

WSHHRA Fall Conference – September 29 & 30, 2011

Washington State Healthcare HR Association-  
Lake Chelan, Washington



## Conference Highlights

- HCAHPS & the Important Role HR Plays
- Negotiating Pay for Performance With RNs
- Lean in HR
- Navigating Turmoil: Positive Communication During Change
- Healthcare Reform Update
- HR Legal Update
- Building Trust-Leadership's New Imperative

Vendor Exhibits

Drawings for Prizes!

Wonderful Location

HRCI Credits Pending



Interested in a Golf Challenge, just an opportunity to kick up some grass or a round of 18 holes? If so, please contact Jack Powers of Central Washington Hospital at [jpowers@cwhs.com](mailto:jpowers@cwhs.com) or (509) 665-6139 to sign up. All skill levels (or lack thereof) welcomed!

# WSHHRA Fall Conference



**Jeffrey A. James** is a shareholder with SEBRIS BUSTO JAMES. He has represented employers in labor and employment matters since 1988. Jeff's practice focuses on helping employers comply with state, federal and local employment laws and defending employers when litigation arises. He also prosecutes matters on behalf of employers seeking to enforce employment agreements, restrictive covenants, or other obligations. Jeff is a trial and appellate attorney who has successfully represented clients in proceedings before state and federal courts at all levels, as well as before administrative agencies and in alternative dispute resolution proceedings. Jeff is a frequent speaker at legal and industry seminars on issues affecting the workplace.

**Fred Barnhart**, Director of Sales, Western Region, for SkillSurvey Inc. has over 17 years experience in the field of Talent Acquisition and Talent Development. He currently focuses on the Healthcare industry where he works with recruiting teams and hiring managers to improve the quality of hire. Prior to joining SkillSurvey, Mr. Barnhart was Director of Sales for SumTotal where he worked with Learning and Development teams in HR departments throughout Latin America. He has also held sales and management positions with The Learning Company. Mr. Barnhart is a graduate of UCSB and has an MBA from the Haas School of Business at UC Berkeley.

**Carol Bowser** founded **Conflict Management Strategies** in 2002, a company emphasizing training, mediation, and consulting on conflict resolution in schools and workplace. After several years of practicing Employment Law, Ms. Bowser decided to become an entrepreneur and work with organizations to prevent costly workplace conflict. 2005 also saw Ms. Bowser appointed as Lead Law Faculty for the (Western) Washington Campus of the University of Phoenix where she regularly instructed MBA Courses in Enterprise Risk and Undergraduate Courses in Business Law and Employment Law.

**Wallace Wilkins, Ph.D.**, serves as clinical psychologist, conflict mediator, organizational consultant and leadership coach. He is Master Trainer and Senior Consultant for the Resolution Resource Center. He speaks and writes about powerful strategies for individuals and organizations to create low-stress, low-conflict, high achievement. As a Seattle-based clinical psychologist, Wally maintains an independent practice serving people with behavior problems, mood problems (anger,

## WSHHRA FALL CONFERENCE SCHEDULE

### Thursday, September 29, 2011

7-8:00	Breakfast
8-8:20	Welcome & Introductions
8:20-10:20	Navigating Turmoil: Positive Communication during Change – <i>Wallace Wilkins</i>
10:20-10:50	Break/Vendor Visit – Thank you to our Business Partners
10:50-11:35	Negotiating Pay for Performance With RN – <i>Kristen Fox &amp; Kirk Harper</i>
11:35-12:45	Lunch/Vendor Visit
12:45-2:15	HR Legal Update – <i>Jeff James</i>
2:15-2:45	Break/Vendor Visit
2:45-4:15	Lean in HR – <i>Barbara Hoffer &amp; Joe Meadows</i>
4:15-5:00	Healthcare Reform Update – <i>Kathleen Wampold</i>
5:00	Meeting
7:00	Dinner

### Friday, September 30, 2011

7-8:00	Breakfast
8-10:00	Building Trust- Leadership's New Imperative – <i>Carol Bowser</i>
10-10:30	Break/Checkout
10:30-12	HCAHPS & the Important Role HR Plays – <i>Fred Barnhart</i>



**Barbara Hoffer**, CBP, CCP, SPHR, Director, Total Compensation, Virginia Mason Medical Center. Barbara joined Virginia Mason in 2004 and is responsible for compensation, benefits/wellness, retirement, LOA/FMLA, worker's compensation, rewards and recognition, HRIS, and the HR service center. VM HR has focused on innovation, process improvement, and service excellence through the application of the VM Production System. Barb has over 20 years in HR within the public sector and nonprofit companies.



**Joe Meadows** is Executive Director of Human Resources Operations for Group Health Cooperative, Seattle. He is responsible for the design and delivery of Human Resources systems that support all HR functions and leads functional specialties including Compensation/Benefits, Talent Acquisition, HRIS and Diversity. He has applied lean principles to improve the quality and efficiency of HR services and to increase the capacity of HR staff. Joe has 16 years of experience in HR and has been on his lean learning journey at Group Health for 5 years.



**Kathleen Wampold**, AVP, National Compliance Alliant Insurance Services, Inc. 20 years of industry experience and has extensive knowledge on a broad range of legislative issues including: health care reform (Patient Protection and Affordable Care Act) ERISA, COBRA, consumer-driven health plans (including HRAs and HSAs), HIPAA, and cafeteria plans. A graduate from Washington State University with a BA in English and is a licensed WA Life and Disability Agent. She has previously served on the King County Health Underwriters Board, a delegate to National Conference and is involved in various industry-related committees and charities.



**KRISTEN FOX**, MBA, SPHR, is Director of Human Resources for Kadlec in Richland, WA. In her role, Kristen oversees all aspects of Human Resources, as well as Employee and Occupational Health. Kristen entered Healthcare Human Resources in 1999. Kristen believes that entering Healthcare Human Resources happened for a reason. She knows that in her role, she is able to make a difference and that she does have an impact on patient care and community support. Kristen enjoys sharing her passion with other practitioners, helping and teaching as opportunities present themselves.



**Kirk W. Harper**, VP Nursing at Kadlec Regional Medical Center since November 2009. He served as the Director of Acute Care Services, Unit Manager of the Short Stay Unit and Surgical Floor and staff RN positions in the Post Anesthesia Care Unit and Medical Floor. Kirk received his ADN from Columbia Basin Community College, BSN from Washington State University and MBA in Health Care Management from the University of Phoenix. Kirk is Board Certified in Nursing Administration from the American Nurses Credentialing Center.

## ACCOMMODATION

We are hosting our Fall Conference at beautiful Campbell's Resort in Lake Chelan, WA.

Reserve your room by August 28 for the special rate of \$122, basic room or \$160 upgraded resort room.

Be sure to use the WSHHRA **Group Number 226987** to receive the special rate. Register online at:

[http://www.campbellsresort.com/index.php?page\\_id=288](http://www.campbellsresort.com/index.php?page_id=288)

Each of the five guest lodges have dramatic up-lake views of the Cascade Mountains, while their backdoors open to the authentic small town that is Chelan.

Guest room amenities include king, queen, or double-queen beds, bathrooms with separate basins and dressing area, hair dryer, refrigerator, microwave, iron, all with balcony or patio overlooking the lake. Some rooms include kitchen, fireplace and 1-2 bedroom suites.

