

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 Chad Engstrom

As I write this spring newsletter, we are currently getting 6-9 inches of snow! Cold and snow records have certainly been the theme this year. After all, what can you expect from a Minnesota winter, right?

I want to thank you for being a member of HHRAM. I look forward to a great year ahead, serving as your 2019 HHRAM president. I am honored and excited to lead such an amazing group of Healthcare Human Resources professionals. The board of directors has been planning for a busy year ahead.

2019 Goals:

1. Treasurer goal - Research bank to see if we can take credit cards for business partners and what that would cost HHRAM. Decrease credit card costs/fees, research bank options to see if there is a bank with better/less fees.
2. Website update - More interactive to add value, one log in, updated by May 1, 2019. Develop a plan for technical support.
3. Template for Chapter Management - This would include what we have submitted in the past, what documents we used and where to find them.
4. Survey partners and develop and implement plan by 3/31/2019. Recruit new Business partners to help strengthen and support HHRAM, Retain current Business Partners.
5. Membership - Increase membership by 5% or 10 members. This includes diversifying our membership.
6. Review and update Job descriptions by September HHRAM Meeting.
7. Partner with another chapter for an education offering.
8. Look at Chapter Management being a board role by August board meeting.

Achieving these goals will help us increase the value of your HHRAM membership, recruit and retain members and business partners and ensure that we continue to strengthen our position as a strong chapter.

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2019 Budget:

Account #	Income	2018 Budget	2018 Actual	2019 Budget
45000	Investments			
45030	Interest-Savings, Short term CD	60.00	49.81	50.00
	Total 45000 - Investments	\$ 60.00	\$ 49.81	\$ 50.00
46400	Other Investments			
46435	ASHHRA Chapter Awards	1,000.00	750.00	1,000.00
	Total 46400 - Other Income	\$ 1,000.00	\$ 750.00	\$ 1,000.00
47200	Program Income			
47245	Salary Survey Revenue Sharing	6,500.00	13,463.01	8,400.00
	Total 47200 - Program Income	\$ 6,500.00	\$ 13,463.01	\$ 8,400.00
47230	Membership Dues Income	\$14,000.00	\$13,305.00	\$15,000.00
49000	Conference Income			
49010	Spring Conference Registrations	12,000.00	8,350.00	10,500.00
49011	Spring Conference Business Partners	19,000.00	26,500.00	20,000.00
49015	Fall Conference Registrations	12,000.00	12,590.00	13,000.00
49016	Fall Conference Business Partners	20,000.00	21,500.00	21,000.00
	Total 49000 - Conference Income	\$ 63,000.00	\$ 68,940.00	\$ 64,500.00
	Total Income	\$ 84,560.00	\$ 96,507.82	\$ 88,950.00

Account #	Expenses	2018 Budget	2018 Actual	2019 Budget
60100	ASHHRA National Conference	\$ 7,500.00	6,107.45	\$ 8,000.00
61000	Conference Expense			
61002	Spring Conference Expense	25,000.00	\$ 18,370.48	28,000.00
61003	Fall Conference Expense	30,000.00	30,969.46	35,000.00
	Total 61000 - Conference Expense	\$ 55,000.00	\$ 49,339.94	\$ 63,000.00
62100	Contract Services			
62110	Accounting & Management Fees	7,794.36	7,788.00	7,794.36
62150	Outside Contract Services (tax return)	500.00	485.00	500.00
	Total 62100 - Contract Services	\$ 8,294.36	\$ 8,273.00	\$ 8,294.36
62190	Education	\$ 300.00	\$ 750.00	\$ 750.00
64000	Membership Expense (ASHHRA dues/misc)	\$ 320.00	\$ 320.00	\$ 320.00
65000	Operations			
65015	Monthly Headquarters Fees	-	-	
65020	Postage Mailing Service	150.00	0.47	250.00
65030	Printing and Copying	250.00	17.31	250.00
65040	Supplies, Mileage, Sales Tax	2,800.00	2,104.50	2,800.00
65050	Telephone, Telecommunications	-	-	
65060	Scholarships (2 Education, 1 ASHHRA, 2 HHRAM)*	3,500.00	1,500.00	3,500.00
65070	Technology	1,422.00	1,127.88	2,700.00
	Total 65000 - Operations	\$ 8,122.00	\$ 4,750.16	\$ 9,500.00
65100	Other Expenses			

65100	Other	\$ 150.00	-	\$ 150.00
65120	Insurance	525.00	525.00	525.00
	Total 65100 - Other Expenses	\$ 675.00	\$ 525.00	\$ 675.00
68300	Travel and Meetings			
68310	Board and Committee Meetings	700.00	409.93	600.00
68320	Education Meetings	500.00	58.94	500.00
	Total 68300 - Travel and Meetings	\$ 1,200.00	\$ 468.87	\$ 1,100.00
	Total Expense	\$ 81,411.36	\$ 70,534.42	\$ 91,639.36
	NET INCOME	\$ 3,148.64	\$ 25,973.40	\$ (2,689.36)

The 2019 budget does have some additional expenses due to some of the goals such as redesign of the website and partnering on educational offerings, potentially ending the year with a deficit. However, in year's past we have exceeded the conference budget, resulting in additional revenue. If that is not the case this year, we do have plenty of cash reserve to help cover the website project.

2019 New Board Members

We are excited to welcome three new members to our 2019 board. Please join me in welcoming the following board members:

- **Lisa Smude – Membership Director:** Lisa works at CHI St. Gabriel's Health in Little Falls, Minnesota where she serves as the Human Resources Director. See the Membership Spotlight section for more information on page 7.
- **Jen Bahe – Education Director:** Jen works as the Human Resources Director at Minneapolis Radiology.
- **Racheal Ask – Member at Large:** Racheal is employed at Sanford Healthcare in Sioux Falls, South Dakota where she works as a Human Resources Advisor.

HHRAM Board Meeting Dates for 2019

Board meetings alternate between being held by conference call and being held in person in St. Cloud at CentraCare St. Benedict's Senior Community (1810 Minnesota Blvd, St. Cloud) and begin at 10 am. 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 18th: Conference Call

February 15th: Conference Call

March 22nd: In Person - CentraCare St. Benedict's Senior Community

April 19th: Conference Call

May 15th: In Person – Marriott Minneapolis West

June 21st: Conference Call

August 16th: In Person – MNGI Corporate Office, Minneapolis, MN

September TBD: Conference Call

October 8th: In Person – Grand View Lodge, Nisswa, MN

November 15th: In Person – CentraCare St. Benedict's Senior Community

2019 Spring Conference
May 16th & 17th
Marriott Minneapolis West –
St. Louis Park



Start with Why – Presented by Matt Dunsmoor



Simon Sinek is an unshakable optimist who believes in a bright future and our ability to build it together. Described as “a visionary thinker with a rare intellect,” Simon teaches leaders and organizations how to inspire people. With a bold goal to help build a world in which the vast majority of people wake up every single day feeling inspired, feel safe at work, and feel fulfilled at the end of the day, Simon is leading a movement to inspire people to do the things that inspire them.

Simon is the author of multiple bestselling books including *Start with Why*, *Leaders Eat Last*, *Together is Better*, and *Find Your Why*. His new book, *The Infinite Game*, will be released in June 2019.

Any person or organization can explain what they do, some can explain how they are different or better, but very few can clearly articulate why. The WHY is not about money or profit — those are results. The WHY is the thing that inspires us and inspires those around us.

Examples like Martin Luther King, Jr. and the Wright Brothers prove that great leaders think, act, and communicate in the exact same way — and it’s the complete opposite of what everyone else does. The Golden Circle is a framework upon which organizations can be built, movements can be led, and people can be inspired. And it all starts with WHY.

Humanizing Medicine: Healthcare with an Outward Mindset – Presented by Mitch Warner, Managing Partner & Author – The Arbinger Institute

As the heart of healthcare, human resources is critical to ensuring that organizations and the individuals involved are treating people—and not just patients. But what’s the best way to make this change and have it stick? With so much at stake, leaders often try to improve organizational results by prescribing key behaviors. But prescribing behaviors is like addressing the symptoms of a disease and not the cause. Rather, by diagnosing and changing the underlying mindset that drives behavior, we get at the true cause—and heart—of our organization, employees, and mission. By shifting from a self-focused, inward mindset to an outward mindset which instead focuses on results and impact on others, we see others as people, who matter like we matter, and enhance our impact. We realize that we’re not just treating patients but people. With this shift in mindset, we accelerate results and improve behaviors naturally. During the presentation, we will leverage powerful frameworks and tools to help participants gain traction with their new mindset immediately. We will consider case studies, new research, models, and draw on over 30 years of experience from Arbinger in order to help new leaders succeed by changing their mindset and transforming their results.



Welcome to our New Members!

Jeanette Black

University of Wisconsin-Stout
Program Director-Healthcare Administration

Kim Corbett

Big Stone Therapies
Human Resources Business Partner

Kelly Johnson

Madison Healthcare Services
Human Resources Director

Klara Manning

Lockton Companies
Marketing Assistant

Shari Ohland

Midwest Spine and Brain Institute
Administrator

Michelle Roth

Twin Cities Orthopedics
Human Resources Business Partner

Susan Stensrud

Big Stone Therapies, Inc.
HR Benefits Coordinator

Cindi Twardy

Meeker Memorial Hospital
Human Resources Director

Nina Boosalis

Twin Cities Orthopedics
Senior Human Resources Generalist

Kristi Ehrenberg

Twin Cities Orthopedics
Human Resources Manager

Lauren Lambright

Gallagher
Health and Welfare Consultant

Melissa Neville

Twin Cities Orthopedics
Director of Human Resources

Heather Orth

Twin Cities Orthopedics
Talent Acquisition Manager

Amanda Steffen

North Clinic
Sr. Human Resources Generalist

Jeff Tickle

Three Links
Director of Human Resources



HHRAM Healthcare Wage & Salary Survey – Looking Ahead to 2019!

The HHRAM Healthcare Wage & Salary Survey is our annual deep-dive analysis of compensation data for healthcare organizations in the Upper Midwest. It is designed by the HHRAM Compensation Committee to ensure ongoing relevance to organizations like yours. What does that mean for you? It gets better every year. When you participate in the survey, you can be sure the data you'll receive is up-to-date and valuable for achieving your business goals.

Thank you again to everyone who participated in the 2019 survey. Your participation makes the data more valuable for all our members. Pricing for the 2019 HHRAM Healthcare Wage & Salary Survey is now available online at hram.org. Our tiered pricing ensures a great value for all participants, and we will continue to offer a \$25-\$50 discount for participating HHRAM members.

If you have questions, contact us at 844-863-1029 or HHRAMSURVEY@LOCKTON.COM. Learn more about the HHRAM survey online at hram.org.

Fall Conference – **SAVE THE DATE!**



OCTOBER 9-11, 2019

The Fall Conference will be held at the beautiful, Grand View Lodge in Nisswa, Minnesota.

Member Spotlight

Lisa Smude is one of the newest members to the 2019 HHRAM Board. She will serve as a Membership Director in 2019 and we want to give everyone a chance to get to know Lisa. Lisa is currently a Human Resources Director for CHI St. Gabriel's Health in Little Falls.

What do you enjoy most about working in human resources in healthcare?
I like taking care of the employees who take care of our patients!

How long have you been a member of HHRAM?
Since 2015. I started working in Healthcare in December 2014. Before that, I worked for Target for 9 years-about 5 of those years being in HR.

What are you looking forward to in joining the HHRAM Board in 2019?



Making more HR connections in the Healthcare Industry. I love meeting new people and learning from their expertise!

What's your favorite moment of your career so far?

Gosh, that's tough. I don't know if I can pick just one. My favorite memories are when I get the opportunity to train and mentor someone and then watch them go onto great things!

What was your childhood dream job?

I always thought I would do something in healthcare: Phycologist, Nurse or Nurse Practitioner... I quickly realized I did not have the stomach for the stuff. That's why Healthcare HR is a good balance! 😊

If Hollywood made a movie of your life, who would you like to see play the lead role as you?

Hmmmm.... Katie Holmes? Mandy Moore?

What is the best professional advice you've received?

Not everyone is going to like you. At any given time at least 10% of the employees will not be happy with you. That means you are doing your job of holding everyone accountable. Just focus on being consistent, fair yet compassionate and empathetic and you will be successful in HR!

U.S. Department of Labor: Wage and Hour Division

Unauthorized Hours Worked



Employees must be paid for work “suffered or permitted” by the employer even if the employer does not specifically authorize the work. If the employer knows or has reason to believe that the employee is continuing to work, the time is considered hours worked. See Regulation 29 CFR 785.11.

Example #13: A residential care facility pays its nurses an hourly rate. Sometimes the residential care facility is short staffed and the nurses stay beyond their scheduled shift to work on patients' charts. This results in the nurses working overtime. The director of nursing knows additional time is being worked, but believes no overtime is due because the nurses did not obtain prior authorization to work the additional hours as required by company policy. Is this correct? No. The nurses must be paid time-and-one-half for all FLSA overtime hours worked.

Example #14: An hourly paid office clerk is working on a skilled nursing home's quarterly budget reports. Rather than stay late in the office, she takes work home and finishes the work in the evening. She does not record the hours she works at home. The office manager knows the clerk is working at home, but since she does not ask for pay, assumes she is doing it “on her own.” Should the clerk's time working at home be counted? Yes. The clerk was “suffered and permitted” to work, so her time must be considered hours worked even though she worked at home and the time was unscheduled. See Regulations 29 CFR 785.12.

HHRAM Education Scholarship

Are you considering going back to school for a graduate degree? Are you planning on completing the SHRM-CP/SHRM-SCP or PHR/SPHR certification? Is your child pursuing an undergraduate degree for a career in healthcare and/or healthcare human resources?

HHRAM offers two scholarships each calendar year to encourage undergraduate and graduate level academic pursuits for a career in healthcare and/or healthcare human resources. Scholarship awards

are \$1,000 per individual per year, and may be used to pay for tuition, books, supplies, certification test and fees associated with academic pursuits in healthcare and or healthcare human resources.

Applications are available on the Members Only section on the HHRAM website. **Applications are due by May 1, 2019.**

2019 Benefits Strategy & Benchmarking Survey

HHRAM, in partnership with Gallagher, is offering HHRAM members the opportunity to participate in the **2019 Benefits Strategy & Benchmarking Survey**. This survey will provide you with insights and best practices for managing benefit costs while also attracting and retaining top talent.



The survey covers everything from high-level questions about organizational priorities and benefit strategies to current and future tactics related to medical plans, wellness programs, retirement plans, PTO and more. Gallagher's 2018 survey received responses from **more than 4,000 organizations**, making it one of the largest and most comprehensive surveys of its kind.

Knowing that HR professionals, who are primarily called upon to complete this survey, are extremely busy and do not have excess time to invest into a new project, Gallagher has streamlined the design of the survey to make participation as easy as possible.

You'll get access to:

- **2019 Executive Summary:** overall insights and implications from participating organizations. In 2018, more than 4,200 organizations participated.
- **2019 U.S. National report:** Deep analysis of the full spectrum of employee benefit topics (valued at \$650)
- **2019 Best-in-Class Benchmarking Analysis:** Findings on top-performing organizations and proven successful tactics.

How can I participate in the survey? HHRAM members should have received an invitation to participate in the survey via an email from Gallagher. If you would like your login information to be resent to you, please submit your request to your HHRAM Survey Project Manager, Cathy Johnson, at cathy_johnson@ajg.com or 952-356-0726.

ASHHRA Update

By Karen Gillespie, ASHHRA Regional Consultant – Region 6

Health Care HR Week



Please share with us how you celebrated Healthcare HR week. Please email your posters and pictures to Lois Slick at: lslick@lifecaremc.com.

Save the Date for #ASHHRA19

Join your health care HR colleagues in the Windy City for a weekend of learning, networking and more! Start making your ASHHRA19 plans: <https://annual.ashhra.org/2019/registration.cfm>



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SEPT. 21 – 24, 2019 | CHICAGO



ASHHRA 55th ANNUAL CONFERENCE & EXPOSITION

