

Healthcare Human Resources Association of Minnesota - An Affiliated Chapter of ASHHRA - American Society for Healthcare Human Resources Administration & American Hospital Association



## Letter from the President

*By Shannon Demgen, SHRM-SCP*

It is hard to believe the first quarter of 2018 is coming to a close but I'm excited for everything HHRAM has planned for this year! It is an honor to lead the HHRAM board and the team is eager to work on the goals we have set for 2018.

### 2018 Goals:

1. Research partnering with MHA, MMGMA, WiSHHRA or other state ASHHRA chapters. Research will be completed by March and implemented by November 2018.
2. HHRAM Succession Plan: Have a membership table at the Spring and Fall conference to share HHRAM membership benefits, Board positions and collect interest in joining the HHRAM board.
3. The Business Partner Liaison and HHRAM board will bring in three new business partners. This will be implemented by the fall 2018 conference.
4. Review and update bylaws by October 1, 2018.
5. Ensure HHRAM members are receiving all email communication delivered from the Wild Apricot system by April 1, 2018.
6. Leverage the two new Business Partners at Large to determine how we can build relationships and value to our business partners as well as increase conference attendees and/or increase HHRAM membership.

### Inside this issue:

2018 HHRAM Budget	2
2018 HHRAM Election	3
2018 HHRAM Board Meeting Dates	3
New Business Partner Liaison, Joins HHRAM Board	3
New HHRAM Members	4
New HHRAM Board Member Role	4
2018 Spring Conference	5
5 Tips to Keep Conference Costs Down	6
Save the Date	6
Speaking Opportunities	6
ASHHRA Update	7
Dept. of Labor Article	8
HR Fun Facts	10

HHRAM will continue to be the go to resource for education and networking for healthcare human resources professionals. Once again this year we have some amazing speakers presenting at the Spring and Fall Conference. I guarantee attending these conferences will be a valuable time spent growing your knowledge and networking with colleagues. The Spring Conference is coming up on May 3<sup>rd</sup> and 4<sup>th</sup> at Doubletree Inn in St. Paul, Minnesota. Check out page 5 to learn more about the conference and make sure to register by April 27<sup>th</sup>.

I want to thank you for being a member of HHRAM! If you have any ideas you would like to share with the board or are interested in becoming more involved, please contact me as we are here to serve our members.

Shannon Demgen  
HHRAM President  
[sdemgen@mngastro.com](mailto:sdemgen@mngastro.com)

## 2018 HHRAM Budget

Account #	Income	2017 Budget	2017 Actual	2018 Budget
<b>45000</b>	<b>Investments</b>			
45030	Interest-Savings, Short term CD	120.00	60.34	60.00
	<b>Total 45000 - Investments</b>	<b>\$ 120.00</b>	<b>\$ 60.34</b>	<b>\$ 60.00</b>
<b>46400</b>	<b>Other Investments</b>			
46435	ASHHRA Chapter Awards	1,000.00	2,000.00	1,000.00
	<b>Total 46400 - Other Income</b>	<b>\$ 1,000.00</b>	<b>\$ 2,000.00</b>	<b>\$ 1,000.00</b>
<b>47200</b>	<b>Program Income</b>			
47245	Salary Survey Revenue Sharing	7,000.00	6,739.23	6,500.00
	<b>Total 47200 - Program Income</b>	<b>\$ 7,000.00</b>	<b>\$ 6,739.23</b>	<b>\$ 6,500.00</b>
<b>47230</b>	<b>Membership Dues Income</b>	<b>\$ 15,000.00</b>	<b>\$14,175.00</b>	<b>\$14,000.00</b>
<b>49000</b>	<b>Conference Income</b>			
49010	Spring Conference Registrations	12,000.00	15,250.00	12,000.00
49011	Spring Conference Business Partners	19,000.00	24,720.00	19,000.00
49015	Fall Conference Registrations	12,000.00	10,910.00	12,000.00
49016	Fall Conference Business Partners	20,000.00	24,000.00	20,000.00
	<b>Total 49000 - Conference Income</b>	<b>\$ 63,000.00</b>	<b>\$ 74,880.00</b>	<b>\$ 63,000.00</b>
	<b>Total Income</b>	<b>\$ 86,120.00</b>	<b>\$ 97,854.57</b>	<b>\$ 84,560.00</b>
<b>Account #</b>	<b>Expenses</b>	<b>2017 Budget</b>	<b>2017 Actual</b>	<b>2018 Budget</b>
<b>60100</b>	<b>ASHHRA National Conference</b>	<b>\$ 7,500.00</b>	<b>\$ 5,789.91</b>	<b>\$ 7,500.00</b>
<b>61000</b>	<b>Conference Expense</b>			
61002	Spring Conference Expense	27,000.00	33,174.61	25,000.00
61003	Fall Conference Expense	30,000.00	27,773.31	30,000.00
	<b>Total 61000 - Conference Expense</b>	<b>\$ 57,000.00</b>	<b>\$ 60,947.92</b>	<b>\$ 55,000.00</b>
<b>62100</b>	<b>Contract Services</b>			
62110	Accounting & Management Fees	9,000.00	5,673.53	7,794.36
62150	Outside Contract Services (tax return)	1,200.00	500.00	500.00
	<b>Total 62100 - Contract Services</b>	<b>\$ 10,200.00</b>	<b>\$ 6,173.53</b>	<b>\$ 8,294.36</b>
<b>62190</b>	<b>Education</b>	<b>\$ 300.00</b>	<b>\$ -</b>	<b>\$ 300.00</b>
<b>64000</b>	<b>Membership Expense (ASHHRA dues/misc)</b>	<b>\$ 600.00</b>	<b>\$ 503.00</b>	<b>\$ 320.00</b>
<b>65000</b>	<b>Operations</b>			
65015	Monthly Headquarters Fees	480.00	360.00	-
65020	Postage Mailing Service	300.00	1.46	150.00
65030	Printing and Copying	60.00	9.26	250.00
65040	Supplies, Mileage, Sales Tax	2,700.00	2,723.50	2,800.00
65050	Telephone, Telecommunications	-	-	-
65060	Scholarships (2 Education, 1 ASHHRA, 2 HHRAM)*	3,500.00	2,500.00	3,500.00
65070	Website Maintenance	720.00	1,195.40	1,422.00
	<b>Total 65000 - Operations</b>	<b>\$ 7,760.00</b>	<b>\$ 6,789.62</b>	<b>\$ 8,122.00</b>
<b>65100</b>	<b>Other Expenses</b>			
65100	Other		\$ 795.00	\$ 150.00
65120	Insurance	525.00	2,661.00	525.00
	<b>Total 65100 - Other Expenses</b>	<b>\$ 525.00</b>	<b>\$ 3,456.00</b>	<b>\$ 675.00</b>
<b>68300</b>	<b>Travel and Meetings</b>			
68310	Board and Committee Meetings	1,200.00	88.83	700.00
68320	Regional Meetings	900.00	-	500.00
	<b>Total 68300 - Travel and Meetings</b>	<b>\$ 2,100.00</b>	<b>\$ 88.83</b>	<b>\$ 1,200.00</b>
	<b>Total Expense</b>	<b>\$ 85,985.00</b>	<b>\$ 83,748.81</b>	<b>\$ 81,411.36</b>
	<b>NET INCOME</b>	<b>\$ 135.00</b>	<b>\$ 14,105.76</b>	<b>\$ 3,148.64</b>

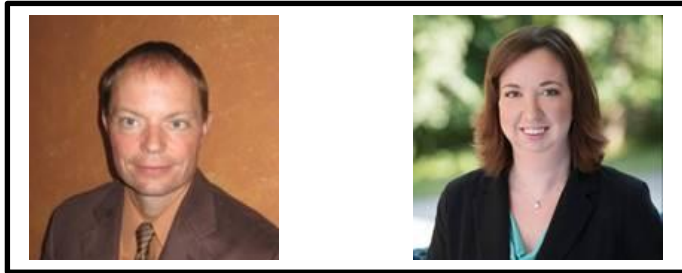
## 2018 HHRAM Election

There were two vacancies for positions on the HHRAM Board of Directors which required election by the membership for 2018.

**President Elect:** Chad Engstrom

**Treasurer (2 year term):** Mandy Dobosenski

Congratulations Chad and Mandy!



## HHRAM Board Meeting Dates for 2018

Board meetings alternate between being held by conference call and being held in person in St. Cloud at CentraCare St. Benedict's Senior Community (1810 Minnesota Blvd, St. Cloud) and begin at 10 am. Any member is welcome to attend to see if you would like to get more involved serving the HHRAM chapter. RSVP's are appreciated so that we can have an accurate count for meals.

April 20<sup>th</sup>: Conference Call

May 2<sup>nd</sup>: Meeting held in St. Paul prior to 2018 Spring Conference

June 15<sup>th</sup>: Conference Call

August 17<sup>th</sup>: Meeting held at Minnesota Gastroenterology, P.A. Corporate Office in Minneapolis

September 21<sup>st</sup>: Conference Call

October 23<sup>rd</sup>: Meeting held at Rutgers's Bay Lake resort prior to 2018 Fall Conference

November 16<sup>th</sup>: St. Cloud (2019 Goal Planning Meeting)

## New Business Partner Liaison, Joins HHRAM Board

By Chad Engstrom, HHRAM President Elect

Join me in welcoming our New Business Partner Liaison, Paula Wokasch, Human Resources Generalist with LifeCare Medical Center in Roseau, Minnesota. Paula has worked at LifeCare in Human Resources for over 15 years. Prior to that, Paula worked for Altru. Paula has been a HHRAM member for 10 years. In her spare time, Paula enjoys outdoor activities and spending time with family. Paula's attitude and laugh are infectious and she is a joy to be around. Paula is extremely organized and hard working. These are some of the wonderful qualities that make her perfect for the Business Partner Liaison role.

Paula is responsible for recruiting our Business Partners for our Spring and Fall conferences. She is off to a great start, already securing Business Partners for the Spring Conference scheduled for May 3rd and 4th, DoubleTree by Hilton, St. Paul East, Minnesota.

We could not have the conferences without our generous Business partners. Have you thanked a Business Partner today?



## Welcome to our New Members!

**Travis Luedke**

Scenic Rivers Health Services  
Business Development Director

**Celeste Gardner**

Douglas County Hospital  
Director of Human Resources

**Stacey Schmitt**

Associated Skin Care Specialists  
HR Generalist

**Trista Dockham**

Trillium Woods  
Human Resources Generalist

**Laura Berube**

Mercy Hospital  
Payroll/HR Representative

**Sonya Towle**

Mercy Hospital  
HR Director

**Kim Muller**

Lake Region Healthcare  
Recruiter/Compensation Analyst

**Carin Folk**

Suburban Radiologic Consultants  
Human Resources Specialist

**Brent Bultema**

CentraCare Health  
Director of Talent Solutions

**Jamie Lundquist**

North Clinic  
Senior HR Generalist

**Wendy Bruns**

Mercy Hospital  
HR Representative

**Kelsea Dukowitz**

Partners Obstetrics & Gynecology, PA  
Admin/HR Assistant

**Deb Stachowski**

Southside Community Health Services  
Director of Human Resources

**Tara Miller-Hochhalter**

Suburban Radiologic Consultants  
Director, Human Resources

**Tammra Simmons**

Twin Cities Spine Center  
Director of Human Resources & Finance

**Aaron Tetzlaff**

St. Luke's Hospital  
HR Generalist

**Joan Manley**

Mercy Hospital  
HR Generalist

**Terese Pilaczynski**

## New HHRAM Board Member Role

At the end of 2017, the HHRAM Board created the role of The Business Partner Member at Large. An application was created and multiple candidates applied. The role is intended to be a non-voting member of the HHRAM Board with the intent to assist and guide the board on conference, education and healthcare issues and processes. The main responsibility of the Business Partner Member at Large is to:

1. Supports and participates in HHRAM, Inc. activities.
2. Promotes ASHHRA activities to HHRAM, Inc. members.
3. Sits on the conference planning committee and assists other committees as assigned.
4. Contributes articles and information for newsletters.
5. Is expected to attend majority of board meetings.

The term of Business Partner Member at Large is one year and the business partner must be a consultant member of HHRAM.

We are excited to announce that **Shelly Diener**, Vice President from Marsh & McLennan Agency and **Dave Mandel**, Area Vice President from Gallagher have been selected. Both Shelly and Dave are working with the HHRAM Board to strengthen our business partners but build the HHRAM membership through education and networking!



## 2018 Spring Conference



### Our HHRAM Conference is “Spring”-ing into the Future!

Don't miss an all-star lineup up of future-thinking speakers, including keynote Jennifer McClure, talent expert Don MacPherson, and 5 quick-fire presentations (TED Talks-style) on what the future of HR is going to look like!

Conference topics will include:

- *The Future of HR: 4 Keys for Creating Competitive Advantage Through Innovative People Strategies*
- *Talent 2021*
- *Re-Inventing Human Resources: A Roadmap To Meet The Challenges Of The Future & Achieve Success*
- *Spooks & Spoils of HR Technology*
- *And more!*



Stick around after the conference on Thursday for a round of trivia and laughs from **Sassy Lassy Trivia & Events**. We'll have an evening of games and improv comedy, featuring *Sassy Lassy Trivia* and *Survey Says* (their version of Family Feud). Be sure to RSVP!

Register early for discounted pricing – early bird rates available now thru April 13!

<https://hhram.wildapricot.org/event-2847183>

For additional conference details, visit our event site: <http://www.hhram.org/events-conferences/>



#### Hotel Information

DoubleTree Hotel (formerly Hotel Metro)  
2201 Burns Ave, St Paul, MN 55119

**Room rate deadline: April 2, 2018**

Rate: \$121+tax per night

Call 651-731-2220 and mention code **HHR** to book.

## 5 Tips to Keep Conference Costs Down

Conferences provide unique learning and career building opportunities. It's an investment in yourself and your career. Education budgets can restrict ability to attend a conference but hopefully these 5 conference cost saving tips help you find a way to maximize your education dollars.

1. Register early so you receive the early-bird registration special price
2. Apply for a conference scholarship that includes the conference registration and lodging
3. Carpool with another conference attendee in order to save on travel expenses
4. Share a hotel room with a colleague and split the room cost
5. Inquire about cost of attending one day if it is a multiple day conference

## Save the Date – Fall Conference

Save the Date!  
2018 HHRAM Fall Conference  
October 24-26, 2018  
Ruttger's Bay Lake Lodge, Deerwood, MN  
Keynote Speaker: Matt Birk

---

Matt Birk was selected by the Minnesota Vikings in the sixth round of the 1998 draft. Appearing in 228 career games, including 18 playoff contests, Matt spent 11 seasons with Minnesota and 4 more with the Baltimore Ravens. He was named the 2011 Walter Payton NFL Man of the Year for his off-the-field service, as well as his playing excellence.

Matt has a passion for children and education, and has focused a great deal of his energy on promoting literacy among the youth in his communities. In 2002, he created the H.I.K.E. Foundation (Hope, Inspiration, Knowledge, Education) in Minnesota. It has grown greatly since then and its initiatives reached over 100,000 children in the Baltimore area in 2012.

In February, 2013 after a 15 year career in the NFL and a Super Bowl XLVII win with the Baltimore Ravens, the six-time Pro Bowl Center announced his retirement from playing football. Since his retirement, Matt has served the NFL in a variety of capacities. Currently a special advisor, he sits on the Board of Directors of USA Football, the sport's governing body. Much of Matt's work focuses on growing and developing the game at all levels.

Today, in addition to his work for the NFL, Matt Birk is inspiring, teaching and motivating audiences across America as a national speaker. He speaks on the topics of Leadership, Teamwork, and Achievement.



## Speaking Opportunities

As a Human Resources Professional we can learn so much from each other. Consider sharing your knowledge and best practices by presenting the information at an upcoming HHRAM conference. Do you have a Stay Interview program impacting employee retention or any best practices related to changing culture and improving employee engagement? Share what is working for your organization with HHRAM!

If you would consider presenting a topic at a HHRAM conference, please contact Shannon Demgen at [sdemgen@mngastro.com](mailto:sdemgen@mngastro.com).

## ASHHRA Update

By Karen Gillespie, ASHHRA Regional Consultant - Region 6



A personal membership group of the  
American Hospital Association

### Hello from your Region 6 Regional Consultant - Karen Gillespie

2018 is off and running and I want to give a quick hello to everyone in Region 6! ASHHRA is here for you and offers amazing membership benefits. Visit [www.ASHHRA.org](http://www.ASHHRA.org) or the link provided below for more information about membership and benefits. Join or renew your membership today! One great quality of ASHHRA is all of the networking opportunities. Try out **ASHHRA Exchange**, a new private online community which offers networking capabilities in a mobile friendly way. You can find information about getting started on **ASHHRA Exchange** by visiting the ASHHRA Website. Mark your calendars for the upcoming ASHHRA 54th Annual Conference and Exposition in Pittsburgh, Pennsylvania - September 15 -18. Lastly don't forget about ASHHRA's certification opportunity for HR professionals, Certified in Healthcare Human Resources (CHHR). You can visit ASHHRA.org for more information on CHHR, renewal, study resources, exam dates, and locations. Please let me know if you have any questions, or need anything throughout my tenure. I am looking forward to working with members of Region 6 and assisting with information and resources available through ASHHRA. My contact information is below. Feel free to reach out at any time.

ASHHRA Membership Benefits

<http://www.ashhra.org/membership/benefits.shtml>

### Karen Gillespie

Director, Human Resources  
Anderson County Hospital  
785 204-8004

## ASHHRA Conference Scholarship



HHRAM is excited to offer a scholarship to provide financial assistance to those interested in attending the ASHHRA Annual Conference & Exposition. The objective of this scholarship is to provide healthcare HR practitioners with venues to receive educational tools and resources, in addition to networking opportunities to allow you to be a successful healthcare HR leader. HHRAM will provide one HHRAM member with a scholarship to attend ASHHRA's 54<sup>th</sup> Annual Conference & Exposition, September 15-18 in Pittsburgh, Pennsylvania.

**Applications for the ASHHRA Conference Scholarship are available on the HHRAM website and are being accepted through July 1, 2018.**

## Do I have to pay for that time?

### **What Employers Should Know About Compensable Hours Worked Under The Fair Labor Standards Act**

As a business owner, you know that life doesn't always run according to schedule. Neither does your business. Employees sometimes work beyond their scheduled shifts to finish cleaning or to complete paperwork. Sometimes they arrive early to prepare the store for opening. When employees must complete required online training, that time factors into your scheduling as well. Determining what counts as work time and what does not is a critical component of your budgeting, your payroll, and of your compliance with federal labor law.

The U.S. Department of Labor, Wage and Hour Division, enforces the Fair Labor Standards Act, the federal law that provides minimum wage, overtime, child labor, and recordkeeping requirements for covered employers in the U.S. Determining compensation due to your employees under the FLSA depends upon the accurate tracking of compensable time, or what the law refers to as hours worked.

WHD finds violations of the FLSA at businesses nationwide, a large percentage of which result from the business owners failing to pay employees properly for hours worked. When such violations are disclosed, employers pay back wages to employees, and risk exposure to additional damages and penalties. The costs of non-compliance can mount up quickly.

Some of the most frequent problem areas identified with regard to hours worked include:

- 1) Failure to record and to pay for hours spent completing required training;
- 2) Failure to record and to pay for hours worked before and after scheduled shifts;
- 3) Failure to pay for hours worked when employees work through meal periods; and
- 4) Failure to record and to pay for hours spent in travel between store locations.

#### **Hours Worked Principles:**

In general, hours worked includes all time an employee must be on duty, or on the employers premises or at any other prescribed place of work (except for certain breaks), from the beginning of the first work activity to the end of the last work activity of the workday. The workday may therefore be longer than the employee's scheduled shift and it may start before the employee clocks in.

Even work that is not approved in advance, or even requested by the employer, if allowed, must be paid for. By statutory definition the term employ includes to suffer or permit to work. For example, an employee may voluntarily continue to work past the end of a shift to cover for an employee on the next shift who has not yet shown up. The reason does not matter. Such hours, both pre-shift and post-shift, are work time and are compensable.

Generally, if the employer allows the work to be performed, it must be paid for. The work wasn't scheduled? It still must be recorded and paid for. The time wasn't approved in advance? The answer is the same it still must be recorded and paid for.

Questions on this topic often arise in the following situations:



### **1) Do I have to pay my employees for training time?**

When your employees participate in required training, whether on site or online, that time must be recorded, and paid for. They also must be paid for any time spent in training while they shadow experienced employees, or do anything else related to their current jobs.

In order for time spent during training programs, meetings, lectures, and similar activities *not* to be counted as hours worked, it must meet ***all four of the following criteria***: it must be outside of normal hours; it must be voluntary; it must not be job related; and no other work is concurrently performed. Time spent completing online training, even when completed away from the worksite, must be counted as work time unless *all of these criteria* are met. Online courses are often job related and are often not voluntary.

### **2 I have an employee who is very slow, and takes an extra half hour to close the store every night. Do I have to pay for that time?**

Yes. Work not requested but suffered or permitted to be performed is work time that must be paid for by the employer. For example, an employee may voluntarily continue to work past the end of a shift to finish an assigned task, to finish cleaning the store, or to cover for an employee on the next shift who has not yet shown up. Or, similarly, an employee may show up early, before the scheduled shift begins, to begin food prep so that the store can open on time. The reason does not matter. The hours, both pre-shift and post-shift, are work time and are compensable.

### **2) Do I have to pay my employees for the time they spend on breaks?**

Rest periods of short duration, usually 20 minutes or less, are common in industry (and promote the efficiency of the employee) and are customarily paid for as working time. These short periods must be counted as hours worked.

Bona fide meal periods (typically 30 minutes or more) generally need not be compensated as work time. The employee must be completely relieved from duty for the purpose of eating regular meals in order for that time not to be compensable. The employee is not relieved if he/she is required to perform any duties, whether active or inactive, while eating. For example, an employee whose break is interrupted to wait on a customer is not relieved from duty.

### **3) What about travel time?**

Time spent in travel as part of an employees work activity, like traveling from job site to job site during the workday, is work time and must be counted as hours worked. If an employee drives from one store location to another during the workday, that time must be recorded and paid for.

The FLSA requires that covered, non-exempt employees must be paid at least the federal minimum wage of \$7.25 per hour for all hours worked, plus time and one-half their regular rates, including commissions, bonuses and incentive pay, for hours worked beyond 40 per week. Employers are also required to maintain accurate time and payroll records. The amount employees should receive cannot be determined without knowing the number of hours worked.

For additional information on the requirements of the FLSA, visit the U. S. Department of Labor Wage and Hour Division's website at [www.dol.gov/whd](http://www.dol.gov/whd), or call 866-4US-WAGE (866-487-9243). Your state may have additional or different statutes or regulations. To find your state labor department's contact information, visit [www.dol.gov/whd/contacts/state\\_of.htm](http://www.dol.gov/whd/contacts/state_of.htm).

## HR Fun Facts

### **Happiness is contagious!**

Happy employees have more ideas that they are more likely to contribute to the team. Engaged employees help their colleagues, happily share responsibilities and happy people are 31% more productive at work.

Choose your attitude! If you are happy then the rest of the workplace is benefitting from your happiness. The little things matter! Make someone's day by smiling, giving someone a compliment and showing your appreciation. Be the team player you would want to work with.

### **Recognition plays a huge role when it comes to engagement in the workplace.**

According to Forbes, 94% of employees that reported high morale also say that their managers provide meaningful recognition. Recognizing employees doesn't mean that you need to provide expensive rewards or host large parties; an authentic gesture goes a long way. It could be as simple as leaving a hand written note on someone's desk, taking the time out of your day to let someone know that you've noticed their hard work or even congratulating an employee on a work-anniversary. It is never too soon to commend those around you and unanticipated praise is the best kind of recognition. People perform better when they are recognized, which in turn enhances the atmosphere and culture in the workplace and recognition from managers is a great way to engage your employees!

Here are some links for more information and ideas on how to recognize your employees:

<https://www.cbsnews.com/news/the-best-way-to-recognize-employees/>

<https://www.forbes.com/sites/meghanbiro/2013/01/13/5-ways-leaders-rock-employee-recognition/#d5e837a47cab>