

*The New Jersey Chapter of
HFMA*

in cooperation with

*The Metropolitan
Philadelphia Chapter of
HFMA*

is pleased to announce its

*33rd Annual Institute at the
Borgata Hotel, Casino and Spa
Atlantic City, NJ
October 14 - 16, 2009*

Together, we're
*“Making it
Count”*

Keynote Speakers



Steve Adubato, PHD



James Lloyd



John J. Nance, JD



hfma™ new jersey chapter
healthcare financial management association



hfma™ metropolitan philadelphia chapter
healthcare financial management association



Check out our Website for more information on our speakers, registration materials and sponsorship opportunities:

[http://www.hfmanj.org/
Events.calendar/2009/10/14/2009-Annual-Institute](http://www.hfmanj.org/Events.calendar/2009/10/14/2009-Annual-Institute)

Register on-line at:
<https://www.regonline.com/hfma09>

Schedule At a Glance

Wednesday October 14, 2009

10:00 a.m. to 8:00 p.m.	Registration Desk Open
11:30 a.m. to 5:00 p.m.	Wednesday Workshops
4:00 p.m. to 6:00 p.m.	Vendor Set Up
6:30 p.m. to 10:00 p.m.	Opening Remarks and Vendor Fair Featuring our "Casino Night" and Charity event
7:00 p.m. to 8:00 p.m.	Speed Networking - Back by Popular Demand!

Thursday October 15, 2009

7:00 a.m. to 12:00 p.m.	Registration Desk Open
7:00 a.m. to 9:00 a.m.	Breakfast and Vendor Fair
8:00 a.m. to 9:00 a.m.	Opening Remarks and Morning Key- note Address – Steve Aduato
9:30 a.m. to 11:30 a.m.	Breakout Education Sessions
11:45 a.m. to 1:30 p.m.	Luncheon and Award Ceremony
1:45 p.m. to 2:45 p.m.	Afternoon Keynote Address – John Nance
3:00 p.m. to 4:00 p.m.	Breakout Education Sessions
6:00 p.m. to 8:00 p.m.	Chapter President's Cocktail Recep- tion
10:00 p.m. to 12:00 a.m.	Karaoke Party and Dessert Reception

Friday October 16, 2009

7:00 a.m. to 8:30 a.m.	Breakfast and Vendor Fair
8:30 a.m. to 9:30 a.m.	General Session – Dr. Terry Cahill and Dr. Mona Sedrak of Seton Hall Uni- versity
9:45 a.m. to 10:45 a.m.	Keynote Address – James Lloyd
11:00 a.m. to 12:15 p.m.	CFO Panel – "Sleepless in the North- east"
12:20 p.m. to 12:30 p.m.	Closing Remarks – Brian Sherin, Chapter President

Highlights

The 2009 New Jersey and Metropolitan Philadelphia Chapters of the HFMA Annual Institute will again provide attendees with an outstanding educational experience, including insights into trends and regulatory changes affecting all facets of healthcare delivery and finance.

We are pleased to announce that our Wednesday Workshops are included in the general registration fee. The day will feature "Bootcamps" in Managed Care, PFS, Medicare PPS and HFMA Certification and will include a working luncheon and coffee breaks. All registrants are encouraged to take advantage of these outstanding educational programs!

This year's keynote speakers are thought leaders in the future state of healthcare, service excellence and change management. On Thursday morning, **Steve Aduato** will kick off the Institute with an energetic and insightful presentation on **communication and leadership**. His considerable experience in helping organizations of all types reach their potential will be applied to the challenges facing healthcare providers.

As our afternoon keynote speaker, **John Nance**, brings a rich diversity of professional training and background to the quest of **patient safety and medical practice improvement**. One of the founding members of the National Patient Safety Foundation and a leading voice on matters of major change to America's healthcare system, John will discuss the parallels between aviation and healthcare safety and will share his considerable experience in both industries.

John will also provide a copy of his award winning book "Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care" to all participants and will hold a book signing immediately after his presentation.

On Friday morning, **James Lloyd** will share his expertise and passion for **service excellence and customer loyalty**. James has worked with healthcare organizations of all sizes, often challenging them to raise their standards for customer satisfaction. He provides a humorous yet practical approach to improving customer service and the related impact on employee morale, teamwork and employee retention..

In addition, **Dr. Terry Cahill** and his associate, **Dr. Mona Sedrak**, will discuss how generational differences can create tensions in the workplace, for employees and customers. Their interactive presentation will identify the tools needed to address these differences, leading to improved job performance, customer service, employee satisfaction and retention.

Due to its popularity, we will once again host the very popular **CFO Panel** featuring several CFOs from area hospitals and health systems who will share their thoughts on current and emerging challenges for hospitals and the provider community in general. This interactive discussion is always one of the highlights of our Institute!

General Information

Hotel Information

The Borgata Hotel, Casino and Spa

One Borgata Way
Atlantic City, NJ 08401
Tel (866) MY BORGATA or (866) 692-6742.
www.theborgata.com

HFMA has reserved a block of rooms at the hotel. Conference rates of \$174 per night plus taxes will be honored through September 21, 2009, OR until the rooms are sold out. A small number of rooms have been reserved at the Water Club by Borgata at a discounted rate of \$249 plus tax. To make reservations, please call the hotel directly and identify yourself as an Healthcare Financial Management Associate or reference code: GNJHJO9 (Borgata) or GNJHJ109 (Water Club) in order to receive the discounted rates.

Cancellations are subject to Hotel policy, and may result in one night's room rate. Please confirm with Hotel prior to cancellation.

If You Have to Cancel

A refund of the registration fee, less a \$100 processing fee, will be granted in cancellation is received prior to September 15, 2009. **NO REFUNDS** will be granted if cancellation is received after that date. Substitutions are permitted. Cancellations must be made in writing to DL Planners or via the on-line registration portal if you registered electronically. (<https://www.regonline.com/hfma09>)

Sponsorship & Exhibitor Opportunities

Please call Tony Consoli at (973) 401-5223 or Deb Shapiro at 201-617-7100 x2975

Dress Code

Casual business attire is suggested for all sessions and events.

Questions

If you have any questions regarding your registration, contact DL Planners at 609-344-1333.

For additional information . . .

please follow the links on our website at: www.hfmanj.org.

Vendor Acknowledgements

President's Reception Sponsor



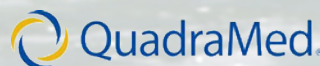
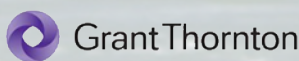
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