

Wisconsin Healthcare Human Resources Association



Honoring the Past

Treasuring the Present

Shaping the Future

2017 WisHHRA Annual Conference and 50th Anniversary Celebration

*“Honoring the Past, Treasuring the Present,
Shaping the Future”*

April 5-7, 2017

*The American Club
419 Highland Drive
Kohler, Wisconsin 53044
1-800-344-2838*

Who Should Attend

All human resource professionals employed in the health care industry. You do not need to be a member of WisHHRA to attend this event.

Continuing Education

The use of this seal confirms that this activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.



Registration Information

Registration Options and Fees:

\$300/person - Full Conference: WisHHRA Member
 \$350/person - Full Conference: Non-Member
 \$25/person - Thursday evening anniversary celebration

**Non-Member option not applicable to vendors.
 Vendors should contact Kayla at kchatterton@wha.org
 or 608-274-1820 if interested in attending conference.

Early Bird Discount

\$50 per person discount if registration is received by
 March 6, 2017.

Online Registration ONLY

All registrations can be made online at:
www.cvent.com/d/9vqfjn

After you have registered online, you will receive a
 receipt, which you can print out and use to submit to
 your organization for payment or reimbursement.

Payment Information

Payment accepted by credit card online or by check.
 Make check payable to "WisHHRA."

Print Registration Receipt and mail it, along with your
 check payment, to:

WisHHRA, Attn: Kayla Chatterton
 c/o WHA
 PO Box 259038
 Madison, WI 53725-9038

Conference Information

Lodging Information

A block of rooms for the WisHHRA Annual Conference
 has been reserved April 5 and 6, 2017, at The
 American Club in Kohler WI. Contact the hotel at
 1-855-209-5679 to reserve a room before March 15,
 2017; be sure to reference City Ledger 82C4JB,
 group block WisHHRA. Room rate for April 5 and 6 is
 \$190.00 per night for a single room with a king bed;
 \$219.00 per night for a double room with two queen
 beds, with 6% resort fee and taxes. Rooms at the group
 rate are available on a first come basis.

**Final cut-off date for room reservations is
 March 15, 2017.** Reservations require a deposit (cash
 or credit card) equal to the cost of the first night's stay.

Conference Cancellation Policy

Cancellations received in writing up to seven business
 days prior to event will be given a full refund less
 a \$25 processing fee. No refunds will be given for
 cancellations received less than seven (7) business days
 prior and day-of-program no-shows. Substitutions are
 accepted.

Special Needs

In accordance with the Americans with Disabilities
 Act, the Wisconsin Healthcare Human Resources
 Association seeks to make this conference accessible to
 all. If you have a disability which may require special
 accommodations or have any dietary restrictions, please
 email your needs to Kayla Chatterton at
kchatterton@wha.org or call 608-274-1820 by
 March 22.

Attire

Business casual dress is encouraged for Thursday.
 Jeans are acceptable for Friday.

Thank You to Our Conference Sponsors

- ISG Advisors
- Lincoln Financial Group
- CareerBuilder
- Employer Advantage Insurance
- Incentive Services
- Allstate
- Ameritas
- FocusOne Solutions
- Transamerica
- Godfrey & Kahn, s.c.

WisHHRA 2017 Charity Drive

Safe Harbor-Sheboygan County

Our Mission

Safe Harbor provides prevention education, crisis
 intervention, and ongoing outreach services to empower
 individuals, families and the community to live lives free
 of domestic abuse and sexual assault.

Our Vision

Create a community without interpersonal violence.

Please bring women's business attire, canned food or
 cash donations for Safe Harbor-Sheboygan County to
 the conference registration desk. Thank you for your
 generosity.

Keynote Speaker

James T. Harris



James T. Harris began his unique relationship with talk radio as an avid listener from the Milwaukee, Wisconsin, area who became a regular caller, and quickly became a favorite weekend talk show host. Because of this evolution, he knows

how to create radio that appeals to the listener's ear, drawing them in and capturing the audience's imagination. This results in 'appointment radio'; it creates a listening atmosphere that is engaging, and must not be missed.

Listeners are drawn to what Harris has dubbed 'The Conservative Circus.' Here, cocoa conservatism is served fresh daily, with a variety of contributors that keep the audience informed, entertained, and engaged; so much so that Harris' radio listening audience has a lexicon all its own. It turned out that the upper Midwest wasn't the only region in America with a taste for Conservative Cocoa under the big top. After a few wildly successful fill-ins, the Circus found a home in Tucson, AZ, where the ringmaster, known as The Beautiful Man, can be heard weekdays from 2-6 p.m. on 104.1KQTH, Tucson's News and Talk.

Learning Track Selection



Learning sessions represent the five core competencies for health care HR leadership. Each session has been defined with a symbol from the ASHHRA HR Leader Model as defined below.

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HR Delivery *HR Leaders "Reach Beyond the Expected"*
 Select sessions with this symbol when you are seeking information on integrating the "people" side of health care 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, health care knowledge, and strategic vision for your organization.
- 
People Strategies *HR Leaders "Lead with the Heart"*
 Select sessions with this symbol when your goal is to create and implement operating modules and structures that support a high-performance culture of care for employees.
- 
Community Citizenship *HR Leaders "Raise Their Voices"*
 To better connect employers with employees and link both to customers and communities, select sessions with this symbol.
- 
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.

WisHHRA 2017 Annual Conference Agenda

Wednesday, April 5, 2017

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|----------------|--|
| 1:00 – 3:00 pm | Certified in Healthcare Human Resources (CHHR) Certification Exam
<i>(Separate registration required)</i> |
| 3:00 – 5:00 pm | WisHHRA Board Meeting |
| 6:00 – 8:00 pm | Dinner & Wine Tasting at The Blind Horse Restaurant & Winery, Kohler
<i>Sponsored by ISG Advisors & Lincoln Financial Group</i>
<i>(complimentary; pre-registration required)</i>
Limited to first 50 WisHHRA members registered; must be a WisHHRA member to attend. |

Thursday, April 6, 2017

- | | |
|----------------|---|
| 6:00 – 7:00 am | Sunrise yoga <i>(complimentary; pre-registration required; limited to first 15 registered)</i>
<i>Yoga sponsored by Transamerica</i> |
| 7:00 – 9:00 am | Registration open / Continental breakfast
<i>Breakfast sponsored by Allstate</i> |
| 8:30 – 8:40 am | President's Welcome |

8:40 – 10:00 am

 **Honoring the Past, Treasuring the Present, Shaping the Future**
James T. Harris, Radio Talk Show Host, 104.1 KQTH, Tucson

As WisHHRA celebrates 50 years of supporting human resources professionals in health care, keynote speaker James T. Harris will focus on the conference theme of honoring the past, treasuring the present and shaping the future. Harris will reflect on where health care and WisHHRA have come from; some of the challenges currently facing health care human resource professionals; how to better understand and appreciate the changing culture and workforce we are currently experiencing; recognize what various generations bring to your workplace culture; and how that knowledge can be used to shape the future of your organization.

10:00 – 10:15 am

ASHHRA Update
Brenda Reinert, WisHHRA Past President

10:15 – 10:30 am

WisHHRA Update
Angie Hupf, WisHHRA President

10:30 – 11:00 am

Break and Visit Exhibitors

Refreshments sponsored by FocusOne Solutions

11:00 am – 12:00 pm

Concurrent Sessions:**A1. Value-Based Behavior Standards: It Starts With You**
*Holly Beehn, Chief Human Resources Officer,
Access Community Health Centers, Madison*

This session will focus on defining value-based behavior standards, their importance and how to use them effectively. In addition, learn how to develop and implement value-based link behavior standards in your organization and link them to your company values.

**A2. Scrap Performance Appraisals?!?! How This Trend Affects Health Care**
Rena Somersan, MBA, Managing Principal, Newport Group

This session includes a data review of the state of performance management in health care. In addition, the session will review and discuss the pros and cons of the trend in organizations to drastically change their performance management processes, in some cases even scrapping traditional performance evaluations, and interpret what this trend means for health care organizations.

12:00 – 1:00 pm

Luncheon, Regional Networking, Visit Exhibitors

Luncheon sponsored by CareerBuilder

1:00 – 2:00 pm

Concurrent Sessions:**B1. Continuing the Critical Conversation on Workforce Strategy**
*Tracy Braman, SPHR-SCP, MBA, CHHR
Executive Director, Human Resources, Lakeland Health, Saint Joseph, MI*

Transformation of health care delivery requires changes in clinical practices, operations, technologies and all supported and led by workforce strategies. Hear about the progress of one health care organization through transformation and hear about trends in changing needs, supply and demand of health care workers.

**B2. Here's To Your Health, and Wealth**
*David Wyatt, CFP, Regional Vice President, Retirement Plans - Institutional Markets,
Transamerica
Aaron Fredrickson, CRDC, Digital Platform, Transamerica*


This session will focus on the role that wellness, both financial and physical, plays in the professional and personal lives of American workers. Understanding the impact of each, how they relate to each other, and how to simplify the complex concept of wellness, from both financial and health perspectives, will be discussed.

 **B3. Real World Ideas on How to Utilize Data to Drive Your Talent Acquisition Strategy**

Michelle Koenig, Major Manager-Healthcare Division, CareerBuilder

Health care HR leaders are no strangers to the challenges of recruiting skilled talent, with the average time-to-fill currently one of the highest among all industries. This session will provide a deeper dive into evaluating and applying new hiring data, improving your recruitment process, and improving the use of data to adjust your talent acquisition plan and better meet the needs of today's candidates.

2:00 – 2:30 pm Break and Visit Exhibitors
Refreshments sponsored by FocusOne Solutions

2:30 – 3:15 pm  **Annual HR Legal Update**
Heather Fields, Shareholder, Reinhart Boerner Van Deuren s.c.
Lynn Stathas, Shareholder, Reinhart Boerner Van Deuren s.c.

This annual session focuses on the current federal and state legal issues that affect health care and human resources.

3:15 – 3:30 pm Break
Refreshments sponsored by FocusOne Solutions

3:30 – 4:30 pm **Concurrent Sessions:**
 **C1. Courageous Conversations**
Theresa Carik, PhD, Managing Consultant, Right Management

Differences in the workplace have the potential to be used constructively to build better working relationships, drive innovation and improve business results. This session will focus on how conflict can be managed in increasingly diverse workforces to improve self-awareness, collaboration and mutual respect. Learn about five modes for responding to a conflict situation and learn communication skills to complete the most courageous conversations effectively.

 **C2. Fiduciary Update and Best Practices for Retirement Plan Committee Members**

Mike Rosenbaum, Partner, Drinker Biddle & Reath LLP
Nicole Berlowski, CCP, PHR, Director, Total Rewards & HR Business Intelligence
ProHealth Care, Waukesha

This session will discuss best practices and opportunities to improve the operation of a retirement committee from the perspective of a retirement plan committee leader. Discuss the key responsibilities and liabilities of a fiduciary; who to include on a retirement committee and how to organize it; the relationship between the committee and the Board; hiring and monitoring a plan service provider; and lessons a retirement plan committee member should know from recent court decisions.

 **C3. Antitrust Red Flags: What HR Professionals Should Know about Hiring and Compensation Practices, and Strategies to Reduce Antitrust Risk**

Wendy Arends, Special Counsel, Godfrey & Kahn, S.C.

The U.S. Department of Justice and the Federal Trade Commission issued joint guidance for HR professionals in October 2016, cautioning HR professionals that the antitrust agencies will continue to investigate and criminally prosecute anticompetitive conduct involving wage-fixing and no-poaching agreements. This session will discuss the recent antitrust guidance and its implications for HR professionals, as well as recent enforcement actions. Learn strategies to reduce antitrust risk in the context of HR practices.

4:30 pm Adjourn

6:00 – 11:00 pm

WisHHRA's 50th Anniversary Celebration Reception & Dinner at the Kohler Design Center, followed by entertainment featuring the band Road Trip

Join us Thursday evening for WisHHRA's special 50th Anniversary Celebration reception and interactive dinner event. From 6:00-8:00 pm, enjoy touring the beautiful Kohler Design Center, a showcase of innovative design and American history, while sampling dishes from a variety of food stations spread throughout, representing The American Club's best restaurants. And don't forget the hosted bar and delectable dessert station! At 8:00 pm, return to The American Club, where the celebration will continue with a performance by one of Wisconsin's best bands, Road Trip, thanks to our sponsor Employer Advantage Insurance. Drink tickets will be provided, courtesy of sponsor Godfrey & Kahn, S.C. Thank you sponsors! Please make this celebration part of your WisHHRA 2017 Annual Conference experience. Pre-registration is required, and you are welcome to pre-register a guest also. **Cost to attend is \$25 per person.**

Friday, April 7, 2017

6:00 – 7:00 am

Sunrise yoga (complimentary; pre-registration required; limited to first 15 registered)
Yoga sponsored by Transamerica

7:30 – 8:30 am

Breakfast
Breakfast sponsored by Ameritas

8:30 – 9:30 am

 **Change Management vs. Human Nature: How HR Can Help**
John Graci, Director of Leadership Training, MRA – The Management Association, Inc.

Upon communicating change to employees, did you ever hear: "When is management going to understand it is the real world down here?" How about "If my boss would just get off my back and let me do my job, everything would be okay!" These expressions reflect symptoms of employees not only resisting change, but more importantly, leaders potentially not fulfilling their responsibility in communicating change. This presentation has been designed to help leaders and professionals on all levels to communicate change and help employees overcome resistance. Participants will learn to recognize how a leader's behavior impacts employee acceptance, communicate unpopular mandated changes, and implement a method to confront employees who resist change.

9:30 – 10:00 am

Break and hotel check-out
Refreshments sponsored by FocusOne Solutions

10:00 - 11:00 am

 **Annual Legislative Update**
Kyle O'Brien, Senior Vice President, Government Relations, Wisconsin Hospital Association

This annual session focuses on the current federal and state legislative issues that affect health care and human resources. In addition, attendees will learn how to be proactive with state and federal government in order to influence legislation that may affect health care human resources.

11:00 – 11:45 am

Annual Business Meeting / Prize drawings

11:45 am

Adjourn

Honoring WisHHRA Past Presidents:

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Len Vingers
Ken Peters
Bob Mecihalske
Craig Mills
George Hoeffel
Roger Sell
Fred Haimerl
Jeff Hannan
Doug Jantz
Barbara Schuemacher
Dave Luebke
Jan Teuscher
Sue Fredrickson

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Roger Moline
Carol Von Ott
Janelle Markgraf
John Mueller
Dave Sier
Carol Bank
Pete Boney
Norma Tirado-Kellenberger
Holly Fredrickson
Randy Schade
Sue Edminster
Pat Campau
Brenda Reinert
Angela Hupf