

IHA Management Institute 201 *For current and future leaders of your organization*

Developing Outstanding Physician and Other Customer Relationships

June 28, 2011

Overview:

IHA offers two levels of management training for current and future managers: The advanced Management Institute 201 will be offered in 2011, and the first level Management Institute 101 will be offered in 2012. Participants receive certificates of completion from IHA.

Session IV: Developing Outstanding Physician and Other Customer Relationships will cover viewing the physician as a customer as well as a part of your team. Identifying physician needs and expectations and dealing with a disruptive physician will be discussed. Michael Cohen will provide guidance on how to develop systems and protocols to facilitate effective problem solving and conflict management and how to teach employees to set appropriate limits with disruptive physicians. Joint Commission mandates relative to this issue will be discussed.

Faculty:

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

David Leon Fishman, M.D., President Addison Cardiology and Managing Partner Central Addison Medical Group

Timothy Appenheimer, M.D., Medical Director Katherine Shaw Bethea Hospital, Dixon, IL

Who Should Attend:

All staff members currently serving in management roles and staff preparing for future management positions should plan to attend.

*Grant funding provided by the Medicare Rural Hospital Flexibility Grant Program.

Agenda:

8:30 – 9:00 a.m. **Registration & Continental Breakfast**

9:00 a.m. – Noon **Management Institute Sessions**



"The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit."

The June 28 program has been approved for 3 (General) recertification credit hours toward PHR, SPHR, and GPHR recertification through the HR Certification Institute.

FOR PROGRAM INFORMATION: Contact Abby: aradcliffe@ihastaff.org or 217-541-1178.

FOR REGISTRATION INFORMATION: Contact Lorri: lvanecek@ihastaff.org or at 630-276-5440.

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.

IHA Management Institute 201

Session IV (June 28, 2011)

Developing Outstanding Physician and Other Customer Relationships

PLEASE INDICATE WHICH SESSION AND SITE YOU WILL ATTEND.

Session IV: Developing Outstanding Physician and Other Customer Relationships
\$125 per person - Program Code: 1-031.11

- A - Illinois Hospital Association, 1151 E. Warrenville Rd., Naperville, IL
- B - Illinois Hospital Association, 700 S. Second St., Springfield, IL
- C - Salem Township Hospital, 1201 Ricker Drive., Salem IL
- D - Kewanee Hospital, 1051 W. South St., Kewanee, IL
- E - Katherine Shaw Bethea Hospital, 403 E. First St., Dixon, IL

THIS FORM MAY BE DUPLICATED. PLEASE PRINT CLEARLY.

Name: _____
Title: _____
E-Mail (required): _____
Hospital/Organization: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____
Fax: _____

NOTE: PHONE REGISTRATIONS ARE NOT ACCEPTED.

Charge \$_____ to my: VISA MASTERCARD
 AMERICAN EXPRESS DISCOVER

Account #: _____ Expiration Date: _____

Print name as it appears on card: _____

Authorized Signature: _____

MAIL: Mail form with payment to:

IHA, 37092 Eagle Way, Chicago, IL 60678-1370 (Registration forms will not be processed without payment)

MAKE CHECK PAYABLE TO: IHA (Illinois Hospital Association)

Please remember to allow seven mailing days.

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

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

GENERAL INFORMATION

TRAVEL DIRECTIONS

Naperville Directions:

<http://www.ihatoday.org/uploadDocs/1/napdirect.pdf>

*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 2nd 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 2nd Street, 1-1/2 blocks south of the IHA office. Please park facing the north fence.

<http://www.ihatoday.org/uploadDocs/1/ihasp Springfield.pdf>

CANCELLATION/SUBSTITUTION

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.

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.