exchange.ashhra.org and log on using the same username and password as you use for the ASHHRA website. Once you are in you may enhance your profile, check out and join communities, start or participate in online discussions, and connect with your peers. This is a great opportunity for networking as well as a great way to get answers to questions you might have.

Greetings from your new Region 6 ASHHRA Consultant – Karen Gillespie

2017 is off and running and I early I want to give a quick hello to everyone in Region 6! ASHHRA is here for you and offers amazing membership benefits. Visit www.ASHHRA.org or the link provided below for more information about membership and benefits. Join or renew your membership today! One great quality of ASHHRA are all of the networking opportunities. New this year is **ASHHRA Exchange**, a new private online community which offers networking capabilities in a mobile friendly way. You can find information about getting started on **ASHHRA Exchange** by visiting the ASHHRA Website. Mark your calendars for the upcoming ASHHRA 53rd Annual Conference and Exposition in Seattle, Washington - September 16 -19. Lastly don't forget about ASHHRA's certification opportunity for HR professionals, Certified in Healthcare Human Resources (CHHR). You can visit ASHHRA.org for more information on CHHR, renewal, study resources, exam dates, and locations. Please let me know if you have any questions, or need anything throughout my tenure. I am looking forward to working with members of Region 6 and assisting with information and resources available through ASHHRA. My contact information is below. Feel free to reach out at any time.

ASHHRA Membership Benefits

<http://www.ashhra.org/membership/benefits.shtml>

Karen Gillespie

ASHHRA Regional Consultant – Region 6

Director, Human Resources

Anderson County Hospital

PO Box 309, 421 S. Maple, Garnett, KS 66032

kgillespie@saint-lukes.org

(785) 204-8004



A personal membership group of the
American Hospital Association



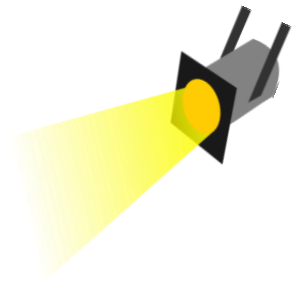
HHRAM 2017 Spring Conference

The Spring Conference “No Excuses, It’s Time to Lead” will be held at the Marriott Minneapolis West in St. Louis Park, MN on June 8th and 9th. Our Keynote speaker for the conference will be Cy Wakeman. Cy, a nationally known speaker, will present on two current “hot topics”, Reality Based Leadership and Hardwiring Accountability. Cy Wakeman is a dynamic speaker, business consultant, author, and trainer. Her first book, Reality-Based Leadership, is a straightforward and practical guide for leaders who want to reduce office drama and improve personal accountability with their teams. She holds a Certified Speaking Professional (CSP) designation from the National Speakers Association and received the 2012 Outstanding Leadership Award from the World HRD Congress in Mumbai.

Objectives for the Reality-Based Leadership session include the following:

- Gain a true understanding of the four elements of the competency of accountability
- Adopt interviewing and hiring techniques through understanding the relationship between accountability and engagement and become fluent in a new employee value metric that measures accountability
- Understand the importance of coaching and mentoring in the development process and learn to practice a simple model for feedback including an introduction to a new developmental tool “Feedforward”
- Gain familiarity with a variety of performance management techniques such as one on one sessions and hosting tough conversation.

Registration is now available on the HHRAM website. Thank you in advance to our conference planners, Shannon Demgen and Mandy Dobosenski for all your hard work planning for this conference!



Member Spotlight : Abby Flodin

Abigail Flodin serves as the Human Resources Associate at North Clinic, a multi-specialty physician-owned clinic based in the northwest suburbs of Minneapolis. Abby has been in this role for one year and loves learning something new every day. Abby graduated with her Bachelor's in Business Administration degree from Minnesota School of Business. Abby has always had an interest in helping people, and realized that Human Resources would be a good fit as it involves helping people every day.

Abby joined HHRAM shortly after joining North Clinic in 2016. She loves HHRAM because of the networking with other individuals in the healthcare industry. It's great talking to people doing the same thing as her who can offer different perspectives.

Abby lives in Bloomington, MN with her husband Keith and their two cats. She enjoys trying new restaurants, taking walks, and spending time with her friends and family.

Business Partner Spotlight:



Arthur J. Gallagher & Co.

Arthur J. Gallagher – A Valued HHRAM Partner for the Past Four Decades!

Business Partner Spotlight: Arthur J. Gallagher & Co. – A valued HHRAM partner for the past four decades.

Our Gallagher team is proud to have been a HHRAM sponsor for as long as any of us can remember. In fact, our HHRAM partnership has literally been passed down from one Gallagher generation to the next. Over the years, we have enjoyed helping HHRAM members stay informed regarding the latest benefit news and have offered objective education to help members best navigate the complexities of the evolving market. With over 3,300 healthcare clients, our benefit and retirement experts bring a unique understanding to the challenges and opportunities member organizations face in today's environment. We take a data-driven approach, leveraging resources such as our **2017 Benefits Strategy and Benchmarking Report and our Best-In-Class Report**, to help members stay up-to-date. We help address findings such as:

- *A workers' comp risk assessment, combined with claims analysis, can reduce claim frequency up to 75% and improve safety and employee morale.*
- *Effective boards and executive and physician Leaders can have an increased revenue impact as large as 10% annually.*

We look forward to maintaining our HHRAM partnership and welcome the opportunity to meet with member organizations to specifically address your unique circumstances. Our team can bring a local depth of knowledge and expertise, backed by national resources, to help your organization best attract, retain and engage talent for future success and sustainability.

Keep Calm and Lead On...

Supporting Our Organizations in the Face of Uncertainty

By Mandy Dobosenski, PHR, SHRM-CP

There have been a lot of changes in the world over the last four months or so, many of which have a big impact on our organizations and the people that we employ. Between an injunction on the FLSA regulations, a new President and administration, a travel ban (and then a stop on the travel ban, and then a new one on the way), proposed changes in healthcare and the ACA, and so much more – it makes the future uncertain in a lot of ways, particularly for those of us in the HR field. There is a lot of political rhetoric circulating in response to these changes, and this message is not about that. Regardless of your political beliefs, this uncertainty can generate anxiety, fear, and frustration amongst those around us – both within the confines of our organizations, as well as for those in the care of our systems. We are all in this together now.

Leaders in our agencies are then presented with the hard task of trying to make sense of how to implement these changes and understand impact, and then communicate these changes to employees in a way that minimizes any potential repercussions such as loss of morale or increased turnover. As the “people department”, our organizations look to us for answers. In today’s environment, they can be some pretty hard questions. Which sometimes leaves us thinking: who’s helping the “people” people?

- How do we continue to manage and provide good partnership to the workforce, when we ourselves may be directly impacted by these changes in our own personal lives?
- What do we tell our managers who have employees struggling with these new realities?
- How do we show support and empathy for employees who have strong political views or are impacted personally by these changes, when we’re tasked with being more or less “neutral”?
- How do we support our workforce in navigating these changes and provide encouragement to focus on the bigger picture: serving patients/clients and providing quality care?

In answering these questions and navigating through uncertain times, I urge you to consider the following:

Be together

Take time to appreciate the diversity and value of each other: facilitate a teambuilding activity or volunteer at a charity organization together. Be supportive and encouraging about the needs of staff, leaders, and especially your peers on the HR team. We need each other, now more than ever.

Be focused

At the end of the day, we are healthcare professionals, and our ultimate commitment is to the populations we serve and care for, day in and day out. They are the ones that need us to be strong, and to be calm under pressure. Focus on finding ways to support staff so that they can continue to be at their best for their patients/clients.

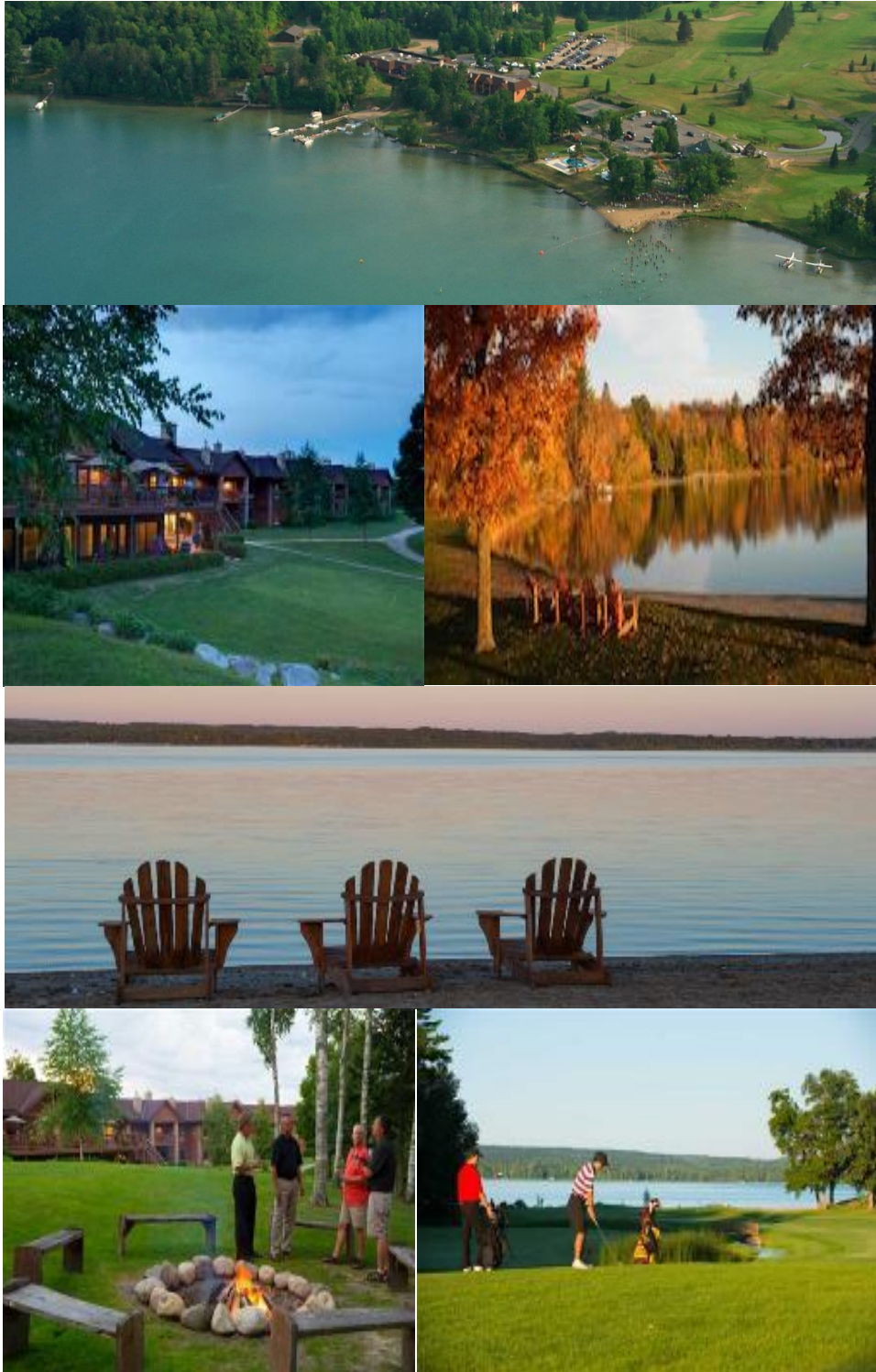
Be kind

No matter which side of the proverbial fence you are on: be kind. We are all allowed our opinions and belief systems, but we also have the right to be treated with dignity and respect (and to do the same for others). In a world of uncertainty: be the good.

Be strong HR warriors. Keep calm, and lead on!

Save the Date

HHRAM Fall Conference
Sugar Lake Lodge – Grand Rapids, MN
September 27-29, 2017



The 2017 Fall Conference will be held at beautiful Sugar Lake Lodge in Grand Rapids, MN on September 27-29th. We have many awesome speakers already booked as well as fun events planned! I look forward to seeing you all there!