



PATIENT ACCESS: GOING FOR GOLD



Thursday, September 29, 2016
Noah's Event Venue
110 Shuman Blvd.
Naperville, IL 60563



National Association
of Healthcare Access
Management



hfma™ first illinois chapter
healthcare financial management association

Go for Gold at this year's fall conference - sign up today!
Attend and earn 5.0 Education Contact Hours!

Michael Hahn, professional motivational speaker, teaches the seven Hero Habits to enable greater engagement commitment, and results when working with employees, peers, and customers

Kevin Bernard, MOL, EMT-P, CHECIII of Presence St. Joseph Medical Center prepares you for how to respond to active shooter crisis situations

Ryan Langley of Kforce Professional Staffing suggests innovative ways to build a diverse and productive team by attracting, leading, and retaining Millennials

Helena Lefkow talks about the latest going on with IHA

Brad Qua of Advanced Resources discusses winning a bronze participation medal in the 1984 Los Angeles Olympics and how he relates that experience to building an award winning team in "Hiring for the Gold"

Medix awards the annual Positively Impacting Lives Scholarship

Visit our exhibitors and discover the latest innovations with their solutions and services!



Register Today! aipam.net

For every 4 people who attend from your facility, the 5th registration is FREE!



2016 Fall Conference | Patient Access: Going for Gold

Agenda

- 7:30-8:50am Registration & Check-In / Exhibit Floor Open / Continental Breakfast
- 8:50-9:00am **Welcome & President's Message**
Rozanne Hickok, aIPAM President
- 9:00-10:00am **Hero Habits: The Guide to Surviving Thriving in Corporate America & In Life**
Michael Hahn, Motivational Speaker
Hero Habits is a dynamic and interactive presentation that highlights how to motivate, inspire and engage employees, peers and customers. Spanning all generations, Hero Habits teaches the seven habits that enable greater engagement, commitment and results. Whether you are first time leader or have decades of experience, Hero habits provides a fresh perspective into your professional leadership style and your approach to peers, teams and direct reports.
- 10:00-10:50am **Active Shooter: What You Can Do**
Kevin Bernard, MOL, EMT-P, CHECIII, Director of Safety and Emergency Management at Presence St. Joseph Medical Center
This presentation will provide guidance on how to prepare for and respond to active shooter crisis situations. After completion, attendees will be able to describe actions to take when confronted with an active shooter to assist law enforcement officials, recognize potential workplace violence indicators, describe actions to prevent and prepare for potential active shooter incidents, and describe how to manage the consequences of an active shooter incident.
- 10:50-11:10am Break / Exhibit Floor Open
- 11:10-11:20am Awards Ceremony
- 11:20-12:10pm **Words From a Past President**
Katherine Murphy-Pagett, Former aIPAM President
The founder of the current incarnation of aIPAM missed us so much she's coming out of retirement to visit her favorite organization!
- 12:10-1:00pm Lunch / Exhibit Floor Open / Updates from Rozanne Hickok and more!
- 1:00-1:50pm **How to Attract, Lead, and Retain Millennials**
Ryan Langley, Managing Director at Kforce Professional Staffing
Whether you're a Baby Boomer, Gen X-er, or Millennial yourself, this session will provide you with innovative ideas on how to build a diverse and productive team of patient access superstars!
- 1:50-2:40pm **IHA Updates**
Helena Lefkow, Director, Patient Financial Services, Health Policy & Finance at IHA
Get updated on the latest with IHA.
- 2:40-3:30pm **Hiring for the Gold**
Brad Qua, Director of Sales at Advanced Resources
In this new competitive landscape, businesses need to assemble the best possible talent. Join this session, lead by a bronze participation medalist from the 1984 Los Angeles Olympic games, to learn how to build an award winning team and avoid the mistakes that the vast majority of hiring managers make. Assembling a team today is the difference between growth and sheer survival!
- 3:30-4:30pm **Cocktail Reception & Raffle - Must be present to win!**
Enjoy networking and time with our vendor exhibitors/sponsors while having a beverage and hors d'oeuvres.

Register Today! aipam.net

For every 4 people who attend from your facility, the 5th registration is FREE!



Kevin Bernard, MOL, EMT-P, CHECIII

Director of Safety and Emergency Management at Presence St. Joseph Medical Center

Kevin is currently managing multi-tiered Emergency Services and Safety Compliance at Presence St. Joseph Medical Center. He has been in the Fire and EMS profession since 1982. Kevin initiated IDPH EMS resource level status for Morris Hospital in 2010. He has a Master's degree in Organizational Leadership with certifications or licensures in emergency planning and management, emergency medical services, fire service, hazardous materials management including weapons of mass destruction, and incident command. Kevin holds his Paramedic and Lead Instructor license through IDPH. His work experience includes an understanding of, compliance with, and training in, standards of the Joint Commission (JCAHO), Healthcare Facilities Accreditation Program (HFAP), the Occupational Safety & Health Administration (OSHA), the Environmental Protection Agency (EPA), US Department of Homeland Security (DHS), and the National Incident Management System (NIMS).

Michael Hahn

Motivational Speaker

Michael is an outstanding authority on organizational culture, employee engagement and personal behavior change. He brings high energy, intense passion and humorous style to inspire audiences to reclaim their time, energy and motivation to embrace their inner hero. He specializes in executive coaching, leadership team alignment and culture transformation consulting. Michael is Internationally certified and holds a dual M.B.A. in Entrepreneurship & Leadership and Change Management from DePaul University and a Bachelor of Science degree in Finance from NIU. He holds black belts in two South Korean Martial Arts and is the CEO of Beyond Good Teams.

Ryan Langley

Managing Director at Kforce Professional Staffing

Ryan is the Managing Director for Kforce Professional Staffing for the Northern Illinois Region. Kforce is the 4th largest Accounting, Finance & Revenue Cycle staffing firm in the US with 60 offices nationwide. Ryan has been providing revenue cycle contractors to Chicago area healthcare organizations since 2009 and is well known within the healthcare community in IL. His achievements over the past 5 years with Kforce include, Top Performing Director (2012), Top 5 Performing Director (2013), Top 2 Performing Director (2015), as well as overseeing Chicago's Best & Brightest Companies to Work for (2015, 2016).

Bradford Qua

Director of Sales at Advanced Resources

Bradford is the Director Of Sales for Advanced Resources, Chicago's most recognized staffing firm. He has spent the last 22 years of his career building high performing sales organizations in the staffing industry. Bradford is a graduate of the University of Michigan where he received degrees in Foreign Language and Political Systems. Prior to graduation, he acted as a translator for French, German and Russian speaking nationals at the Los Angeles Summer Olympics in 1984 where he was awarded a bronze medal for being ranked in the top 10% of all Olympic Games staff. Bradford's extensive language and communication training made him a natural for the staffing industry. After 9 years of entrepreneurial endeavors, he entered the staffing industry by taking over a 25 year old search firm in Cleveland in 1993 and quickly rose to the top. After spending the last 10 years as the Senior Vice President for one of the Nation's 100 largest staffing firms, Bradford was drawn to Chicago by Advanced Resources' rapid growth.

Register Today! aipam.net

For every 4 people who attend from your facility, the 5th registration is FREE!



2016 Fall Conference | Patient Access: Going for Gold
Registration Form

Thursday, September 29, 2016
Noah's Event Venue
110 Shuman Blvd., Naperville, IL 60563

Don't miss out, register today to secure your spot!

*Remember, for every 4 people who attend from your facility, the 5th registration is **FREE!***

Facility: _____ Total Due: \$ _____

Contact Name: _____ Contact Phone: _____

Conference Fee: \$125 per attendee

Name: _____	Title: _____
I am a member of: <input type="checkbox"/> HFMA <input type="checkbox"/> NAHAM	Email: _____
Name: _____	Title: _____
I am a member of: <input type="checkbox"/> HFMA <input type="checkbox"/> NAHAM	Email: _____
Name: _____	Title: _____
I am a member of: <input type="checkbox"/> HFMA <input type="checkbox"/> NAHAM	Email: _____
Name: _____	Title: _____
I am a member of: <input type="checkbox"/> HFMA <input type="checkbox"/> NAHAM	Email: _____
Name: _____	Title: _____
I am a member of: <input type="checkbox"/> HFMA <input type="checkbox"/> NAHAM	Email: _____

Register online at aipam.net or complete this form and mail it with your check, payable to aIPAM, to: aIPAM, 2707 3 Oaks Road, PO Box 847, Cary, IL 60013.

Interested in exhibiting at the conference? Contact:
Philip Quick (philip.quick@presencehealth.org | 773-885-9957)
Amanda Hayes (amanda.hayes@presencehealth.org | 815-666-8255)

We look forward to seeing you on September 29th!

Conference attendees earn NAHAM & HFMA CEU credits!