HANYS IS PLEASED TO PRESENT ITS 48TH ANNUAL INSTITUTE FOR HEALTH CARE AUXILIARIES AND VOLUNTEER LEADERS.

Developed with guidance from HANYS’ Committee on Healthcare Auxiliaries, the Institute will provide a wide array of educational and networking opportunities.

The Institute aims to provide valuable information about today’s complex healthcare environment and help auxiliaries and volunteer leaders learn new skills to help them in their roles.

Please join us October 6 and 7 for the 48th Annual Institute for Healthcare Auxiliaries at the Albany Marriott.
4 p.m.
Hotel Check-in

4 – 7 p.m.
Institute Registration
A Night On Your Own
Enjoy a leisurely evening with colleagues. The Albany Marriott is conveniently located on Wolf Road, close to shopping and restaurants.

NEW THIS YEAR!
Selected vendors will be present on Monday to display their products and answer questions regarding hospital fundraising events.

7:30 a.m.
Registration/Breakfast

9 – 9:15 a.m.
Welcome
Mary LaCombe, Chair, HANYS' Statewide Committee for Healthcare Auxiliaries; Auxiliary President, Claxton-Hepburn Medical Center Auxiliary

9:15 – 9:30 a.m.
New York State’s Auxiliaries
Eileen Clinton, Director, Trustee and Auxiliary Education and Development, HANYS
9:30 – 10:30 a.m.
**HUMOResilience in the Face of Changing Times**

As one of only two professional speakers in the world to have presented in all 50 states and on all seven continents, Joel knows that humor is a universal language. He also knows that “seven days without laughter make one weak.” This fast-paced, fun-filled, laughter-fueled keynote will give Auxilians and volunteers much food for thought about the importance of taking your job seriously . . . and yourself lightly. Joel will share the secrets to finding humor in life and work and how to use humor to tickle stress before it tackles you. Participants will also discover the power of humor in helping you to take on the change that surrounds us in healthcare today.

10:30 – 10:45 a.m.
**Break**

10:45 – 11:45 a.m.
**The Future of Healthcare in New York**
Steve Kroll, Vice President, Governmental Affairs and External Relations

Healthcare delivery is in a state of rapid change. Healthcare facilities are faced with implementing multiple, simultaneous state and federal reform initiatives, while dealing with insurance market challenges, the New York State Medicaid waiver, population health management, the threat of nursing staff ratios, and the need to advance health information technology and reduce hospital readmissions. Mr. Kroll will provide participants with an overview of the many changes and challenges confronting hospitals and healthcare systems today and a glimpse into the future of healthcare in New York State.

Noon – 1:15 p.m.
**Networking Lunch**

A relaxing lunch will provide the ideal setting for conference participants to connect with auxiliary and volunteer counterparts from across the state to discuss common issues and share their fundraising success stories.

**SPECIAL OPPORTUNITY**

The Institute features a raffle with prizes donated from auxiliaries across the state. Items may vary in value. If your auxiliary (or a group of auxiliaries in a specific region) is interested in donating an item, bring it with you when you arrive at the registration desk. Please make sure that your facility name is on your raffle donation.
1:15 – 2:15 p.m.
Population Health:
Moving Your Community from Sick Care to Healthcare
Sue Ellen Wagner, Vice President, Community Health, HANYS;
Executive Director, Healthcare Trustees of New York State
Everyone is talking about population health and how it will change the
delivery of healthcare. What exactly is population health and how does it
impact our communities? Sue Ellen Wagner will provide an overview of the
key goals of population health, population health interventions, and how
HANYS is assisting members in developing population health management
plans. Join the discussion to see what role auxiliaries and volunteers can play in
the transition to population health.

2:15 – 2:30 p.m.
Break

2:30 – 3:30 p.m.
Tips on Planning Successful Fundraising Events—It’s All in the Details
Rachel Hajos, Senior Administrator, Healthcare Educational and
Research Fund, HANYS
Rachel Wheatley, Special Events Manager, Saratoga Hospital Foundation
Learn from two experts how to better plan, coordinate, and market your
fundraising events. Presenters will review all the steps necessary to achieve
a successful and flawless event. The session is designed to provide auxiliaries
with useful tools and practical strategies to make event planning less stressful
and produce positive outcomes.

3:45 – 4:45 p.m.
Open Forum
Facilitated by Eileen Clinton, Director, Trustee and Auxiliary Education
and Development, HANYS
Ms. Clinton will facilitate an interactive workshop that will provide attendees
the opportunity to share their latest challenges, concerns, and successes in a
relaxed atmosphere.

5:15 – 6 p.m.
Cocktails

6 p.m.
Auxiliary of Year Awards Dinner
Join your fellow Institute participants for dinner and HANYS’ Seventh Annual
Auxiliary of the Year Award Presentation.

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8 – 9 a.m.
Breakfast

9 – 10 a.m.
Dealing with Difficult People:
Keeping Your Cool in Tough Situations
Melissa Feck, Vice President, Human Resources and Healthcare Educational and Research Fund, HANYS

At one time or another, you will have to deal with individuals who challenge your patience and intellect. Do you have the skills necessary to deal with people personally and professionally that “push your buttons?” How can you best handle difficult people in difficult situations? Ms. Feck will share her insight from years of experience working in human resources, and provide practical strategies that will help you keep your cool when confronted with unexpected and undesirable behaviors.

10 – 10:15 a.m.
Break

10:15 – 11:15 a.m.
Gift Shop Trends and Best Practices
Back by popular demand, this session will provide an inside perspective on managing gift shops. Auxiliars and volunteers from across the state will share their strategies and best practices for running successful gift shops.

11:15 a.m.
Raffle

11:30 a.m.
Program Adjourns
REGISTRATION INFORMATION

Registration Process
Institute registration is **online only**. Payment must be made with a credit card. To register, go to www.hanys.org/2014institute.

Registration requires a unique email address and HANYS password for each participant registering for the Institute. The same credit card may be used for multiple registrations, but each registration must be processed separately using the individual’s email and HANYS password.

If someone from your auxiliary would like to register but does not have their own email account, we suggest that arrangements be made to have an email account established for them either at the hospital or through a free email service such as Yahoo. To inform us of the email address and obtain a password, contact Healthcare Educational and Research Fund at (518) 431-7867.

**Registration Fees**

$149 for Members/$199 for Non-Members
Includes breakfast, lunch, cocktail reception, and awards dinner on Monday and breakfast on Tuesday.

Monday only: $100 Members/$150 Non-Members
Tuesday only: $50 Members/$75 Non-Members

LODGING INFORMATION

Reservations
For lodging, call the Albany Marriott at (518) 458-8444. The discounted room rate is $129 per night.

Reservations must be made by **September 18, 2014** using this group code: HAI.

QUESTIONS

For registration questions, please contact:
Healthcare Educational and Research Fund at (518) 431-7867.

For questions about the conference program, please contact:
Eileen Clinton, Director, Trustee and Auxiliary Education and Development, HANYS (518) 431-7713 or eclinton@hanys.org.

REGISTRATION CANCELLATION POLICY

Registrations cancelled after September 29 are subject to a $25 administrative charge. If you cannot attend the Institute, you can send a substitute, even at the last minute. Registration fees for those canceling on the day of the program or failing to attend will be forfeited.

LODGING CANCELLATION POLICY

Cancellations can be made up to 6 p.m. on the day of arrival. After this time, deposits are forfeited.
Directions to
Albany Marriott
189 Wolf Road
Albany, NY 12205

From the North: Take the Adirondack Northway (I-87) South to Exit 4 (Route 155 West/Albany International Airport). At the end of the off-ramp, turn left on Route 155. Continue for 0.3 mile to the next traffic light and turn left on Albany-Shaker Road. At the next light, turn right on Wolf Road. Follow Wolf Road for 0.5 mile; the Albany Marriott is on the left.

From the South: Take the New York State Thruway (I-87) North to Exit 24. Continue on I-87 North (Exit 1N out of the toll booths) to Exit 4 (Wolf Road). Turn right off of the exit. Follow Wolf Road for 0.4 mile; the Albany Marriott is on the left.

From the East: Take I-90 to New York, and continue on I-90 by taking Exit B-1 from the Berkshire Spur of the New York State Thruway. Follow I-90 to Exit 1N (I-87). Continue on I-87 to Exit 4 (Wolf Road). Turn right off of the exit and follow Wolf Road for 0.4 mile. Albany Marriott is on the left.

From the West: Take the New York State Thruway (I-90) to Exit 24. Continue on I-87 North (Exit 1N out of the toll booths) to Exit 4 (Wolf Road). Turn right off of the exit. Follow Wolf Road for 0.4 mile; the Albany Marriott is on the left.