



HASC's 4th Annual Administrative Professionals Forum A Success

More than 40 attended the HASC Administrative Professionals Forum on Sept. 21. This annual educational event draws administrative professionals supporting c-suite executives from dozens of hospitals throughout Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara and Ventura counties.

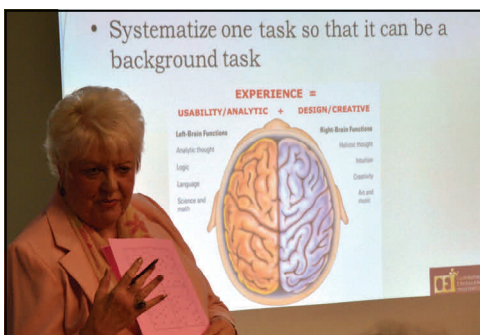
Jennifer Wortham, Dr.PH, president of Institute for Performance Excellence, presented an introduction to project and change management. Beginning with the basics, Wortham outlined the discipline of planning, organizing, securing and managing resources to achieve specific goals. Noting that defining the project is the most important step, she reviewed how to use a charter template, a Lean tool for clearly defining the project for the team.

Special guest speakers Janet Larsen Palmer, PhD, and Neal Larsen Palmer, PhD, from Communication Excellence Institute, presented "How Taxing is Multitasking? Communication Strategies for Surviving in a High-Tech Workplace."

Pointing to research indicating multitasking can decrease efficiency despite being an integral part of today's workplace, the team shared practical methods of approaching tasks differently to improve efficiency and time management such as:



Patricia Plunkett, Providence Health & Services Southern California, with Ann Marie Ramon, California Hospital Medical Center.



Janet Larsen Palmer listens intently to an audience member's question about multitasking.

- Systemizing tasks so they can become background tasks
- Setting specific times for checking emails
- Flagging emails that require action beyond 2 minutes and immediately responding to emails taking less than 2 minutes

The interactive forum also featured a networking lunch along with key information on current HASC products and services. Next year's forum is currently being planned. To inquire about 2013, please contact Trudy Duncan, (213) 538-0718 or tduncan@hasc.org.

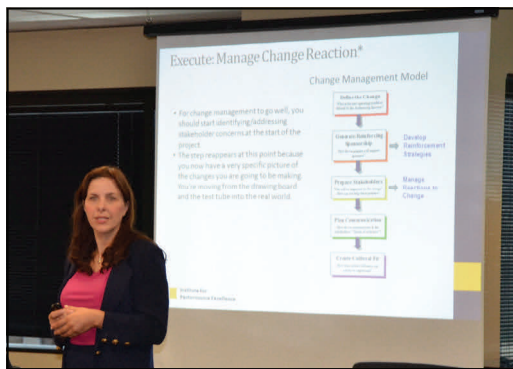
4th Annual Administrative Professionals Forum



More than 40 registered for the event aimed at providing industry updates and professional development for administrative professionals from the six counties in HASC's region.



Janet Datu, Marian Regional Medical Center.

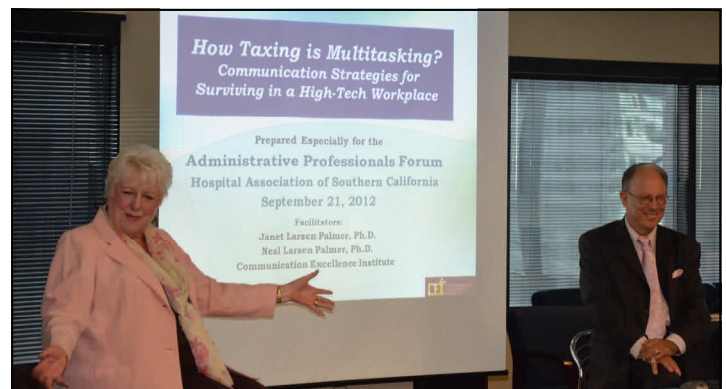


Jennifer Wortham, IPE, provides an overview of project and change management.



Betsy Pusey, San Antonio Community Hospital, completes task using systemizing methods.

Right: Janet and Neal Larsen Palmer begin their discussion on how to multitask more efficiently. Below: Patricia Plunkett asks questions during the open forum presented before the networking lunch.



Thank you to everyone who attended the forum and helped to make it one of the best in the last four years.

For information about the next forum, please contact Trudy Duncan, (213) 538-0718, tduncan@hasc.org.

