

AHRA

*Association of
Healthcare
Human
Resources
Administrators
of
Greater New York*

***2005 Human Resources Conference
Thursday, September 22, 2005
8:15 am - 6:00 pm***

***Baruch College 151 East 25th Street
(between Lexington and 3rd)
Seventh Floor
New York, New York***

**A Chapter of the American Society For
Healthcare Human Resources Administration**

Program

8:15 a.m. **Registration and Continental Breakfast**

8:45 a.m. **Welcome**
Diane Tucker, *President—AHHRA*
Kathryn Fisk, *President—ASHHRA*

9:00 a.m. **Labor Law Update**
This session will review recent developments in labor & employment law, including State and Federal Court and Agency decisions that affect employer and employee rights.

Speaker: **David H. Diamond, Esq.**, *Partner*
Proskauer, Rose, LLP

9:50 a.m. **Break/Vendor Exhibits**

10:15 a.m. **Culture Change through Service Excellence**
It is virtually impossible to turn on the radio, open a newspaper, or go to a ballgame without seeing advertisements from our organizations describing how we deliver excellent service to patients. Preparing an ad is easy but how can our organizations actually deliver excellent service? Delivering excellent service requires a culture of “excellence”. We will hear how one of the largest Health systems in the country is changing it’s culture to deliver excellent service.

Speaker: **Elaine Brennan, R.N., M.P.S.**, *Sr. Vice President-Operations*
Montefiore Medical Center

11:15 a.m. **How does the CEO View HR?**
We understand the alphabet soup of government regulation; we know all the recent court decisions; managers ask our opinion countless times each day. Are these the things that make us a “Strategic Partner”? Is this what the CEO and Board need from HR? Countless surveys are done and journal articles are written on the subject of how to make HR “strategic”. Here is an opportunity for Human Resources to hear what HR needs to do to be “strategic” from one of the leaders in the Healthcare industry.

Speaker: **Stanley Brezenoff**, *Chief Executive Officer*
Continuum Health Partners

12:30 p.m. **Lunch/Vendor Exhibits**

1:30 p.m. **Baruch Affiliation**
Robert Stolinsky, *Executive Director*
Baruch-Mount Sinai Graduate MBA program in Health Care Administration

1:45 p.m.

AHHRA Benefits Survey

We all know how important benefits are to recruiting and retaining staff. We also know how expensive it is to provide quality benefit plans. This year AHHRA, in association with Hilb Rogal & Hobbs (HRH) conducted our survey of benefits offered throughout healthcare institutions in the tri-state area. Not only will you hear about the results of the survey, but you will have the opportunity to delve into the data and provide input which will be critical to fine tuning the survey tool.

Speakers: **Sharon Daffner Bakes, Vice President**
 Ben Haas, Principal and Healthcare Practice Leader
 HRH

2:45 p.m.

Break/Vendor Exhibits

3:15 p.m.

Valuing Diversity

The face of the workforce continues to change more dramatically than before. Many companies are having challenges utilizing the diverse talent and perspectives of their work groups. Jamie Telegadis will discuss these issues and engage attendees in activities that illustrate New Haven Consulting Group’s approach to exploring the rich variety of cultural perspectives in the organization as they relate to accomplishing business goals.

Speaker: **Jamie Telegadis, Senior Consultant**
 New Haven Consulting Group

4:30 p.m.

Closing Comments followed by Reception

Registration Fee

Member.....\$100.00

Non-Member.....\$125.00

Registration form should be faxed to (631) 864-8397 or mailed by September 15, 2005.

All checks should be made payable to **AHHRA** and mailed to:

AHHRA

30 Jericho Turnpike, #168, Commack, NY 11725

If you have any questions, please contact Bill Innes (212) 659-9059 Email: bill.innes@mssm.edu

Tear off and return with check.

Name _____ member ____ non-member ____

Institution/Organization _____

Address _____

City _____ State _____ Zip _____

Phone: _____ e-mail _____

Additional _____ member ____ non-member ____

Registration(s) _____ member ____ non-member ____

_____ member ____ non-member ____

Enclosed please find \$ _____ for _____ registration(s).