50TH ANNUAL INSTITUTE FOR HEALTHCARE AUXILIARIES AND VOLUNTEER LEADERS

OCTOBER 24 AND 25, 2016 • ALBANY MARRIOTT
HANYS is pleased to present its 50th Annual Institute for Healthcare Auxiliaries and Volunteer Leaders.

Developed with guidance from HANYS’ Statewide Committee for Healthcare Auxiliaries, the Institute offers a wide array of educational and networking opportunities. The Institute will provide information about today’s changing and complex healthcare environment and assist Auxiliary and volunteer leaders in learning new skills to continue offering valuable services to their communities during this era of healthcare transformation.

Join us October 24 and 25 for the 50th Annual Institute for Healthcare Auxiliaries and Volunteer Leaders at the Albany Marriott, 189 Wolf Road, Albany.
SUNDAY, OCTOBER 23

4 p.m.
Hotel Check-in and Dinner on Your Own

7 - 8 p.m.
Informal Networking Opportunity (Optional)
Come converse with your peers, discuss issues and challenges that you might be confronted with, and share ideas and successes. Wear comfortable clothes for this “informal” networking discussion.

Facilitated by members of HANYS’ Statewide Committee on Healthcare Auxiliaries.

INSTITUTE REGISTRATION FEES

Institute Registration Fee:
$185 for Members
$245 for Non-Members

Registration fee includes breakfast, lunch, cocktail reception, and awards dinner on Monday, and breakfast on Tuesday.

Single Day Rates Available

Monday only: $140 members ♦ $190 non-members
Tuesday only: $60 members ♦ $75 non-members

Institute Registration Cancellation Policy

The registration deadline for this event is October 10. Registrations cancelled between October 10 and October 14 are subject to a $50 administrative charge. If you cannot attend the Institute, you may send a substitute, even at the last minute. Registration fees for those cancelling 5 business days prior to the event or failing to attend will be forfeited.
8 - 9 a.m.  
Institute Registration and Breakfast

9 - 9:15 a.m.  
Welcome

Kristin Bruce, M.H.A., M.B.A.  
Chair, HANYS’ Statewide Committee  
for Healthcare Auxiliaries and  
Director, Volunteer Services  
Upstate University Hospital, Syracuse

Sue Ellen Wagner  
Executive Director, Healthcare Trustees  
of New York State and Vice President  
Community Health, HANYS

9:15 - 10:15 a.m.  
Check List for Life

Chet Fery  
“Chet the Bread Man”  
Brockport, New York

Hear and share stories of kindness and learn five essential  
actions that will enable you to thrive, not just survive, as care  
providers. Experience the power of story, learn to make bread,  
and develop a personal daily checklist that ensures a happy and  
fulfilled life!

10:15 - 10:30 a.m.  
Remarks by HANYS’ President

Beatrice Grause, R.N., J.D.

10:30 - 10:45  
Break
10:45 - 11:45 a.m.
The Power of Influence in Your Business and Personal Life
Michael Weber
President
PRISM Perform Consulting, LLC
In this energetic presentation, Michael Weber will help you learn how to begin to unlock the Power of Influence in both your work and personal lives. You will learn more about what influence is, why it is important, and how you can leverage simple skills each day to create positive “win-win” change in yourself, in your environment, and with others. You will also learn the foundation of how to apply influence utilizing an influence/trust formula.

Noon - 1 p.m.
Networking Lunch
A relaxing lunch will provide the ideal setting for you to connect with counterparts from across the state to discuss common issues.

1:15 - 3:15 p.m.
Trends for Organizational Sustainability
Wendy Biro-Pollard
Certified Volunteer Administrator
Training and Consulting Solutions
Austin, Texas
Wendy Biro-Pollard will help auxiliary and volunteer leaders explore trends and options to enhance organizational sustainability in a retreat-like setting. You will have the opportunity to interact and learn from your peers and explore: steps to creating a strong membership association; the board building cycle; marketing, outreach, and member recruitment; creating a vision for the future; and restructuring options and ideas.

3:15 - 3:30 p.m.
Break

3:30 - 4:15 p.m.
Panel Discussion—New Ways of Organizing Volunteerism and Auxiliary Services
Each panelist will discuss some challenges they are facing for the future of volunteers and auxiliaries and how some of their responsibilities are changing.

Michele Williams
Past President, Re-Org Chair
Rochester General Hospital Association

Cynthia Sherwood
Vice President of Development
Glens Falls Hospital

Marjorie O’Mara
Auxiliary Legislative Chair
Aurelia Osborn Fox Memorial Hospital

5:15 - 5:45 p.m.
Cocktails

5:45 p.m.
Auxiliary of the Year Awards Dinner
Join your colleagues for a tasty buffet dinner and celebrate HANYS’ Annual Auxiliary of the Year Award Winners.

7:15 - 8:15 p.m.
Bread Time Stories and More
Chet Fery
“Chet the Bread Man”
Brockport, New York
Bread Time Stories and More is a project initiated by Chet Fery, an amateur bread baker, showing how random acts of kindness can change our lives and create a world community that is caring, supportive, and secure. Through this effort, Chet has created hundreds of stories that will touch your heart and stimulate your soul. Each Bread Time Story will inspire, instruct, and motivate you.
8 - 9 a.m.
Breakfast

9 - 10 a.m.
Patient-Centered Medical Homes (PCMH)

William Streck, M.D.
Chief Medical and Health Systems Innovation Office
HANYS

The PCMH is an innovation in care delivery designed to advance and achieve the Triple Aim of improved patient experience, improved population health, and reduced cost of care. Dr. Streck will describe in detail what a patient-centered medical home is and how this concept has evolved. He will site examples of the services and care provided by medical homes, and the value they provide to their communities. There will be time for questions.

10 - 10:15 a.m.
Break

10:15 - 11:30 a.m.
Opportunities for Auxiliary and Volunteer Services in These Changing Times

Joan Ryzner
Director, Member Relations
American Hospital Association

Changes in healthcare present opportunities for auxiliary and volunteer services as never before. As the landscape evolves, auxiliaries and volunteers can capitalize on their power as mirrors of the community to engage with patients and their families in an effort to improve health. The trend is toward more wellness and prevention, more outpatient care, and improving community health. This session includes information on how the healthcare system is changing and why, and practical ideas on how auxiliary and volunteer programs around the country are engaging on a robust level.

11:30 a.m.
Raffle

Noon
Program Adjourns


**ACCOMMODATIONS**

**Lodging Reservations**

For lodging, call the Albany Marriott at (518) 458-8444. The discounted room rate is $129 per night. Reservations must be made by using group code HAI.

**Hotel Room Cancellations**

The Albany Marriott requires a 24-hour prior notification for cancellation of rooms. After this time, deposits are forfeited.

**Tax-exempt Status for Lodging**

According to New York State Tax Law, to be exempt from paying sales tax, guests are required to submit a tax-exempt form and auxiliary or hospital check. Individuals paying with a personal check or personal credit card cannot be tax-exempt.

---

**DIRECTIONS TO ALBANY MARRIOTT**

189 Wolf Rd, 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 of a mile to the next traffic light, and turn left on Albany-Shaker Road. At the next light, turn Right on Wolf Road. Albany Marriott is 0.5 of a mile down Wolf Road 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. Albany Marriott 0.4 of a mile down Wolf Road 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 NYS 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 of a 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. Albany Marriott is 0.4 of a mile down Wolf Road on the left.
QUESTIONS?

For registration questions, please contact HANYS’ Education staff at (518) 431-7867.

For questions about the conference program, please contact Sheila Taylor, Executive Assistant, at (518) 431-7717 or at staylor@hanys.org.