

# 2009

## MICHIGAN HEALTH CARE HUMAN RESOURCES CONFERENCE

*Creating Solutions through Collaboration*

**APRIL 23 - 24, 2009**

EAST LANSING MARRIOTT HOTEL  
AT UNIVERSITY PLACE  
EAST LANSING, MICHIGAN

# 2009 Keynote Speakers

**Steven Fishman**, Partner, Bodman LLP

**OPENING KEYNOTE SPEAKER** (Thursday, April 23, 9 - 10:30 am)

Steven Fishman is Chair of the twenty-member Workplace Law Group at Bodman LLP. He concentrates his practice in labor law, employment litigation, construction labor law and employee relations.

Fishman has more than forty years of experience in all facets of labor and employment law, representing management exclusively. He served as a trial attorney with the Pittsburgh Region of the National Labor Relations Board, was associated with a large Chicago law firm's labor and employment practice group, was in-house labor counsel to a Detroit-based Fortune 500 manufacturing business, and headed up his own labor and employment law firm, The Fishman Group, with clients throughout the country.

**Scott Cawood**, President, ModernThink

**CLOSING KEYNOTE PRESENTER** (Friday, April 24, 10:15am - 12 noon)

Scott Cawood is a workplace strategist who helps organizations accelerate their growth by creating an effective, productive and unique organizational culture. Cawood is president of Modern Think, a consulting firm dedicated to helping companies build profitable organizations where people want to work. He also serves as the Vice President for Worldwide Human Resources for Synggy, and has held positions such as VP for Global Talent Management at Revlon and a human resource leader at W. L. Gore & Associates. He works with leaders interested in building and sustaining a workplace that is profit centered, yet people-focused which enables organizations to create a competitive advantage through their culture. Cawood's book, *Destination Profit, Creating People-Profit Opportunities in Your Organization*, is an insightful examination of how forward thinking companies create a great place to work.

## Conference Hosts

The Michigan Healthcare Human Resources Association (MHHRA) is an affiliate chapter of the American Society for Healthcare Human Resources Administration. Its purpose is to lead and serve their members by supporting the development of human resources practitioners, serving as a resource to them and enhancing the role of human resource management in healthcare.

The MHA Service Corporation (MHASC) develops and provides high-quality, market-driven programs/services to health care providers on a self-sustaining fee basis in order to increase the institution's operating effectiveness, and at the same time help supply supporting expertise and financial resources to assist on issues effecting the health care industry.

*The Michigan Healthcare Human Resources Association (MHHRA) and the Michigan Health & Hospital Association Service Corporation (MHASC) have partnered to present this statewide Health Care Human Resources Conference.*

*This exciting conference provides an opportunity for all Michigan health care human resources management to come together for two days of training and networking.*

# Agenda - Thursday, April 23

7:30 - 8:45 am

## REGISTRATION, CONTINENTAL BREAKFAST & EXHIBITOR DISPLAYS

8:45 - 9 am

## WELCOME & OPENING REMARKS

9 - 10:30 am

## OPENING KEYNOTE SESSION

### *Top Workplace Law Issues Facing Health Care Employers*

**Steven Fishman**, Partner, Bodman LLP

With the New Year and a new President, what will be the hot workplace law issues facing health care employers? What will health care employers need to know to meet these workplace challenges? This comprehensive, hard hitting, dynamic and entertaining program will provide you with an update on the most important workplace issues.

Working from a survey of hot button issues, you will learn from the past and be ready for the future. This seminar will provide you with the answers and strategies that work.

Changes in the workplace law are occurring at light speed, such as the expanded disability law changes to the Americans with Disabilities Act (ADA) and Family and Medical Leave Act (FMLA), and the Ledbetter Fair Pay Restoration Act which expands compensation discrimination claims. As a bonus, you will receive the information you need to understand the threat to employers from the Employee Free Choice Act or card check bill, and the means to educate employees about the dangers of signing a union card.

Steven J. Fishman is a nationally recognized speaker and author in the area of workplace law who counsels, educates and represents employers, including health care employers across the country. Fishman is Chair of the acclaimed Workplace Law Group of Bodman LLP, a business and litigation law firm, and his forte is improving the workplace through innovative problem solving.

10:30 - 10:45 am

## BREAK

10:45 am - 12:20 pm

## GENERAL SESSION

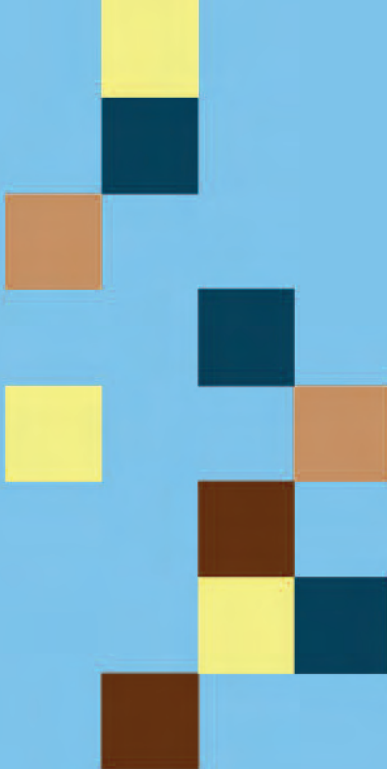
### *Advanced Union Avoidance Training*

**Richard Torres**, President, Permanent Solutions Labor Consultants, Inc.

**Keith Peraino**, Associate, Permanent Solutions Labor Consultants, Inc.

**Clifford Hammond**, Attorney, Nemeth Burwell, P.C.

Participants will receive advanced training beyond the basic do's and don'ts of union avoidance education. The training addresses management and supervisory responsibilities before, during and after union activity under the restrictions and requirements of the National Labor Relations Act (NLRA).



*Changes in the workplace law are occurring at light speed, such as the expanded disability law changes to the ADA and FMLA, and the Ledbetter Fair Pay Restoration Act which expands compensation discrimination claims.*

# Agenda - Thursday, April 23

12:20 - 1:15 pm

## LUNCHEON

12:45 - 1:15 pm

## LUNCHEON SPEAKER

### *Overview and Update on Michigan Nursing Corps*

**Jeanette Klemczak**, Chief Nurse Executive, State of Michigan

Jeanette Klemczak will present an overview and status update on the Michigan Nursing Corps (MNC) and initiatives to address Michigan's shortage of health care workers. The MNC was created to provide new classroom faculty, clinical faculty and clinical experience infrastructure and sites. These resources help to educate additional registered nurses (RN) each year to take care of Michigan citizens. The MNC has the potential to add from 1,000 to 3,000 RN's per year to the nursing workforce.

1:15 - 1:45 pm

## EXHIBITOR DISPLAYS

1:45 - 3:15 pm

## CONCURRENT BREAKOUT SESSIONS

### *The Recent Amendments to the ADA and FMLA Regulations and How These Changes Impact the Health Care Human Resource Professional*

**David Buday**, Attorney, Miller Johnson

**Sarah Willey**, Attorney, Miller Johnson

This session will address the following:

- The relationship between peer review and an employer's obligations under the ADA
- When and how a reasonable accommodation analysis is triggered
- The reasonable accommodations in the health care setting
- The tools the new FMLA regulations provide to help manage the challenges of intermittent leaves in health care organizations

### *Bringing Meaning into Monday™*

**Mark Sauter**, President, GTP Associates

Over 50 percent of today's workers are dissatisfied with their jobs and only 21 percent of workers are engaged. These figures suggest that employees are looking for more than fair pay, career opportunities and safe working conditions. Engagement is not satisfaction or happiness, but the degree to which workers connect emotionally and socially; they are aware of how they contribute value; and they recognize the value of others in order to achieve it. Today's leaders are responsible for making this "connection" by first seeing how it improves workforce effectiveness — in terms of productivity, cooperation and creativity — and subsequently how it results in greater workforce engagement and retention.

3:15 - 3:30 pm

## BREAK

Over 50 percent of today's workers are dissatisfied with their jobs ... only 21 percent of workers are engaged. These figures suggest that employees are looking for more than fair pay, career opportunities and safe working conditions.

# Agenda - Thursday, April 23

3:30 - 5 pm

## CONCURRENT BREAKOUT SESSIONS

### *The Fair Labor Standards Act (FLSA) and It's Application in the Health Care Industry*

**Nancy Bowlby, WHI**, U.S. Department of Labor, Wage Hour Division

This presentation will provide a brief overview of the minimum wage, overtime, record keeping and child labor requirements of the FLSA, followed by a more in-depth discussion of the compliance issues the Wage Hour Division has encountered in its enforcement of the law in the health care industry. A question and answer session will follow this presentation.

### *HR's Role in Managing the Workforce During the Financial Crisis*

**John Finney**, Senior Consultant, Watson Wyatt Worldwide

**Peter Schwartz**, Strategic Rewards Consultant, Watson Wyatt Worldwide

Health care providers in Michigan face unprecedented challenges to retain and motivate critical-skill workers. During this session, Watson Wyatt Worldwide will discuss the types of benefit program changes employers are making to maintain an effective workforce during the current economic crisis.

The discussion will focus on research and trends in broad-based pay, retirement plan changes and the lessons we have learned in this changing economy. The importance of communication and how to keep employees informed and engaged during a time of great angst and uncertainty will also be highlighted.

5 - 6:30 pm

## RECEPTION & EXHIBITOR DISPLAYS

## EXHIBITOR PRIZE GIVEAWAYS

## CHAIR MASSAGE

## STROLLING MAGICIAN

## LIVE MUSIC

## *Join us for an early session Friday!*

7:30 - 8:25 am

### *Bronson's "Test Drive" Program — Improving Employee Turnover*

**Jill Bates**, Human Resources Specialist, Bronson Healthcare Group Inc.

**Heidi Heil**, Director of Environmental Services & Patient Transport, Bronson Methodist Hospital

Many organizations struggle with keeping employee turnover down and retention rates up, especially in entry-level departments. Bronson Healthcare Group Inc. has developed the "Test Drive" program as an initiative to help improve these numbers. Bronson will share the success they have had using the "Test Drive" program as the first step in the selection process for entry-level employees.

The "Test Drive" program provides a better understanding of a "day in the life" of entry-level positions to candidates and explains job and organizational expectations in detail. The program also provides an opportunity for recruiters and hiring managers to observe candidates in a teamwork setting. In this session, you will learn how Bronson has developed this program, the success they have experienced and how you may be able to apply these same principles to your organization.



*Health care providers  
in Michigan face  
unprecedented  
challenges to retain  
and motivate  
critical-skill workers.*

# Agenda - Friday, April 24

7:30 - 8:30 am

## REGISTRATION & BREAKFAST BUFFET

7:30 - 8:25 am

## GENERAL SESSION *(see full description on page 5)*

### **Bronson's "Test Drive" Program — Improving Employee Turnover**

**Jill Bates**, Human Resources Specialist, Bronson Healthcare Group Inc.

**Heidi Heil**, Director of Environmental Services & Patient Transport, Bronson Methodist Hospital

8:30 - 10 am

## CONCURRENT BREAKOUT SESSIONS

### ***HR's Role in an Employee's Investment in Social Security***

**Vonda VanTil**, Public Affairs Specialist, Social Security Administration

Eighty million baby boomers are eligible for Social Security retirement benefits at a rate of 10,000 per day. Disability claims are expected to increase over 10 percent in the next decade. Are you prepared to answer your employees questions? Learn about HR's role in an employee's investment in Social Security. Find out what they need to know while working, potential benefits available to them and when Medicare comes into play. Find out what you need to do with no-match letters and where you can get those questions answered. You will learn how to assist your employees with their questions and provide them with the resources that they need to make an informed decision.

### ***Future Business Trends for HR Management***

**Sandy Boost**, Business Manager, Member Services Division, Society for Human Resource Management (SHRM)

What are the key business trends that will impact the workplace and the human resource profession over the next several years? SHRM asked more than 1,200 U.S. HR practitioners to give their opinions in the 2008-2009 *Workplace Forecast*. In addition to looking at trends and issues identified in the latest *Forecast*, this presentation explores the context in which they are taking place — today's rapidly evolving global knowledge economy. Participants in this session will leave with a clearer sense of the challenges ahead and strategies they will need in their organizations.

10 - 10:15 am

## BREAK

10:15 am - Noon

## CLOSING KEYNOTE SESSION

### ***Engagement as a Competitive Advantage***

**Scott Cawood**, President, ModernThink

This program focuses on what savvy human resource leaders have known all along; people (and how you engage them) ultimately determine the short and long term success of your organization. Focusing on the core ingredients of highly productive workplaces, this session brings to life the strategies of organizations that have some of the most engaged workforces in the world.

There are amazing stories of great workplaces that also have great bottom lines — regardless of the chaotic and unforgiving environment in which they are competing. This session will explore themes, traits and practices found in the nations best employers. Areas of discussion will include examination of highly innovative practices in creating and sustaining a great workplace. We will also explore the role of human resource leaders in building a great workplace as a strategic contribution to the organization. Participants will understand why great workplaces enjoy higher profits, patient satisfaction and employee engagement while also having a lot more fun!

Eighty million baby boomers are eligible for Social Security retirement benefits at a rate of 10,000 per day. Disability claims are expected to increase over 10 percent in the next decade. Are you prepared to answer your employees Social Security questions?

# Important Information

## SIGN UP EARLY

Registration space is limited and offered on a first-come, first-served basis.

## CONFIRMATIONS

Confirmation of your registration will be sent within two weeks after receipt of your registration form and payment. Registration will not be confirmed unless payment is received. Call Wendy Knight at (517) 886-8416 if you have not received confirmation within two weeks of your registration submission.

## CANCELLATION POLICY

Registration fees less a \$50 cancellation fee are refundable if notice is given **by Thursday, April 2, 2009**. No refund will be issued after this time. Registrants may send an alternate.

## SPECIAL NEEDS AND ACCOMMODATIONS

If you have any special needs (i.e., dietary, physical assistance, etc.) or require special accommodations for attending this conference, please contact Wendy Knight at (517) 886-8416, [wknight@mha.org](mailto:wknight@mha.org), Fax (517) 323-0913, at your earliest convenience so adequate arrangements can be made.

**We cannot accommodate any last minute dietary meal requests at the conference. All menus are planned in advance by hotel staff.**

## ATTIRE

Business casual attire is appropriate for this program.

## HOTEL ACCOMMODATIONS

A block of 60 rooms has been reserved at the East Lansing Marriott at University Place, 300 MAC Avenue, East Lansing, MI 48823. The East Lansing Marriott at University Place is located within two blocks of the Michigan State University campus. **To make room reservations, or for directions from your location, call the hotel directly at (517) 337-4440.** Ask for a room held for the Michigan Health Care Human Resources Conference and reference the conference dates of April 23-24, 2009.



Online reservations may be made at <http://www.marriott.com/LANEA> by entering the group code MHCMHCA. **Rooms within this block will only be held until Thursday, April 2, 2009.** Room block rates are \$115 per person/night (rate does not include 13 percent tax). **Reservations made after April 2, 2009 will be accepted on a space available basis only at prevailing rates.**

## PARKING

**Parking will be validated for overnight hotel guests only.** Public parking is available in the parking structure beneath the hotel, as well as in surrounding structures. **The daily parking rate is \$1.10 per hour with a \$10 daily maximum fee.** Please plan accordingly.

*To make room reservations or for directions from your location, call the hotel directly at (517) 337-4440.*

*Reservations made after April 2, 2009 will be accepted on a space available basis only at prevailing rates.*

*Parking will be validated for overnight hotel guests only. The daily parking rate is \$1.10 per hour with a \$10 daily maximum fee.*



# 2009

## MICHIGAN HEALTH CARE HUMAN RESOURCES CONFERENCE

*Creating Solutions through Collaboration*

**APRIL 23 - 24, 2009**

EAST LANSING MARRIOTT HOTEL  
AT UNIVERSITY PLACE  
EAST LANSING, MICHIGAN

*The Michigan Healthcare Human Resources Association (MHHRA) and  
the Michigan Health & Hospital Association Service Corporation (MHASC)  
have partnered to present this statewide Health Care Human Resources Conference.  
This exciting conference provides an opportunity for all Michigan health care human resources  
management to come together for two days of training and networking.*



# Registration

## 2009 MICHIGAN HEALTH CARE HUMAN RESOURCES CONFERENCE

April 23 - 24, 2009 • East Lansing Marriott at University Place • East Lansing, MI

Name (as you wish it to appear on name badge): \_\_\_\_\_

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

Hospital/Organization: \_\_\_\_\_

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

City/State/ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Special Dietary Needs: \_\_\_\_\_  
(please specify)

### CONCURRENT SESSIONS:

Please indicate your choices for the concurrent sessions by checking ONE session from EACH of the following time slots:

#### THURSDAY, APRIL 23, 2009

1:45 to 3:15 p.m.

The Recent Amendments to the ADA and FMLA Regulations and How These Changes Impact the Health Care Human Resource Professional

Bringing Meaning into Monday™

3:30 to 5 p.m.

The Fair Labor Standards Act and It's Application in the Health Care Industry

HR's Role in Managing the Workforce During the Financial Crisis

#### FRIDAY, APRIL 24, 2009

8:30 to 10 a.m.

HR's Role in an Employee's Investment in Social Security

Future Business Trends for HR Management

### REGISTRATION FEE:

Current Member of Michigan Healthcare Human Resources Association

\_\_\_ \$195 for Thursday and Friday

\_\_\_ \$170 Thursday only

\_\_\_ \$120 Friday only

Non-Member

\_\_\_ \$250 for Thursday and Friday

\_\_\_ \$225 Thursday only

\_\_\_ \$175 Friday only

Charge my:  VISA  MasterCard  American Express

Account Number: \_\_\_\_\_

Cardholder (please print): \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

Exp. Date: \_\_\_\_\_

### REGISTRATION ONLINE:

You may register for this program via the MHA Web site at:

<http://education.mha.org/eweb>

Click on each of the following:

- Event Registration
- 2009 Michigan Health Care Human Resources Conference

Continue to follow the instructions

### REGISTRATION BY MAIL:

Make check payable to: MHASC

Mail payment and registration form by April 2, 2009 to:

MHA Service Corporation  
Attn: Wendy Knight  
6215 W. St. Joseph Highway  
Lansing, MI 48917

### QUESTIONS?

Contact Wendy Knight at (517) 886-8416