



# *IHA Management Institute II*

*For current and future leaders of your organization*

## **Change Management**

June 10, 2008

## **Conflict Management**

September 18, 2008

## **Basic Financial Management**

November 20, 2008

### **Attendees of the Performance Management Institute said:**

*“This was an excellent program! Mike was terrific and hit on all the right issues, advice and suggestions were very helpful.”*

*“Mike had many very useful tools that can be applied immediately.”*

*“Information was very applicable to this setting and was presented in a thorough and easy to understand format.”*

### **Overview:**

With increasing needs to train staff as managers and provide managers with continuing education, the IHA Management Institute will provide ongoing education throughout 2008. Change Management and Conflict Management will be conducted by **Michael H. Cohen**, leadership and organizational development consultant. Basic Financial Management will be presented by **Wipfli LLP**, CPAs and Consultants.

**Session II: Change Management** will cover how to establish leadership credibility; how to win voluntary support and influence employees; and how to establish a retribution free communication environment where employees can play the role of the loyal “devil’s advocate.” Specific strategies for achieving employee buy-in for necessary changes and when and how to involve employees in decision-making processes will also be discussed.

**Session III: Conflict Management** will review the four responses to conflict: including aggressive, passive-aggressive, passive and assertive, along with the 15 assertive fair-fighting techniques and the constructive rules of engagement. A departmental protocol for problem solving and conflict resolution will be developed. How to avoid indirect and triangulated communications between employees, which places the manager in the middle of conflicts, will be covered.

**Session IV: Basic Financial Management** will provide the basics of how to read a financial statement, definitions and examples and Medicare and Medicaid reimbursement concepts and impact on organizations. The major financial challenges, including: financial performance, cash needs, facility and capital equipment needs, physician recruiting, DRG/CAH impact, clinical salary increases/competitiveness and differences between “charges” and “reimbursement from payors” along with the importance of chargemaster and coding accuracy, gross margin, gross and net days in A/R, days cash on hand, productivity benchmarks will be discussed.

### **Faculty:**

**Michael H. Cohen**, leadership and organizational development consultant, is a nationally recognized workshop leader and consultant. He conducts leadership effectiveness programs, employee development and team building workshops throughout the United States.

**Wipfli LLP**, CPAs and Consultants, is a national firm with more than 75 years of experience in accounting/finance, technology, human resources, and process solutions. Wipfli’s Health Care Practice serves hospital-based physician practices, integrated hospital systems, senior service organizations, and community and rural hospitals.

### **Who Should Attend:**

All staff currently serving in management roles as well as staff preparing for future management positions.

### **Agenda:**

**8:00 – 8:30 a.m. Registration & Continental Breakfast**  
**8:30 – 11:30 a.m. Management Institute Sessions**

#### **Continuing Education Credits:**

**ACHE:** The Illinois Hospital Association is authorized to award three (3) hours of pre-approved Category II (non-ACHE) continuing education credit for each session toward advancement, or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward Category II credit should indicate their attendance when submitting application to the ACHE for advancement or recertification.

**Nursing Home Administrators:** IHA is authorized by the State of Illinois Department of Financial and Professional Regulation to award up to three (3) hours of Nursing Home Administrator continuing education credit for each session.

**Videoconference connections services and support provided by Telehealth Networks & Programs at Southern Illinois University**



# IHA Management Institute II

**Session II: Change Management: June 10, 2008**

**Session III: Conflict Management: September 18, 2008**

**Session IV: Basic Financial Management: November 20, 2008**

*PLEASE INDICATE WHICH SESSION AND SITE YOU WILL ATTEND.*

## **IHA Management Institute II...\$295 per person**

(Includes all three (3) sessions)

- Illinois Hospital Association, 1151 East Warrenville Rd., Naperville, IL, Program Code: 1-084.08
- Illinois Hospital Association, 700 South Second Street, Springfield, IL, Program Code: 1-085.08
- Gibson Area Hospital & Health Services, 1120 North Melvin Street, Gibson City, IL, Program Code: 1-086.08
- Mercer County Hospital, 409 NW 9<sup>th</sup> Avenue, Aledo, IL, Program Code: 1-087.08
- Franklin Hospital, 201 Bailey Lane, Benton, IL, Program Code: 1-088.08
- Kewanee Hospital, 719 Elliott Street, Kewanee, IL Program Code: 1-089.08

## **Session II: Change Management...\$125 per person**

- Illinois Hospital Association, 1151 East Warrenville Rd., Naperville, IL, Program Code: 1-045.08
- Illinois Hospital Association, 700 South Second Street, Springfield, IL, Program Code: 1-046.08
- Gibson Area Hospital & Health Services, 1120 North Melvin Street, Gibson City, IL, Program Code: 1-047.08
- Mercer County Hospital, 409 NW 9<sup>th</sup> Avenue, Aledo, IL, Program Code: 1-048.08
- Franklin Hospital, 201 Bailey Lane, Benton, IL, Program Code: 1-049.08
- Kewanee Hospital, 719 Elliott Street, Kewanee, IL Program Code: 1-090.08

## **Session III: Conflict Management...\$125 per person**

- Illinois Hospital Association, 1151 East Warrenville Rd., Naperville, IL, Program Code: 1-050.08
- Illinois Hospital Association, 700 South Second Street, Springfield, IL, Program Code: 1-051.08
- Gibson Area Hospital & Health Services, 1120 North Melvin Street, Gibson City, IL, Program Code: 1-052.08
- Mercer County Hospital, 409 NW 9<sup>th</sup> Avenue, Aledo, IL, Program Code: 1-053.08
- Franklin Hospital, 201 Bailey Lane, Benton, IL, Program Code: 1-054.08
- Kewanee Hospital, 719 Elliott Street, Kewanee, IL Program Code: 1-091.08

## **Session IV: Basic Financial Management...\$125 per person**

- Illinois Hospital Association, 1151 East Warrenville Rd., Naperville, IL, Program Code: 1-055.08
- Illinois Hospital Association, 700 South Second Street, Springfield, IL, Program Code: 1-056.08
- Gibson Area Hospital & Health Services, 1120 North Melvin Street, Gibson City, IL, Program Code: 1-057.08
- Mercer County Hospital, 409 NW 9<sup>th</sup> Avenue, Aledo, IL, Program Code: 1-058.08
- Franklin Hospital, 201 Bailey Lane, Benton, IL, Program Code: 1-059.08
- Kewanee Hospital, 719 Elliott Street, Kewanee, IL Program Code: 1-092.08

*PLEASE PRINT CLEARLY.*

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

E-Mail (required): \_\_\_\_\_

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

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

*PHONE REGISTRATIONS ARE NOT ACCEPTED.*

Charge \$ \_\_\_\_\_ to my: VISA MASTERCARD AMERICAN EXPRESS

Account #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Print name as it appears on card: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

*THIS FORM MAY BE DUPLICATED.*

**TO REGISTER:** Complete Registration Form Above

**MAIL:** Mail form with payment to: IHA, 37092 Eagle Way, Chicago, IL 60678-1370 (Registration forms will not be accepted without payment.) MAKE CHECK PAYABLE TO: IHA (Illinois Hospital Association), please remember to allow 5 mailing days.

**FAX:** Fax form with credit card information to: IHA: 630-276-5509

**REGISTER ON-LINE:** <https://ihref.ihatoday.org>, e-mail address & credit card are required.

## GENERAL INFORMATION

### TRAVEL DIRECTIONS

**Directions:** [http://www.ihatoday.org/edu\\_sponsorship/directions.html](http://www.ihatoday.org/edu_sponsorship/directions.html)

#### **\*IHA SPRINGFIELD PARKING**

Parking arrangements have been made with the owner of the lot at 225 E. Cook Street. This is the white brick building on the right as soon as you go over the tracks at Cook and 3rd. This parking area can be entered off of Cook Street or from 2<sup>nd</sup> Street by turning on Blackmore which is just north of Cook Street. **Park in spaces #37, 38, 48-55.** THESE ARE LOCATED DIRECTLY NORTH OF THE WHITE BRICK BUILDING BY THE RAILROAD TRACKS. *The IHA Springfield Office is located on the Southeast corner of this same intersection.*

**Parking is NOT available for conference room attendees in the street level lot of the IHA Springfield Office.**

Additional parking is available at the Inn at 835 located at 835 South 2<sup>nd</sup> Street which is 1 ½ blocks south of the IHA office. Please park facing the north fence. <http://www.ihatoday.org/about/association/ihasingfield.pdf>

### HOTEL INFORMATION

#### **Naperville area hotels:**

Lisle/Naperville Hilton, 630-505-0900

Country Inn & Suites, 888-201-1746

Best Western Naperville Inn, 630-505-0200

#### **Springfield area hotels:**

The Crowne Plaza Hotel, 217-529-7777

Hampton Inn, 217-529-1100

### CANCELLATIONS/SUBSTITUTIONS

If the cancellation is received less than 7 business days before the seminar, a 50% service charge will be incurred. Registrants who do not cancel and do not attend are liable for the entire fee. IHA reserves the right to cancel or reschedule a program due to an insufficient number of registrants or other unforeseen circumstances. Registrants will be notified of cancellation prior to the program date. A full refund of fees will be issued automatically. Registrants unable to attend the program may send an alternate.

**IHA IS A SMOKE-FREE CAMPUS.**

### FOR PROGRAM CONTENT INFORMATION

Contact Anne at: [astilwell@ihastaff.org](mailto:astilwell@ihastaff.org) or at 217-541-1163.

### FOR REGISTRATION INFORMATION

Contact Debbie in the Education Department: [dleonard@ihastaff.org](mailto:dleonard@ihastaff.org) or at 630-276-5440.

### AMERICANS WITH DISABILITIES ACT

IHA wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids or services unless providing such auxiliary aids and services would fundamentally alter the program provided or result in an undue burden. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this educational program, please call 630-276-5440 at least five working days before the program date if possible.

### ATTIRE

Temperatures are often difficult to control in meeting rooms; we suggest you dress accordingly.