

Labor Management Institute's

**2013 Client Conference for Inpatient and Outpatient Care©
Pre-Conference – FTE Right Sizing & Operationalizing the Resource Center**



Tuesday, September 17 • Wednesday, September 18

**Braemar Golf Course Clubhouse
Edina, MN**



**Labor Management Institute
5001 American Boulevard West, Suite 805
Bloomington, MN 55437**

**2013 Labor Management Institute's
Client Conference for Inpatient and Outpatient Care©
Pre-Conference – FTE Right Sizing & Operationalizing the Resource Center Seminar**

The LMI Client Conference for Inpatient and Outpatient Care© is intended for healthcare organization (HCO) and hospital specific unit leadership, decision-support and financial analysts, staffing office, resource pool and business operations leaders, department directors, and executive leadership. The LMI Client Conference for Inpatient and Outpatient Care© will focus on client shared experiences and solutions in workforce budgeting, employee scheduling, staffing, central staffing office operations, resource pool operations and research related outcomes while promoting networking, problem solving and group-based idea sharing.

Pre-Conference – FTE Right Sizing & Operationalizing the Resource Center Seminar

How do you provide effective clinical workforce management in today's hospital environment? This program provides best practices for budgeting, scheduling, daily staffing, and position control and management information. The program will be devoted to presenting the designs, methodologies and tools needed to be an effective manager/leader for the workforce.

Continuing Education Contact Hours: 7 for the Pre-Conference and 7 for the LMI Client Conference

Provider approved by the California Board of Registered Nursing Provider #CEP15142. RN registrants not attending the Pre-Conference or the Conference will not be granted contact hours in the event of non-attendance. RN attendees must sign in and provide their RN license numbers and state of license to receive their Contact Hours.

**Pre-Conference
FTE Right Sizing & Operationalizing
the Resource Center Seminar**

September 17, 2013 – Pre-Conference

Registration Fee: \$499.00

IOSSRL member Fee: \$424.15

**2013 LMI Client Conference for Inpatient
and Outpatient Care©**

September 18, 2013 - Conference Pricing

Early Bird (Until July 15, 2013) - \$449.00

After July 15, 2013 - \$499.00

IOSSRL Member: \$424.15

*All materials will be provided electronically, prior to the conference.

Multiple Attendee Discount

Save \$50.00 per person when three- (3) or more paid individuals from the same organization register for the conference or the training session.

Cancellation Policy

A registration may be transferred to another member of your organization up to 5 days in advance of the conference. Cancellations may be made until August 1, 2013. A processing fee of \$250.00 will be charged for all cancellations for any reason.

Conference Location:

Braemar Golf Course Clubhouse

6364 John Harris Drive

Edina, MN 55439

Hotel Information:

LaQuinta Inn and Suites

5151 American Blvd. W,

Bloomington, MN 55437

The LaQuinta Inn and Suites has been designated as the official hotel for the Labor Management Institute's Client Conference for Inpatient and Outpatient Care© and Pre-Conference Certification Program. **LMI has negotiated a special nightly room rate of \$85.00 for single /double room.** Please make your room reservations early; rooms are limited. Call **800-531-5900** or visit their website at www.LQ.com, and reference **LBI12** to receive the special nightly rate. A first night room deposit or a major credit card must be provided to guarantee all reservations.

Transportation Service

LaQuinta will provide shuttle transportation for September 17th and 18th to and from the conference location. The hotel is approximately 15 minutes from the Conference meeting location.

Shuttle service is also available throughout the day between the Minneapolis International Airport and other local attractions, on a first come first serve basis. The hotel is approximately 15 minutes from the Airport.

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REGISTRATION INFORMATION

REGISTRATION To register, please complete this registration form and mail, telephone, fax or e-mail your registration to:

**Labor Management Institute
5001 American Blvd. West, Suite 805, Bloomington, MN 55437
Telephone: Toll-free (866) 404-7544; Direct (952) 746-7610; Fax (952) 746-7611**

Please check the session(s) you plan to attend:

<input type="checkbox"/> Pre-Conference - Tuesday, September 17 FTE Right Sizing & Operationalizing the Resource Center Seminar (7 Continuing Education Contact Hours Provided*)	<input type="checkbox"/> Wednesday, September 18 Client Conference for Inpatient and Outpatient Care (7 Continuing Education Contact Hours Provided*)
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Name: _____

Title: _____

Organization: _____

Street Address: _____

City: _____ **State:** _____ **Zip:** _____ **Phone:** _____ **Fax:** _____

Email: _____ **RN License State:** _____ **RN License #:** _____

(*) **The California Board of Registered Nursing requires the RN license for each attendee receiving Contact Hours. Please provide your RN license number so we can expedite the departure process and have your Contact Hours Certificates available.**

FTE Right Sizing & Operationalizing the Resource Center Seminar		
Registration Fee:	\$499.00	\$ _____
IOSSRL Membership Registration Fee:	\$424.15	\$ _____
Conference Registration:		
Early Bird Discount Registration Fee: (Before July 15, 2013)	\$449.00	\$ _____
General Session Registration Fee Single:	\$499.00	\$ _____
IOSSRL General Session Registration Fee Single:	\$424.15	\$ _____
Total Amount Enclosed:		\$ _____

Card Type: Visa _____ MasterCard _____ Discover _____ American Express _____

Card Holder Name: _____

Card Number: _____

Expiration Date: _____ ID Code: _____

Billing Address (if different from above): _____

Make Checks Payable to: Labor Management Institute
 Register online at www.LMinstitute.com to pay by Credit Card Payment or call us to pay by phone.
 A letter of confirmation will be emailed upon receipt of your registration fee.

(*) **Continuing Education Contact Hours:** Provider approved by the California Board of Registered Nursing Provider #CEP15142. RN registrants not attending the Conference on Workforce Management will not be granted contact hours in the event of non-attendance. RN attendees must sign in and provide their RN license number and state of license to receive their Contact Hours.

**2013 Labor Management Institute's
Client Conference for Inpatient and Outpatient Care©
Pre-Conference – FTE Right Sizing & Operationalizing the Resource Center Seminar**

**PRE-CONFERENCE
TUESDAY, SEPTEMBER 17, 2013**

FTE RIGHT SIZING & OPERATIONALIZING THE RESOURCE CENTER SEMINAR

Eligible for 7 Continuing Education Contact Hours

- 8:00 Introductions/Overview of Workforce Management (Pre-Test)**
- 8:30 Healthcare Reform, New Definition of Full-Time & Impact to Your FTE Budget**
- 30 Hours/Week - the NEW “Full-time”
 - Full-time/Part-time Ratios and Continuity of Care
 - What Does it Mean to Your Position Control
 - Evidence Based Best Practices
- 9:40 Break**
- 10:00 The 5 Strategies for Unit Resource Management - What's Yours?**
- 11:00 Right-sizing the FTE's in Your Resource Pool**
- Principles of Resource Management; Mission & Goals
 - Formulas for FTEs (by Service-line, Project Goal, Opening/Closing Units)
 - Determining FT/PT/PRN-Casual-Contingent Ratios
 - Best Practices
- 12:00 Lunch**
- 1:00 Operationalizing the Resource Center**
- Concurrent & Prospective Staffing
 - Supporting Scheduling/Staffing/Time & Attendance/Payroll
 - Management Reporting, Benchmarking & Analytics
 - Resource Center Staff
- 2:00 Vital Relationships or All Other Duties as Assigned**
- Patient Placement/Admissions Unit/Patient Transport
 - Finance, HR, IT
 - Supporting New Program Initiatives
- 2:50 Break**
- 3:10 Supporting the Resource Leader**
- Support to Others/Support to Self
 - Work-Life Balance
- 4:30 Program Summary – Take Away's**
- 5:00 Adjourn**



**2013 Labor Management Institute's
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Pre-Conference – FTE Right Sizing & Operationalizing the Resource Center Seminar**

WEDNESDAY, SEPTEMBER 18, 2013

**2013 LABOR MANAGEMENT INSTITUTE'S
CLIENT CONFERENCE FOR INPATIENT AND OUTPATIENT CARE©**

Eligible for 7 Continuing Education Contact Hours

7:30 Registration

8:00 2012 Annual Survey of Hours – Inpatient Unit Data

ChrysMarie Suby, RN, MS – Labor Management Institute, Bloomington, MN

9:00 Best Practice: Productivity & Labor Hours Management

Lisa Brackett, RN, MS – Director for Nursing Support Services Upstate University Hospital, Syracuse, NY
2013 Eve Hall Memorial Scholarship Award Recipient

10:00 Break

10:20 Comparison of Nurse Staffing Based on Unit-Level ADT Workload and Patient Churn

Dr. Ronda Hughes, PhD, MHS, RN, FAAN – Marquette University, Milwaukee, WI

11:20 Health Unit Coordinator “Just in Time” Pool

Angela Pointer, PhD, MS, BSN, RN, Nurse Manager Operations Internal Staffing Resource Pool
Duke University Hospital, Durham, NC

12:20 Lunch

1:30 2012 Annual Survey of Hours – Outpatient Units & Other Workforce Data

ChrysMarie Suby, RN, MS – Labor Management Institute, Bloomington, MN

2:30 Break

3:00 Optimizing Staffing in the Emergency Room

Matthew Stapleton RN, BSN, MBA; Atlantic Division Manager of Emergency Services
Health Management Associates (HMA), Naples, FL

4:00 Shared Staffing Operations & Workforce Management Report Automation

Lissa Donnelly, Director & Babette Williams, RN, BSN, Manager, Pt. Placement, Staffing & Scheduling
Park Nicollet Methodist Hospital, St. Louis Park, MN

5:00 – 6:00 Adjourn – Open time for Networking



**2013 Labor Management Institute's
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Pre-Conference – FTE Right Sizing & Operationalizing the Resource Center Seminar**

PRE-CONFERENCE ABSTRACT

The Pre-Conference will focus on the impact of Healthcare Reform to re-define full-time employees and the shift in full-time to part-time employees and its impact on continuity of care and position control. Attendees will learn about the 5 strategies for resource management, formulas for “right sizing” the FTE’s needed in their resource/float pools as well as operationalizing the Resource Center/Staffing Office (e.g., ratios of schedulers/staffers/timekeepers to employees) and much more!

CLIENT CONFERENCE TOPIC INFORMATION

8:00 LMI 2012 PSS™ Annual Survey of Hours Report – Inpatient Unit Data

ChrysMarie Suby, RN, MS
President/CEO, Labor Management Institute

This presentation will present an overview of the results of 566 hospitals on the direct, indirect and total worked hours of care for **Critical Care, Intermediate Care, General Med/Surg, Women’s & Children’s, and Behavioral Health Inpatient units** from the LMI PSS™ 2012 Annual Survey of Hours Report©.

9:00 Best Practice: Productivity & Labor Hours Management

Lisa Brackett, RN, MS
Upstate University Hospital, Syracuse, NY
Eve Hall 2013 LMI Memorial Scholarship Award Recipient

Learn about the productivity reports and staffing and scheduling changes that created great results for this nursing department.

10:00 Break

10:20 Comparison of Nurse Staffing Based on Unit-Level ADT Workload and Patient Churn

Dr. Ronda Hughes, PhD, MHS, RN, FAAN
Marquette University, Milwaukee, WI
Labor Management Institute Adjunct Faculty

Learn how you can ask for and document the need for the RNs you need to staff your units based on the results of this research study with LMI data that identified significant RN shortages when staffing decisions were made without the measuring the impact of ADT Work Intensity. This study is pending publication in the Journal of Nursing Management (JONM).

11:20 Health Unit Coordinator “Just in Time” Pool

Angela Pointer, PhD, MS, BSN, RN
Duke University Hospital, Durham, NC

Supplemental staffing Solutions for the HUC’s when there are unplanned absences. What are the consequences of not meeting adequate HUC Staffing? Learn what Angela did and how she got the HUC “Just in Time” Pool established and the great results they are showing!

12:20 LUNCH

1:30 LMI 2012 PSS™ Annual Survey of Hours Report – Outpatient Units & Workforce Data

ChrysMarie Suby, RN, MS
President/CEO, Labor Management Institute

This presentation will present an overview of the results of 566 hospitals on the Workforce Management data and the direct, indirect and total worked hours of care for the **Emergency Department, Peri-Operative, Ancillary Support & Outpatient** units from the LMI PSS™ 2012 Annual Survey of Hours Report©.

2:30 BREAK

3:00 Optimizing Staffing in the Emergency Room

Invited: Matthew T. Stapleton RN, BSN, MBA
Health Management Associates (HMA), Naples, FL

Learn about the new ways that Matt and his team are optimizing ED staffing and their success at improving scheduling and staffing processes, ensuring RN to patient ratios, and improving productivity.

4:00 Shared Staffing Operations & Workforce Management Report Automation

Lissa Donnelly & Babette Williams, RN, BSN
Park Nicollet Methodist Hospital, St. Louis Park, MN

Learn how this Patient Placement & Staffing Office defined their mission and goals & combined the best skills of clinical management decision making with business acumen and data analytics to meet the needs of nurses and patients!

5:00 – 6:00 ADJORN – Open time for Networking