

WHA Education

Health Care Administrative Professionals Conference



Thursday, March 2, 2006

**Networking Reception and
Dinner**

5:30 pm - 7:30 pm

(registration begins at 5:30 pm)

Friday, March 3, 2006

Educational Conference

8:30 am to 4:30 pm

(registration begins at 8:00 am)

Tundra Lodge Resort & Waterpark

865 Lombardi Avenue

Green Bay, WI 54304

920-405-8700

www.tundralodge.com

Who Should Attend

*All administrative professionals,
including:*

- *Executive Assistants*
- *Administrative Assistants*
- *Business Office Managers*
- *Secretaries*
- *Support Staff*

A Valued Voice

Program Description

Have you ever wondered what to do when faced with an ethical dilemma in the workplace? Administrative professionals, by virtue of their responsibilities, find themselves from time to time in the ethical crossfire of business activities. This program will provide you with a practical guide to identifying and handling some of these most common ethical dilemmas.

Through reality-based examples and case study discussions, this highly interactive program will help you recognize your new role in today's world of accountability and gain new tools to take responsibility for your decisions and pride in your accomplishments.

Additionally, in a special session presented by WHA's government relations staff, you will have the opportunity to learn the importance of grassroots advocacy and how to better advocate with your legislators on behalf of your hospital.

Program Objectives

During this seminar, participants will learn to:

- Discuss the accountability factor
- Identify and address systemic ethical and moral dilemmas
- Describe the importance of confidentiality and security
- Recognize individual and corporate value systems
- Develop strategies to enhance trust and integrity
- Describe the importance of communicating with your legislators
- Discuss the most effective ways to communicate with your legislators

Registration Form

(Photocopies may be used)

Health Care Administrative Professionals Conference

March 2-3, 2006

Rates

Conference and Dinner

Conference Only

Individual: \$250 per person

\$200 per person

Team: \$225 per person

\$175 per person

We encourage team attendance (three or more individuals from the same facility or system).

Mail or fax your completed registration form with payment to:

Sherry Rabuck, WHA

P.O. Box 259038 Madison, WI 53725-9038

Fax: 608-274-8554

Facility _____

Address _____

City/State/Zip _____

Name _____ Title _____

Email _____

Phone _____ Fax _____

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Name _____ Title _____

Email _____

Phone _____ Fax _____

Conference & Dinner

Conference Only

Name _____ Title _____

Email _____

Phone _____ Fax _____

Conference & Dinner

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Payment Information

Check Total Enclosed: \$ _____ Make checks payable to: Wisconsin Hospital Association

Visa MasterCard

Name on card _____

Billing Address (for name on card) _____

City/State/Zip (for name on card) _____

16 Digit Number _____

Expiration Date _____ Amount \$ _____

Agenda

Thursday, March 2

- 5:30 pm Registration and Reception
- 6:30 pm Dinner

Friday, March 3

- 8 am Registration and Continental Breakfast
- 8:30 am **Ethics in the Workplace: Why it is Even More Important Today**
Nan DeMars, CPS, President, Executary Services, Minneapolis
- The following topics will be discussed:
- Accountability factor
 - Individual and corporate value systems
 - Mythbusting
 - “It depends” theory
 - Your ethical priority compass
 - Workplace romance
 - Protecting your supervisor and hospital/health system
- Noon Lunch (provided)
- 12:45 pm **The Power of Grassroots Advocacy for You and Your Hospital**
Jenny Boese, Vice President of External Relations and Member Advocacy, Wisconsin Hospital Association
- 1:45 pm Break
- 2 pm Ethics in the Workplace (continued)
- Internet and email safety
 - Trust and integrity issues
 - Harassment issues
 - Confidentiality and information sharing challenges
 - Security safeguarding
 - Communications tools
 - Helping maintain the ethical office
- 4:30 pm Adjourn

About the Presenter

Nan DeMars, CPS

Nan DeMars, CPS is an internationally-recognized office ethics seminar leader, keynote speaker, author, columnist, media talk-show guest and trainer of over 100,000 office professionals.

Nan is President of Executary Services, a Minneapolis-based consulting firm providing office ethics seminars, consulting and placement services for the administrative professional. She is the office ethics columnist for several periodicals. Nan has served as International President of IAAP (International Association of Administrative Professionals), and was on the International Board for six years. Nan is a graduate of the University of Minnesota with a B.A. degree in Business Administration.

She is the author of the book, *You Want Me To Do WHAT? When, Where And How To Draw The Line At Work* (1998, Simon & Schuster). She is a frequent guest on both US and Canadian TV and radio, including *The Today Show, Good Morning America, NBC Dateline, CNBC, MSNBC and National Public Radio* and is continually featured and quoted in periodicals, including *The Wall Street Journal, USA Today, US News & World Report, The New York Times, The Washington Post and Business Week*. She is the “Ethicist” for WCCO Radio (CBS affiliate) in Minneapolis – and featured columnist for the *Minneapolis Tribune*.

Additional Program Information

Special Needs

If you have any special needs with which we can help you, please let us know.

Directions

Directions will be sent with confirmations.

Sleeping Accommodations

A block of rooms has been reserved Thursday, March 2 at The Tundra Lodge Resort & Waterpark. Call 920-405-8700 to reserve a room, by February 9 at a rate of \$99 single/double and includes four waterpark passes.

Additionally, a **limited number** of rooms have been reserved for both Friday, March 3 and Saturday, March 4, at a rate of \$99 and includes four waterpark passes.

Inclement Weather

In the event of inclement or questionable weather conditions, call 608-274-1820 for meeting information.

Cancellation Policy

Cancellations received in writing up to five business days prior to an event will be given a full refund. Cancellations received less than five business days prior to program will receive a voucher for registration in another WHA program, valid for one year from issue date and equal to the amount paid for program registration, less a \$25 processing fee. No-shows will be billed in full, without credit for future programs. Substitutions are accepted.

Registration Information

Mail or fax your completed registration form with payment to:

Sherry Rabuck

Wisconsin Hospital Association

PO Box 259038, Madison, WI 53725-9038

Fax: 608-274-8554

Registration form is available at www.wha.org

Questions?

About registration: call Sherry Rabuck at 608-274-1820 or email srabuck@wha.org

About content: call Jennifer Frank at 608-274-1820 or email jfrank@wha.org

