Join IHA and hospital administrative assistants from across Indiana for IHA’s 41st annual Administrative Professionals Conference July 25 – 26 at the JW Marriott Indianapolis.

Talented, bright and experienced administrative professionals are integral to health care organizations and this conference is intended to provide new, fresh ways to excel in an administrative position.

**Registration**
Register online at [http://www.regonline.com/iha2013admin](http://www.regonline.com/iha2013admin) by July 18. On-site registration will also be available. For assistance, please contact Laura Gilbert at lgilbert@IHAconnect.org or 317-423-7793.

**Registration Fee:** The registration fee is $240 per person and includes the reception on Thursday night, as well as breakfast and lunch on Friday.

**Payment Options:** Payments can be made online by credit card. If paying by check, please indicate this payment option online and mail check by August 25. Checks should be made payable to Indiana Hospital Association. Send to:

Indiana Hospital Association  
1 American Square, Suite 1900  
Indianapolis, IN 46282-0004

**Attire:** Casual attire is encouraged. Room temperatures may vary; a light sweater is recommended.

**Lodging**
If you require hotel accommodations on July 25, please make your reservation directly with the JW Marriott. [Online booking](http://www.regonline.com/iha2013admin) is the preferred method of reservation. When calling the hotel, be sure to indicate that you are with the IHA Administrative Professionals Conference. **A special rate of $163 per night is available until June 25.**

**Cancellation & Refund Policies**
For cancellations made on or before July 18, a $25 cancellation fee will be retained. Refunds will not be issued for cancellations made after July 18. Substitutions are permitted and can be made online.
Agenda

Thursday, July 25

5:30 – 7 p.m. Meet, Greet… and LEARN!
Year after year, this event attracts some of the most knowledgeable administrative professionals in the health care industry. Our planning committee included several administrative professionals from a diverse representation of IHA’s membership. After all, no one understands your daily challenges like your peers. Plan to attend this informal networking session and get to know some of the people who have walked a mile (or ten) in your shoes. Light food and beverages provided.

Friday, July 26

7:30 – 8:30 a.m. Registration and Continental Breakfast

8:30 – 8:35 a.m. Welcome and Introductions

8:35 – 9:30 a.m. Health Care Industry Update
Doug Leonard, President
Indiana Hospital Association

9:30 – 9:45 a.m. Break

9:45 – 10:45 a.m. What's on Your Plate and Who's on Your Path? - Managing Multiple Priorities, Bosses and Projects
Mary Anna Weber, VP/Consulting Services
STIMULUS Engineering

This is not the normal approach to managing priorities. It’s time to step back and take a deeper look at your own time management challenges and best practices. We will take a creative approach on topics of delegation, prioritization, personal awareness and balance of “Mind, Body and Spirit.” Your personal situation as a juggler of priorities is a critical success factor.

10:45 – 11:30 a.m. Exhibitor Showcase
We have handpicked a group of relevant suppliers you may or may not have worked with in the past. This is a chance to speak one-on-one with vendors and learn about their new product offerings—and stretch your legs.

11:30 a.m. – 12:15 p.m. Lunch
12:15 – 1:30 p.m.

Breakout Sessions: Track 1 (choose one)

1. Leadership: E-Governance: Streamlining Trustee's Work
   Dottie Schindlinger, VP of E-Governance
   BoardEffect
   Panel of hospital administrative assistants

   Did you know that more than half of organizations are currently using e-governance to streamline their governance practices? From virtual meetings to board packets delivered via tablet devices, the transition to e-governance is here. This session will prepare you to navigate the challenges and successes inherent in bringing technology into the boardroom. You will also hear from a panel of your peers about their individual e-governance experiences within their organizations.

2. Technology: Taming the Wild List in Excel
   Melissa Esquibel, Microsoft Certified Trainer

   Not all lists are created equal in Excel. You want to pull information from your data without a lot of frustration and wasted time, but how can you make that happen? In this fun and fast-paced presentation, you will learn best practices for setting up lists that work and the most powerful and easy tips for making those lists do what you need them to do now!

3. Efficiency: Ergonomics: Does Your Workspace Work for You?
   Norm Eavey, Environmental & Workforce Safety Officer
   Columbus Regional Hospital

   Sit up straight! No, your mom isn’t presenting this session. Norm Eavey will help us explore and learn ergonomic concepts required to arrange comfortable workstations. His methods are designed to reduce fatigue and discomfort while working, increase workstation satisfaction and enhance well-being. Attendees can expect to see measurable results on a work/fit scale self-assessment within 30-90 days.

1:30 – 1:45 p.m. Break
Breakout Sessions: Track 2 (choose one)

1. Leadership: Meeting and Event Planning: Tips & Tricks
   **Susan Benko, MBA, CMP, Lecturer**
   **IU School of Physical Education & Tourism Management**

   Although it may not be in your official job description, you probably have been tasked with planning a meeting or event. The meeting planning process, like every other aspect of your job, requires multitasking skills and ingenuity. In order to keep costs down, you must be comfortable negotiating with venues, vendors and speakers. This session will provide you with the basics of effective meeting planning, including a “cheat sheet” with tips and tricks to ensure the success of your organization’s events.

2. Technology: Fast Tracking PowerPoint
   **Melissa Esquibel, Microsoft Certified Trainer**

   Chances are, you set aside hours to put together a PowerPoint presentation. With this fast track method of building presentations, you’ll not only cut your time by more than half, but you’ll put your energy toward creating clear content, not nudging objects and tweaking font sizes and background colors. You will also learn tips to generate meaningful handouts to accompany your new, dynamic presentations.

   **Mary Anna Weber, VP/Consulting Services**
   **STIMULUS Engineering**

   What do you do, and how do you do it? The answer may surprise you. Join this session to learn how to create your personal standard operating procedures (SOP). Participants will develop their SOP with an easy to populate template and will leave the session with a finished product in hand. This is an out of the box session for understanding your role within your organization. It’s also a great tool for succession planning, career development and priority setting.

3 – 4 p.m.

**Never Ever Quit!**

**Jane Hoeppner, Co-founder**

**Indiana Coach Hep Challenge**

Late Indiana University football coach, Terry Hoeppner, lived his "Don't Quit" mantra right up until he passed away from brain cancer in June 2007. His wife, Jane Hoeppner, continues to carry his legacy of hope and perseverance in the book, *Never Ever Quit!* Jane will share the benefits of a "Don't Quit" attitude and how the right mindset can make a remarkable difference. She’ll show you how to accomplish more in the face of seemingly insurmountable odds.

4 p.m.

**Adjournment**
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   3. Efficiency: Ergonomics: Does Your Workspace Work for You?
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