

IHCA Winter Workshop

Tuesday, February 16, 2021

A Virtual Event!



Thank You!
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Thank you to our Workshop Sponsor:



<p>9:30 am – 10:30 am</p> <p>1.0 CEU</p>	<p>Retention 911: Reviving, Inspiring, Engaging, Retaining! Christopher W. Ridenhour, GFN, Nationally Traveled Speaker, Healthcare Management Professional, Accountability Coach, Expert Team Energizer, Certified Staff Whisperer, Czar of Leadership Retreats, Shenanigan Enthusiast, Mom’s Favorite!</p> <p>As Director of Workplace Culture for a Pennsylvania-based long-term Care and Social Services organization, Christopher develops and delivers high-impact education focused on World Class Hospitality, Elevated Employee Engagement, New Supervisor Training, Aspects of Inspired Leadership, Total Team Commitment, among other critical team member and leader competencies.</p> <p>No more “churn and burn!” No more wishing, hoping, teeth-gnashing, crossed fingers to keep folks from rushing to the exits! Are you ready to make this the “Year of Retention?” While our websites paint perfect pictures of teamwork and World Class Customer Care, does everyone really, I mean, REALLY, appear as engaged as they do on the home page? Imagine the levels of success your stakeholders would experience if every team member “embraced change”, “owned problems”, and took “personal accountability” for their part in creating an EXTRAORDINARY community. Organizations that fail to fully appreciate, coach, and inspire team members, lose the battle to retain them! Haphazard, nonspecific retention strategies result in negative outcomes including increased hospital readmission rates, loss of productivity, debilitating workplace stress, high accident rates, no-call-no-shows, pervasive overtime costs, as well as resident and family strife. The sheer impact of replacement costs threatens our ability to provide best-in-class care. GREAT NEWS AHEAD!</p>
<p>10:45 am – 11:45 am</p> <p>1.0 CEU</p>	<p>This session promises to transform the energy traditionally reserved for handwringing, complaining, and worrying into strategies that create inclusive, positive, and cooperative work environments. Come prepared to receive countless ways to kick this “workforce crisis” in the tail! <u>Retention 911: Reviving, Inspiring, Engaging, Retaining!</u> promises to take you into the hearts and minds of your colleagues to reveal what inspires and motivates them to truly LIVE your organization’s Mission, Vision and Values. This unique offering will serve as the Train-the-Trainer for anyone interested in becoming a “Certified Staff Whisperer.”</p> <p>OUTCOMES:</p> <ol style="list-style-type: none"> Participants will identify the root causes and conditions that create lack of engagement and stifling turnover. Participants will review the latest research, theories and practices focusing on engagement and retention. The tools used are derived from the works of Daniel Pink, Brene Brown, Simon Sinek, Kouzes and Posner, the Gallop Survey resources, among many, many others. Participants will assess their professional skillset against research-based competencies necessary to coach and inspire colleagues and direct reports to greater loyalty and a healthy sense of belonging. We will identify the hallmarks of a vibrant and inclusive community and the leadership accountabilities that create such environments. Participants will analyze and evaluate critical touchpoints occurring across the entire organization including: New Team Member Orientation, The Onboarding Process, Performance Evaluations, Standards of Supervision, Write-Ups/Discipline, and Team Member Recognition.
<p>11:45 am - 12:00 pm</p>	<p style="text-align: center;">Membership Meeting</p> <p style="text-align: center;">Trivia Question...\$100 Gift Card drawing donated by Blue Cross of Idaho</p>
<p>12:00 pm – 1:00 pm</p>	<p style="text-align: center;">Lunch Break</p>

1:00 pm – Trivia Question...\$100 Gift Card donated by Heartland Pharmacy.
1:10 pm – Trivia Question...\$100 Gift Card donated by Bedside X-Ray Service, Inc.

<p>1:15 pm- 2:15 pm</p> <p>1.0 CEU</p>	<p>Understanding Feelings as a Physical Phenomenon Eric Collett, A Mind For All Seasons</p> <p>Eric is Founder and Principal of A Mind For All Seasons, LLC, is a nationally recognized speaker, consultant and dementia expert, a licensed ALF administrator, and a teacher at Boise State University and the College of Western Idaho. Eric passionately believes that lifelong learning is a key to finding powerful new solutions to significant challenges and has been changing lives through innovative dementia care techniques and leadership strategies since 2000.</p> <p>Feelings occur because our life experiences get filtered through our beliefs, attitudes, knowledge, and prior experience, resulting in complex neurochemical experiences called feelings. Humans often try to talk one another out of what they are feeling, but this is frequently ineffective and frustrating. This program will help participants understand feelings in a different light and learn keyways of helping others regulate what they are feeling.</p>
<p>2:30 pm- 3:30 pm</p> <p>1.0 CEU</p>	<p>Resilience: Life's Great Shock Absorber Julie S. Dresback,</p> <p>As a member of the internal governance team and by engaging directly with the executive and senior leadership team at St. Luke's Health System, Julie is accountable for leading the integration and alignment of the organization's three executive committees. She was born and raised in Snohomish, Washington and moved to Spokane to complete her undergraduate degree in Communications at Whitworth University. Shortly after, she moved to New Jersey where she worked in Relations Management at Princeton and completed her master's degree in Organizational Communication and Information Studies at Rutgers University. Upon graduation she and her husband moved to Phoenix, AZ where she was given the opportunity to create a Strategic Marketing Events team at Grand Canyon University while pursuing further graduate studies in organizational leadership, organizational psychology and organizational change.</p> <p>Think back to New Year's Day 2020, none of us would predict how the next year would unfold and the impact it would have on all facets of our lives. The social, economic, physical and psychological implications have affected us all in one capacity or another. But why is it that despite going through these hardships and uncertainty, we have seen some people and organizations "bounce back" while others have floundered? What is the secret sauce that helps people overcome adversity, distress, and trauma?</p> <p>While the word "resilience" has seen a recent resurgence in its use, the term is not new. Its origins are from the Latin root <i>resiliens</i> meaning "to jump back". Think of a rubber band that snaps back to its original state – resilience is our elasticity. Being resilient does not mean one won't experience adversity or trauma, in fact, the road to resilience is paved with difficult circumstances and overcoming them. The more we overcome, the more resilient we become.</p> <p>In this session we will cover the definition of resilience, why it is important, and some practical mind sets and behaviors to increase it. My goal is for you to walk away feeling encouraged and empowered to invest in building your resilience – for yourself, your teams, your family, and your organization.</p>
<p>3:30 pm</p>	<p>Trivia Question...\$100 Gift Card drawing donated by Bedside X-Ray Service, Inc.</p>

CEU Information:

Registration/payment for a live ZOOM webinar does not guarantee CEUs will be awarded.

One [1] CEU is awarded for every sixty [60] minutes of actual live ZOOM webinar presentation time.

CEUs are awarded only to those individuals:

> Who are “registered” for the LIVE ZOOM webinar (no verbal substitutions are made). Registered attendees receive a log-in link unique to the registrant and with a note that the link is “unique” and not to be shared, and with an additional NOTE: "IF you share your unique registration link or the phone number, you risk losing CEUs for this program!"

> In actual attendance of the presentation (ZOOM “Attendance Report” documents actual time logged-in and logged-out. During the housekeeping comments, registered attendees are informed “to receive CEUs you must attend the entire presentation and complete the polling question at the end of the presentation.”

> At the end of the presentation a polling question is provided (those on a computer) for the registered attendee to “certify they have attended the entire presentation.”

IHCA staff will pull “Attendees”; “Q&A” and “Poll” reports from ZOOM to ascertain registrants on the webinar, length of time they were on and completion of the polling “certifying” they attended the entire program. Only those registrants will have their name submitted to receive CEUs.

REGISTRANT RESPONSIBILITY:

Registrants are not to share their log-in link or webinar phone number. Doing so could result in the authorized registrant not receiving CEUs for the session.

If a registrant is unable to attend, there is a link at the bottom of their registration e-mail, 1 day, and 1-hour reminder e-mails that allows them to cancel their registration for a refund, prior to the start of the webinar.

Registrants must retain copies of their CEU certificate and any handouts in the event they are audited by the licensing agency.

In about 1 week your CEU certificate will be available to be downloaded and printed. Go to: www.idhca.org and look for this green bar on our home page and use the e-mail address on your registration:

2020 & 2021 CEU Certificates of Attendance (Click HERE & Log-in)

Education offered by IHCA may also be sufficient for other license types (i.e. social work, certified dietary manager, etc.) as long as the learning objectives and educational levels of the presenter(s) meet the licensure requirements. It is up to each attendee to determine the appropriateness of a session and whether it will meet the requirements of their license type.