



# Indiana Hospital Association

## ADMINISTRATIVE PROFESSIONALS CONFERENCE

We hope to see you at this year's event! The day will feature former Southwest Airlines executive, Jason Young. We are excited to bring him back to keynote this IHA event after his appearance at the Health Care Management Summit during our Annual Meeting last October, where he received rave reviews from members. All Things Admin founder Julie Perrine will round out the day with her workshop on creating effective office systems and procedures.

Hospitals are consistently challenged to demonstrate value and create loyalty within their communities. The experience of a single patient and their family can impact everything from readmissions rates to reimbursements. As an administrative professional, you have a role that delivers value to your hospital's "customers," both face-to-face and behind the scenes.

Joining us for the morning session, Jason will draw from his experience at Southwest Airlines as he explains how hospitals can deliver a transformational service experience - **Servicetopia** - with each and every encounter.



As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10 years with the airline, they were consistently rated No. 1 in customer service and employee satisfaction. Capturing the innovative strategies and tactics he created at Southwest Airlines, Jason offers insights and practical

information that can be implemented immediately. Jason's engaging style results in a compelling experience that will change the way you view yourself, your "customers," and the facility for which you work.

### Location:

CRG Event Center  
2499 Perry Crossing Way, Suite 205  
Plainfield, IN 46168

Date: Thursday, April 16

Time: 8:30 a.m. - 3:15 p.m.

### Suggested Audience:

- Executive Assistants
- Administrative Assistants



In the afternoon session, the focus shifts to All Things Admin founder, Julie Perrine. Julie will present a master class in better workload management through the creation of effective systems and procedures.

Julie is an executive assistant turned CEO and the founder of All Things Admin. She is also an enthusiastic trainer, author, and Certified Myers-Briggs Type Indicator Administrator, and Certified Productivity Pro Consultant.

### Session highlights include:

- The difference between procedures and systems, and why both are necessary.
- Creating effective systems and procedures to streamline your work.
- Implementing and troubleshooting your systems and procedures.
- Five core systems your office needs to be efficient.
- Appropriate items to include in a procedures binder.
- How to document procedures that include important nuances for each person you support, based on their work style.
- How to fast-track your procedures with a few key templates.

With effective systems and procedures in place, you can navigate unexpected changes and absences, find support and resources quicker, keep yourself and those you support organized, and bring calm to the chaos that surrounds you. Join Julie for this master class to learn how to do all of the above and optimize your effectiveness at work and beyond!

Registration Fee: \$295

Register online: <https://cvent.me/YgB1Zy>

### Questions?

Contact Laura Gilbert (317) 423-7793  
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