



Louisiana Hospital Association

Management Corporation

2009 School for Supervisory Training

June 23, 24 and 25, 2009

Sheraton Convention Center Hotel
102 France Street, Baton Rouge, Louisiana
(225) 242-2600

School Overview: The Louisiana Hospital Association School for Supervisory Training (LHASST) has distinguished itself as the proven standard for development/enhancement of supervisory skills in healthcare. Celebrating twenty-eight consecutive years of success, this “award winning” program has trained nearly 1,000 Louisiana healthcare leaders from all across the state and from every department within the hospital. **The 2009 LHA Supervisory School is open to all staff, managers, supervisors and any others who will benefit from attending.**

The considerable talents and experiences of the faculty will be shared with participants through a variety of learning formats, including lively presentations, experiential exercises, small team activities, case studies and group discussions. Whether you have been in a management position for some time and simply want to validate your skills; or are a newly appointed manager who wants to achieve the “know how” to manage others more effectively, this course is for you!

Key Topics:

- Healthcare Trends
- Counseling & Discipline
- Dealing with Crisis
- Orientation & Training
- Team Building
- Labor Law
- Understanding Self & Others
- Leadership & Facilitation Skills
- Customer Service
- Delegation

Accreditation: Upon the successful completion of the LHASST, all participants will receive a certificate documenting the completed continuing education/clock hours. Registered nurses - 19.25 contact hours will be awarded by the Louisiana Hospital Association. The Louisiana Hospital Association is approved by the Louisiana State Board of Nursing – CE Provider #39. **Participants must attend the entire program to receive contact/clock hours.**

Fees: The registration fee of \$500.00 per person for hospital members and \$600 per person for non-member hospital's, covers tuition, printed materials, and refreshment breaks for the program. Lunch on Tuesday, Wednesday and Thursday will be provided, along with a Continental Breakfast in the meeting room each morning. This seminar will be conducted at the Sheraton Convention Center, 102 France Street, Baton Rouge. A corporate rate has been established at the **Sheraton Hotel, (225) 242-2600**. Please call the hotel directly and ask for the room rate of the Louisiana Hospital Association for the appropriate dates before **June 15, 2009**. Registrations may be mailed or faxed directly to the Louisiana Hospital Association. Registrations that are mailed **must** include payment by check or credit card. Visa, MasterCard or American Express are accepted. You may also fax your registration form to **(225) 923-1004**, with a Visa, MasterCard or American Express number. Registrations by fax will be accepted if method of payment is indicated on registration form (check being mailed, etc.). All information is handled through a confidential fax and blotted out before it is forwarded to the registrar.

Registration forms must be received into the LHA office by 5:00 p.m. one week prior to the scheduled event date. This applies to registrations that are received by mail or fax. An email confirmation will be forwarded to all registrants who list an accurate email address, along with the completed agenda.. Registrations may be confirmed by phone. It is recommended that a copy of your registration form be faxed to LHA prior to submitting it to your facility's accounting department in order to reserve your seat in the class.

Cancellation/Refund Policy

Cancellation Fees

We realize that problems can occur that may necessitate registration cancellations. Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of \$50.00. This fee covers some of the administrative costs associated with processing refunds, printing costs for handout materials, hotel guarantees, etc.

Refunds

Cancellations received less than one week prior to the scheduled event or those who fail to attend are non-refundable. **However, registrants who are unable to attend an LHA educational event are permitted to and encouraged to send a substitute at no extra charge.** Any sleeping room arrangements made with the local hotel must be cancelled directly with the hotel to avoid charges that are part of the hotel's cancellation policy.

Meals and Dress: The following meals are included in your registration fee:

Continental Breakfast	Tuesday, Wednesday and Thursday
Lunch	Tuesday, Wednesday and Thursday
Dinner	<i>On Your Own Each Night</i>

Attire for all classes and other scheduled activities is casual.

Wear your comfortable clothes and bring a light jacket or sweater for the meeting rooms.


Class Schedule: Registration on Tuesday, June 23rd will be from 9:00 a.m. – 9:45 a.m. with the first session beginning at 9:45 a.m. The program will conclude on Thursday, June 25th by 3:45 p.m. **Participants are expected to attend all sessions.**

Parking: On the east side of the Hotel is a parking lot for the guests (room key access only). There is also a free parking garage on the south side of the Hotel. From Government Street (coming from the interstate) turn left onto St. Philip Street and go past the hotel. Next street past hotel is Mayflower, turn right and the parking garage is on the left.

Americans Disabilities Act: The Louisiana Hospital Association will make every effort to provide reasonable accommodations for physically challenged attendees who require special services. Please attach a written description of needs to the application when registering.

For more registration information, program content or schedule information, contact Janet Robbins (jrobbins@lhaonline.org by calling the Louisiana Hospital Association at (225) 928-0026.

Register Now!
LHA School for Supervisory Training
only comes around once a year!



LHA School for Supervisory Training

2009 Tentative Faculty

The Louisiana Hospital Association School for Supervisory Training recognizes its faculty as its most important resource. Each faculty member was chosen based upon knowledge, expertise, and the ability to deliver an effective learning experience.

Kenneth Alexander, Vice President of Quality & Regulatory Activities at the LHA. His responsibilities include assisting with Joint Commission related activities, working with DHH, and dealing with CMS initiatives relating to quality. Prior to joining the LHA, Ken spent most of his 30+ year career in a hospital. After serving in the U.S. Army as a Medical Specialist, Ken became a Registered Respiratory Therapist and worked in the clinical arena for many years. Ken earned his diploma in Respiratory Therapy from Northwestern University School of Medicine. He also performed undergraduate work at Louisiana State University and completed his bachelor's degree at Thomas Edison State College, and earned a Master's of Science from Central Michigan University, with a focus in administration and management.

Yvette Black, MS, is an expert trainer whose engaging classes have been captivating people for over 18 years. Her experience focuses on customer service, management development, performance management and curriculum design and development. Ms. Black received her Bachelor's degree in Business Administration and a Master's Degree in Information Systems and Decision Sciences both from Louisiana State University.

Gary Golden, MBA of Golden Opportunities, a training and development company. He received his undergraduate degree in general business from Louisiana Tech University and a Masters Degree in Health Care Administration. He has worked for Dale Carnegie Systems and General Health System prior to opening his own business in 1999. He is certified to train the following programs: Juran Quality Improvement Process, Ken Blanchard's Situational Leadership, DISC Personality Profile System, Select the Best Interviewing Program, Keys to Customer Service Excellence, and more. Gary is a dynamic presenter speaking to diversified groups on many topics and works with all types of industry.

Rudy Gomez, is a management consultant and partner with SSA Consultants, a management consulting firm based in Baton Rouge. Rudy's scope of consulting work includes: organizational assessment and development, operational planning, work process redesign, and special projects management. He graduated from Louisiana State University with a Bachelors of Science in Business Administration and Economics. Rudy and SSA Consultants serve as the project manager for the highly successful government reform initiative Blueprint Louisiana.

Craig M. Pourciau, M.A. joined SSA in 1999 after founding and leading his own human resource development training company. He holds a Masters degree in General Experimental Psychology from Southeastern Louisiana University. His areas of expertise include organizational assessment, change management, training design and delivery, diversity and multi-generational issues consulting, facilitation, and executive coaching and counseling.

E. Fredrick Preis, Jr., J.D., is a partner in the Lemle & Kelleher, L.P.P. Law Firm and is the senior attorney in the labor and employment law section. He has been representing management in labor law and employee relations for more than 30 years. As both a trial lawyer and advisor, Mr. Preis has served as lead counsel for *Fortune 500* companies, as well as trade associations and employers in numerous mid-sized and small industries and businesses throughout the United States. Mr. Preis has written numerous scholarly articles on employment laws that have appeared in the *Loyola Law Review*, *CityBusiness*, and the *Louisiana Bar Journal*.

Steve Robichaux, MBA, has been professionally affiliated with LSU for over 25 years. He began as an instructor with the college of Business Administration's Department of Management. In 1994, he was voted Most Outstanding Teacher in the LSU Executive Program. He pioneered his own consulting business, Capital City Consultants, which focuses on organizational behavior. He received his BS in Psychology and his MBA from Louisiana State University.

William Slaughter, Ph.D., is president of SSA Consultants. He started his career in commercial banking and served as a university professor for nine years. He holds Bachelor's and Master's degrees in Business Administration and a Ph.D. in Management from Louisiana State University. In 1970, he founded SSA Consultants which has provided consulting services to both private and public organizations throughout the United States as well as internationally. He is a frequent speaker at local, regional and national conferences. In addition to serving on the Board of several companies, Bill is an active Board member of community organizations. Among the honors he has received, was induction into the LSU Ourso College of Business Administration's Hall of Distinction. His areas of expertise include strategic planning, cultural transformation and integration, developing effective management teams, team building, developing effective management skills, facilitation and executive coaching and counseling.

Michelle Van Duzee, Certified Personal Trainer, received her Bachelor's Degree from Louisiana State University. Healthcare has always been a part of her life, and her interest in health and fitness began in junior high school as she battled her own war as an overweight teen. As she pursued her goal of weight reduction and improved self-esteem, she learned many valuable lessons that she later wanted to bring to others facing the same struggle. Michelle strives to help others achieve this by showing them that fitness can be about having fun while making new friends in the process. Her certifications and special training include: Personal Training – Aerobic & Fitness Association of America (AFAA), Primary Group Exercise – AFAA, Indoor Cycling – CMS, Body Pump – *Les Mill International*, Resistance Training – AFAA, SilverSneakers (Senior Fitness Program) – *Healthways (Humana)*, C.P.R./A.E.D.

LOUISIANA HOSPITAL ASSOCIATION
Management Corporation

2009 School for Supervisory Training
June 23, 24 and 25, 2009

Sheraton Convention Center Hotel ♦ 102 France Street ♦ Baton Rouge, LA
(225) 242-2600

Registration Form

***NOTE: Confirmations will be sent to Email Address Only**

Full Name: _____ E-Mail: _____

Position in Hospital/Institution: _____

Full Name: _____ E-Mail: _____

Position in Hospital/Institution: _____

Organization Name: _____

Mailing Address: _____

City / State / Zip: _____

Telephone # _____ Fax # _____

_____ Registration Fee (per person for Member Hospitals)\$500.00 _____

_____ Registration Fee (per person for Non-Member Hospitals)\$600.00 _____

TOTAL AMOUNT REMITTED\$ _____

Registrations that are mailed **must** include payment by check or credit card. Visa, MasterCard or American Express are accepted. You may also fax your registration form to (225) 923-1004, with a Visa, MasterCard or American Express number. Registrations by fax will be accepted if method of payment is indicated on registration form (check being mailed, etc.). All information is handled through a confidential fax and blotted out before it is forwarded to the registrar. **Registration forms must be received into the LHA office by 5:00 p.m. one week prior to the scheduled event date.** This applies to registrations that are received by mail or fax. An email confirmation will be forwarded to all registrants who list an accurate email address. Registrations may be confirmed by phone. It is recommended that a copy of your registration form be faxed to LHA prior to submitting it to your facility's accounting department in order to reserve your seat in the class.

Card # _____ Expiration Date: _____

Card is in the name of (please print): _____

E-Mail Address of Cardholder: _____

Please return check to: LHA Management Corporation
9521 Brookline Avenue, Baton Rouge, Louisiana 70809-1431
(225) 928-0026 or (225) 923-1004 fax