

# 2019 Nebraska Health Care Administrative Professionals Conference

Thursday, April 18, 2019 | 8:30 a.m. - 4:00 p.m.

Younes Conference Center | 416 W. Talmadge Road | Kearney, NE

Every day, health care administrative professionals across the state exceed standards of excellence by providing outstanding support to their facilities.

These talented, bright and experienced administrative professionals are integral to their health care organizations, and this conference is intended to honor their special dedication and to provide new, fresh ways to excel in your position.

*We encourage all NHA member hospitals and health systems to support their administrative professionals from any department to attend this conference.*

## PROGRAM AGENDA

8:00 – 8:30 a.m.

### Registration and Continental Breakfast

8:30 – 9:00 a.m.

### Welcome and Getting to Know the NHA

Laura J. Redoutey, FACHE, NHA President

NHA President Laura Redoutey will welcome participants and provide a brief overview and describe the resources available to you as a member of the Association. Julie Fletcher will provide an update on the Nebraska Administrative Professionals group.

9:00 – 10:15 a.m.

### The Fine Art of Building Business Relationships: One Conversation at a Time

Debra Fine

This is a fast-paced, interactive and entertaining presentation. Together, participants will laugh, learn and leave with insightful and informative conversation tips and techniques on how to strike up conversations and keep them going, avoid conversation “killers,” exit conversations with grace and develop business, non-profit, volunteer and personal relationships. Learn how to turn every meeting or conference, interaction with a client or colleague, social event with a spouse/partner and networking event into an opportunity for success.

10:15 – 10:30 a.m.

### Break

10:30 a.m. – 12:00 p.m.

### The Fine Art of Building Business Relationships: One Conversation at a Time (continued)

12:00 – 1:15 p.m.

### Networking Lunch with Special Guest Speaker, Amy Williams

Amy Williams is Head Coach of Nebraska Women's Basketball.

Network with your peers at the NHA Services Showcase, which is also meeting at the Younes Conference Center, to learn about the NHA Services preferred business partners.

1:30 – 2:30 p.m.

## **The Critical Role of An Administrative Professional in Today's Health Care Environment: A Hospital CEO's Perspective**

Bill Calhoun, FACHE, MBA, CEO - Kearney Regional Medical Center

Hear from one Nebraska hospital CEO about the importance of administrative professionals to the health and success of today's modern hospitals and health care systems. This will be an interactive and informal session providing attendees the opportunity to ask questions about the role of the CEO as well.

2:30 – 2:45 p.m.

## **Break**

2:45 – 4:00 p.m.

## **Connecting the Workplace and Life Through F.U.N.!**

Paul J. Long, Motivational Speaker

Two grown men, cat wrestling singlets and a social experiment. Paul Long leveraged his concept of Fundamism to become the Kansas City Royals' 2016 Fan of the Year while inspiring his employees, organization and an entire city! Paul's philosophy of Fundamism is a deliberate approach to happiness in the workplace, can be applied by anyone and is certain to move your team in the direction you desire. Based on the core principle of F.U.N., this experience will allow your team to explore their Foundation, Understanding of Others and help identify Next Steps in maximizing their overall effectiveness at work and in life.

Laugh, learn and actively engage with your team while Paul Long coaches you through principles that help improve employee engagement, maximize productivity, provide memorable customer experiences and create a more F.U.N. work environment! This experience will provoke thought while leaving audiences with a strong understanding of specific actions to help improve their personal work environment.

4:00 p.m.

## **Adjourn**

## **ABOUT THE SPEAKERS**



### **Debra Fine**

Timidly, at first, she dipped her toes into the pool of small talk. But, Fine soon realized that conversation, like most things in life, comes easier with practice. Now the formerly shy, tongue-tied "engineer" is an internationally recognized keynote speaker, corporate motivational speaker, trainer and bestselling author.

A former engineer, Debra Fine established her Denver-based company The FINE Art of Small Talk to teach conversation skills to the C-Suite, managers and stakeholders for use at business networking events, conventions and meetings, trade shows, as well as when interacting with clients, customers and patients. Fine studied the art of conversation as diligently as she had once studied engineering. A member of the National Speakers Association, Debra Fine receives high accolades from her clients, which include Cisco Systems, Wells Fargo Bank, Hinckley, Allen and Synder, LLP, Spectra Energy, U.S. Treasury Department, Toyota, University of Chicago Booth Graduate School of Business, Lockheed Martin, Vermont Law School and hundreds of associations, Chambers of Commerce and civic organizations across the country.

Fine authored the best-selling books *The Fine Art of Small Talk: How to Start a Conversation, Keep it Going, Build Rapport and Leave a Positive Impression* and the most recent in the Fine Art series: *The Fine Art of Big Talk: How to Win Clients, Deliver Great Presentations and Solve Conflicts at Work*. Her recent media appearances include The Today Show, CNN, The Early Show and NPR Morning Edition. She currently travels as a corporate motivational speaker.

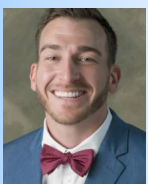


### **Amy Williams**

Amy Williams opened a new chapter in a familiar place after being named the head coach of the Nebraska women's basketball team on April 11, 2016. Williams, who proved herself as a winner and a program builder in her first nine seasons as a collegiate head coach, returned to her alma mater to lead a new stage in the Husker program. In her second season with the Big Red, Williams proved again that she could get a program moving in the right direction in a hurry. Williams captured 2018 Big Ten Coach-of-the-Year honors from both conference coaches and media after leading the nation's biggest turnaround. The Huskers earned a bid into the 2018 NCAA Tournament and finished with a 21-11 record - a nation-leading 14-game turnaround in the win column over 2016-17. Nebraska was also plus-eight in the win column in Big Ten play, finishing the conference season with an 11-5 mark to claim the No. 3 seed in the Big Ten Tournament.

**Bill Calhoun, FACHE, MBA**

Bill Calhoun is currently CEO of Kearney Regional Medical Center. He is a Fellow of the American College of Healthcare Executives, holds a MBA from the University of Wisconsin – Milwaukee, a Bachelor of Science Degree from the University of Wisconsin – Madison, and advanced training in healthcare administration from the University of Wisconsin – Superior. Mr. Calhoun has been active in professional and community organizations and has served various governing boards and health foundations within the American College of Healthcare Executives, Chambers of Commerce, United Way, and Boys and Girls Club.

**Paul J. Long**

Paul Long is a motivational speaker and consultant that has challenged the corporate landscape for over a decade while engaging audiences around the globe. As the MLB Kansas City Royals' 2016 Fan of the Year, Paul's shenanigans have been featured in media outlets like ESPN, the Washington Post and even the Wall Street Journal!! Through his concept of "Fundamism," infectious spirit and unique take on F.U.N. in the workplace, Paul has provided memorable experiences at hundreds of events while championing pediatric cancer research. Watch Paul's video at <https://youtu.be/TSzZzzO1Ano>

## REGISTRATION & LODGING

**Register online at:** <http://tinyurl.com/AdminProf2019>. **Registration deadline is April 11, 2019.**

Registration fee: ☐ \$195 per person for NHA members

**Lodging information**

A block of rooms has been reserved for the evening of April 17, 2019, at the Fairfield Inn & Suites, 510 W. Talmadge Road, in Kearney. Call (308) 236-4200 by **March 27, 2019**. When making your reservation, please mention you are attending the Nebraska Health Care Administrative Professionals Conference to receive the discounted rate of \$109.95/night + tax.

**Conference cancellation policy**

Cancellations received in writing up to five business days prior to the event will be given a full refund less a \$50 per person processing fee. No refunds will be given for cancellations received less than five business days prior to the event. Substitutions are permitted.

## GENERAL INFORMATION

**Dress**

Business casual dress is appropriate for all events. Meetings room temperatures often are difficult to regulate, so dressing in layers is suggested.

**Special needs**

In accordance with the Americans with Disabilities Act, the NHA seeks to make this conference accessible to all. If you have a disability that may require special accommodations or have any dietary restrictions, please e-mail your needs to [hbullock@nebraskahospitals.org](mailto:hbullock@nebraskahospitals.org) or call (402) 742-8148.

**Questions?**

For questions about the event, contact Julie Fletcher, office manager/executive assistant, at (402) 742-8141 or email [jfletcher@nebraskahospitals.org](mailto:jfletcher@nebraskahospitals.org). For questions about registration or lodging, contact Heather Bullock, member services and events manager, at (402) 742-8148 or [hbullock@nebraskahospitals.org](mailto:hbullock@nebraskahospitals.org).