

# **DRIVING YOUR PERSONNEL TO PEAK PERFORMANCE**

**Winter Educational Conference  
Sponsored by:**



Ohio  
A State Affiliate

**March 5, 2010  
The Conference Center at NorthPointe  
Lewis Center, Ohio**

**Ohio Medical Group Management Association**  
***DRIVING YOUR PERSONNEL TO PEAK PERFORMANCE***  
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**CONFERENCE AGENDA**

7:00am - 8:00am	Networking Breakfast & Conference Registration
7:00am - 4:15pm	Exhibit Hall Open
8:00am - 8:15am	<b><i>Welcome and Program Introductions</i></b> <ul style="list-style-type: none"><li>- Cheryl Hanlon, RN, CMPE, OMGMA President</li><li>- Bill Thorner, CMPE, OMGMA President-Elect</li></ul>
8:15am - 9:30am	<b><i>Adopting Legal and Effective Hiring Practices - Part One</i></b> <ul style="list-style-type: none"><li>- Keynote Speaker: Scott Warrick, JD, MCHR, CEQC, SPHR</li></ul>
9:30am - 10:00am	Break in Exhibit Hall
10:00am - 11:15am	<b><i>Adopting Legal and Effective Hiring Practices - Part Two</i></b> <ul style="list-style-type: none"><li>- Keynote Speaker: Scott Warrick, JD, MCHR, CEQC, SPHR</li></ul>
11:15am - 11:45am	<b><i>Ohio Legislative Update</i></b> <ul style="list-style-type: none"><li>- Robert LaFollette, OMGMA Legislative Liaison and OSMA Representative</li></ul>
11:45am - 12:15pm	<b><i>Ohio MGMA Business Meeting and Update</i></b>
12:15pm - 1:00pm	Networking Luncheon ACMPE Update Breakout Luncheon - Michael O'Connell, MHA, FACHE, FAMCPE
1:00pm - 2:15pm	<b><i>Managing Average Employees - Practical Strategies for Maximizing An Invaluable Organizational Asset</i></b> <ul style="list-style-type: none"><li>- Keynote Speaker: Kendall L. Stewart, MD, MBA, DFAPA</li></ul>
2:15pm - 2:45pm	Break in Exhibit Hall
2:45pm - 4:00pm	<b><i>Managing Net-Negative Employees - Some Practical Strategies for Dealing Effectively with a Critical Organizational Challenge</i></b> <ul style="list-style-type: none"><li>- Keynote Speaker: Kendall L. Stewart, MD, MBA, DFAPA</li></ul>
4:00pm - 4:15pm	Closing Announcements & Conference Adjournment

**CONFERENCE SESSION SYNOPSIS'**

***ADOPTING LEGAL AND EFFECTIVE HIRING PRACTICES - PART ONE & TWO***  
**Scott Warrick, JD, MCHR, CEQC, SPHR - Consulting & Employment Law Services**

During these two sessions, you will learn how to design and conduct an effective interview. Receive answers to questions such as: What is the #1 factor that will determine if a new employee will be successful? What can you legally ask an applicant under Title VII? ADA? Etc.? How can you tell if a candidate is lying to you? What is the #1 reason we choose the wrong candidates ... and how can you avoid that pitfall? Why do so many people act like children and how can you we keep from hiring them? What is a structured interview? What documents and notices must you have in place in order to perform background checks? What selection tools should you use and which ones are legal? ...and MUCH, MUCH more. Scott will outline for you in his own unique, practical, entertaining and humorous style how to most effectively interview candidates so you can choose the right one. Scott will not only outline this subject for you, but he will review how you can use this information immediately in your own practice.

## CONFERENCE SESSION SYNOPSIS' CONTINUED...

### **MANAGING AVERAGE EMPLOYEES - PRACTICAL STRATEGIES FOR MAXIMIZING AN INVALUABLE ORGANIZATIONAL ASSET**

**Kendall L. Stewart, MD, MBA, DFAPA, Chief Medical Officer, Southern Ohio Medical Center  
Chairman and CEO, SOMC Medical Care Foundation, Inc.**

These unsung heroes are the backbone of your organization. The average performers don't stand out, but they do most of the work. Management experts regularly suggest that leaders give these colleagues feedback about their strengths and weakness with the goal of turning them into stars. Dr. Stewart will describe a more effective approach and he will summarize his organization's employee satisfaction scores showing that these strategies work. After listening to this presentation, you will be able to answer the following questions: How do average employees behave? What are three of the common management myths about these employees? What practical leadership strategies will ensure their best efforts?

### **MANAGING NET-NEGATIVE EMPLOYEES - PRACTICAL STRATEGIES FOR DEALING EFFECTIVELY WITH A CRITICAL ORGANIZATIONAL CHALLENGE**

**Kendall L. Stewart, MD, MBA, DFAPA, Chief Medical Officer, Southern Ohio Medical Center  
Chairman and CEO, SOMC Medical Care Foundation, Inc.**

You know who these people are. They gossip, whine and complain. Their malignant negativity poisons the work environment. Dealing with them effectively is among the leader's most difficult challenges. Dr. Stewart will suggest several effective strategies that will enable you to succeed. After listening to this presentation, you will be able to answer the following questions: How do net-negative employees behave? Why do managers find it so hard to deal with them? What practical strategies will ensure your success?

## CONFERENCE INFORMATION

### CONFERENCE FACILITY:

**The Conference Center at NorthPointe  
9243 Columbus Pike  
Lewis Center, OH 43035**

Ohio MGMA is proud to hold our 2010 Winter Conference at The Conference Center at NorthPointe in Lewis Center, Ohio which is located just 10 minutes from Columbus, Ohio. **Hotel Reservations** - a special room rate of **\$150** per night, Single/Double Occupancy has been arranged and reservations will be accepted until Friday, February 12, 2010.

To make your Hotel Reservation please call: (866) 233-9393 and mention Group Code: **OMGMA GROUP**

### CONFERENCE REGISTRATION:

Register by February 19, 2010 to receive "Early Bird" registration rates: **\$79** for Ohio MGMA members / **\$150** for non-members

Register after February 19, 2010: **\$129** for Ohio MGMA members / **\$200** for non-members

OMGMA Student Members: No Charge

Registration fee covers all conference sessions, handouts, meals and breaks.

### CONFERENCE REFUND POLICY:

Cancellations received prior to February 19, 2010 are subject to a \$50 cancellation fee. Cancellations after February 19, 2010 and no-shows cannot be refunded. Substitutions from within the same group are acceptable.

### CE CREDIT:

American College of Medical Practice Executives (ACMPE) credit hours have been assigned to this program.



## OHIO MGMA PURPOSE & OBJECTIVE

- To promote a program of mutual education in the field of medical group practice administration.
- To disseminate information of mutual interest.
- To improve administration in medical groups in order to serve the members of the Association, the medical groups they represent and medical group practice.
- To cooperate with other organizations having similar aims and objectives.

## OHIO MGMA's 2010 WINTER EDUCATIONAL CONFERENCE

**DRIVING YOUR PERSONNEL TO PEAK PERFORMANCE**

**March 5, 2010**

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Lewis Center, OH**

We hope you will make plans to join us on March 5, 2010 for Ohio MGMA's Winter Educational Conference: Driving your Personnel to Peak Performance.

### **Reasons you should plan to attend the OMGMA Winter Conference...**

The Ohio MGMA Winter Conference was designed with practical information and tools you can take-away to help you interview, select and manage your practice personnel to achieve peak performance.

In today's environment it is key that you select the right "pit crew" to run your practice. Once you have selected your crew, as their "pit boss" you must recognize the above average, average and below average performers and be equipped to deal with each to help them reach their peak performance.

Through our educational presentations attendees will learn:

- Legal and effective interviewing techniques to help select the best candidate
- Recognizing and managing the average performing practice personnel to reach their full potential
- How to deal effectively with a net-negative employee

We understand that many organizations are cutting back but NOW is the time to make sure you are well equipped to drive your staff to peak performance and keep your practice thriving. The Ohio MGMA Winter Conference also provides a great opportunity to network with your peers, and share information on best practices and challenges affecting all our organizations. You don't want to miss this conference packed with practical information you can apply in your practice immediately.

We hope to see you there!



Medical Group  
Management  
Association

**MGMA®**

Ohio  
A State Affiliate

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