



KEEPING YOUR ORGANIZATION HEALTHY



When it comes to running a healthy organization, there are many different pieces to consider to ensure overall successful function. Staffing is one of these components. We all know that health care is already suffering from a limited workforce and that staff turnover costs a lot of money. In 2013, it was estimated that nurse turnover costs between \$42,000 and \$64,000 per departure. This cost goes up when you consider how many staff you employ and your rate of turnover. These are significant costs, suggesting considerable effort should be made to address turnover and retention issues.¹

In this 5-hour conference, speakers will focus on talent acquisition, retention and succession planning. Attendees will look at stress and how reducing stress for staff can help employee retention and overall satisfaction for staff and those they care for. This session will also help attendees consider the role organizational ethics plays in creating an organizational culture where core values and principals and ethical analysis form the bedrock for decision-making from bedside to board room. The result is a collaborative atmosphere where staff feel valued and remain enthusiastically engaged in their work and in carrying out the mission of the organization.

¹ Frederick Morgeson, Ph.D., Recruiting to reduce turnover in LTC, McKnight's, November 6, 2016, www.mcknights.com/guest-columns/recruiting-to-reduce-turnover-in-ltc/article/319739

For more information about this conference, registration and continuing education, visit our website www.avilainstitute.org or call us at (518) 537-5000.

DATE & LOCATION

Saturday, June 10, 2017

**Hilton New Orleans Riverside
Two Poydras St.
New Orleans, LA 70130**

PRESENTERS



Joan Wetzel

Director, Human Resources and Organizational Development, Episcopal Retirement Services



Alfred W. Norwood, BS, MBA

Faculty, Avila Institute of Gerontology, Inc.



MC Sullivan, RN, MTS, JD

Director, Initiative for Palliative Care and Advance Care Planning, Archdiocese of Boston

SCHEDULE — Saturday, June 10, 2017

8:00 am Registration

8:30 am Welcome
Call to Prayer

8:45 – 10:15 am

**Talent Acquisition,
Retention and
Succession Planning**

Joan Wetzel, Director, Human Resources and Organizational Development, Episcopal Retirement Services

When we take really good care of our staff, our staff take really good care of our residents! Participants will learn strategies for effective Talent Acquisition in a tough labor market, tools for retaining top performers, including our young professionals and key learnings for creating a meaningful succession plan for all levels, including CEO.

10:15 - 10:30 am BREAK

10:30 am – 12:00 pm

Stress, Stress Reduction and Retention

Alfred W. Norwood, BS, MBA, Faculty, Avila Institute of Gerontology, Inc.

Understanding job stress is the most common underlying cause of turnover is the first step in evolving into a lower stress higher retention organization. We will review the dynamics of stress from both

a medical and organizational perspective and recommend personal and organizational changes long-term care organizations can implement to facilitate a reduced stress work environment. Innovative recommendations are aimed at recruiting more compassionate direct care staff, avoiding compassion fatigue and meeting millennial expectations for team work and recognition.

12:00 – 1:00 pm LUNCH

1:00 – 3:15 pm

Organizational Ethics and Its Importance in My/Your/Our Lives in Healthcare!

MC Sullivan, RN, MTS, JD, Director, Initiative for Palliative Care and Advance Care Planning, Archdiocese of Boston

Organizational ethics involves not only doing the right thing for the right reason. Healthy organizations will demonstrate behaviors and practices that reflect and demonstrate the integration of core values, mission and methods of ethical analysis that underscores the centrality of sound moral thinking and ethical decision-making.

REGISTRATION

SPACE IS LIMITED

**\$240.00 —
Non-Members**

**\$215.00 —
CHA Members and
AIG In-Service Subscribers**

Includes presentation materials, lunch and breaks.

**Register online at
[www.chausa.org/
assembly-2017/schedule/
pre-assembly-avila-
program](http://www.chausa.org/assembly-2017/schedule/pre-assembly-avila-program)**

CREDIT INFORMATION

For up-to-date credit information for Administrators, Nurses, Social Workers, Dietitians, and Catholic Chaplains go to our website www.avilainstitute.org.

CANCELLATION POLICY

Cancellation and refund requests must be made in writing (mail or email). Phone cancellations will not be accepted.

Submit all requests to CHA Service Center via email at servicecenter@chausa.org or mail to CHA-Service Center, 4455 Woodson Road, St. Louis, MO 63134. CHA regrets that refunds will not be given for no-shows; however, substitutions are gladly accepted.

Cancellations received by April 3: A refund of the full registration fee, minus a \$50 cancellation fee, will be given for cancellations received by April 3, 2017.

Cancellations received between April 3 and May 22: A refund of 50% of the registration fee will be given for cancellations received between April 3 and May 22, 2017.

No refunds will be granted for requests made after May 22, 2017.