

Physical Health Association

PHA Program Evaluation

PHA State Leaders 2006 Conference

March 24 - 26, 2006 ❖ Denver, Colorado

A. CONTENT, SPEAKER DELIVERY AND OBJECTIVE EVALUATION

Your input is very important to us in planning future programs. Please rate the speaker delivery and knowledge, and how well the objectives were met by filling in the circle (○) next to the appropriate number, using the following value scale:

5=Very Good; 4=Good; 3=Satisfactory; 2=Fair; 1=Poor

Shade circles like this: ● Not like this: ☒ ☓ ● ○ Please use dark pen or pencil. **Thank you.**

Friday, March 24, 2006

3:00 - 4:00 pm

Leadership Training: Recruiting and Orienting Volunteers

Speaker: *Elizabeth Sanchez, FACMPE*

- 1) was effective in her delivery. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1
2) was knowledgeable in her content area. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1

Speaker: *Hunter Allen, CMPE*

- 3) was effective in his delivery. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1
4) was knowledgeable in his content area. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1

Objectives: You will be able to:

- 5) find out the importance of ongoing volunteer leader recruitment, how to identify good recruitment practices and the qualities possessed by an effective volunteer leader; ○ 5 ○ 4 ○ 3 ○ 2 ○ 1
6) hear about the importance of orientation for PHA, its components, and its volunteer leaders; and ○ 5 ○ 4 ○ 3 ○ 2 ○ 1
7) receive a template for topics to be addressed in association committee orientation and guidelines for scheduling volunteer leader orientations. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1

Comments on content/speaker(s):

3:00 - 4:00 pm

State Staff Open Forum

Facilitator: *Betty Anderson*

- 1) was effective in her delivery. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1
2) was knowledgeable in her content area. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1

Objectives: You will be able to:

- 3) highlight best practices in state organizations; and ○ 5 ○ 4 ○ 3 ○ 2 ○ 1
4) summarize challenges facing state organizations, along with potential solutions for these challenges. ○ 5 ○ 4 ○ 3 ○ 2 ○ 1



4:00 - 4:30 pm

Results of PHA 2006 Research on Barriers to Volunteer Participation

Speaker: Susan Williamson, MS

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: Elisha Madrid, MBA

- 3) was effective in her delivery. 5 4 3 2 1
- 4) was knowledgeable in her content area. 5 4 3 2 1

Objective: You will be able to:

- 5) better understand the motives to volunteer and barriers to participation as well as the demographic profile of the member most likely to volunteer. 5 4 3 2 1

Comments on content/speaker(s):

6:30 - 7:30 pm

Opening Keynote Address: Transformed by the Health Care System: A Consumer Activist Speaks Out

Speaker: Lane Larson, MIM, MBA

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Objectives: You will be able to:

- 3) describe how personal experience with medical errors resulted in a model of collaboration, partnership and nationwide change in patient safety; 5 4 3 2 1
- 4) show the value and power of partnerships among consumers, health care providers, health care institutions and agencies in ensuring better outcomes and driving sustainable improvements; and 5 4 3 2 1
- 5) summarize national and global consumer movements in patient safety, including Consumers Advancing Patient Safety and the World Health Organization. 5 4 3 2 1

Comments on content/speaker(s):



Saturday, March 25, 2006

8:00 - 8:30 am

101: Reaching Rapid Rapport

Speaker: *Joseph Wagner*

- 1) was effective in his delivery. 5 4 3 2 1
- 2) was knowledgeable in his content area. 5 4 3 2 1

Objective: You will be able to:

- 3) employ a practical method for improving listening skills and conflict resolution. 5 4 3 2 1

Comments on content/speaker(s):

8:30 - 9:00 am

102: Victims and Tyrants: Help Them Out!

Speaker: *Victoria Parker, MD*

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Objectives: You will be able to:

- 3) show that performance management is what leaders do; and 5 4 3 2 1
- 4) demonstrate why courage in conversation and action is foundational to managing physician performance. 5 4 3 2 1

Comments on content/speaker(s):

9:15 - 10:15 am

Concurrent sessions

201: Leadership Training: Building Effective Teams

Speaker: *Paula Miller, FACMPE*

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: *Jake Rogers, FACMPE*

- 3) was effective in his delivery. 5 4 3 2 1
- 4) was knowledgeable in his content area. 5 4 3 2 1

Objectives: You will be able to:

- 5) identify key elements of team building in the association environment; and 5 4 3 2 1
 - 6) receive a template for helping PHA volunteers and staff build effective teams. 5 4 3 2 1
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202: Officer Track - Membership Tips for Recruitment and Retention

Speaker: Felicia Miller, MS

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: Ashley Logan, MBA

- 3) was effective in her delivery. 5 4 3 2 1
- 4) was knowledgeable in her content area. 5 4 3 2 1

Objective: You will be able to:

- 5) hear the latest on research, information and proven tactics you can apply to your association's recruitment and retention programs. 5 4 3 2 1

Comments on content/speaker(s):

203: Staff Track - Business Partner Management Round Table: What works for you in partnering with vendors; how do you and vendors make each other successful?

Speaker: Cameron Sanders

- 1) was effective in his delivery. 5 4 3 2 1
- 2) was knowledgeable in his content area. 5 4 3 2 1

Speaker: Logan Kimbrell

- 3) was effective in his delivery. 5 4 3 2 1
- 4) was knowledgeable in his content area. 5 4 3 2 1

Objectives: You will be able to:

- 5) communicate conference program details to exhibitors; 5 4 3 2 1
- 6) recruit business partners, exhibitors, and sponsors; 5 4 3 2 1
- 7) summarize business partner networking events; 5 4 3 2 1
- 8) obtain feedback from exhibitors and sponsors; and 5 4 3 2 1
- 9) discuss best practices. 5 4 3 2 1

Comments on content/speaker(s):

10:30 - 11:30 am

Washington Update

Speaker: *Leo Tyler, JD*

- 1) was effective in his delivery. 5 4 3 2 1
- 2) was knowledgeable in his content area. 5 4 3 2 1

Speaker: *Jenny Washington, JD*

- 3) was effective in her delivery. 5 4 3 2 1
- 4) was knowledgeable in her content area. 5 4 3 2 1

Objectives: You will be able to:

- 5) recognize how current legislation and regulatory proposals will affect your practice; and 5 4 3 2 1
- 6) anticipate issues raised as the health care debate continues in Washington, D.C. 5 4 3 2 1

Comments on content/speaker(s):

1:00 - 2:00 pm

Concurrent sessions

301: Leadership Training: Volunteer and Staff Roles and Responsibilities

Speaker: *Nancy Prentice*

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: *Michael Harper, CMPE*

- 3) was effective in his delivery. 5 4 3 2 1
- 4) was knowledgeable in his content area. 5 4 3 2 1

Objectives: You will be able to:

- 5) identify the most important factors in defining volunteer/staff roles and responsibilities to fit specific PHA tasks, projects, and situations; and 5 4 3 2 1
- 6) obtain a template to help you define appropriate roles and responsibilities specific to your committee and its assigned work. 5 4 3 2 1

Comments on content/speaker(s):



302: Officer Track - Association Legal Issues: Hot Topics and Trends

Speaker: Carol Paddington, JD

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: Anne Oakes, JD

- 3) was effective in her delivery. 5 4 3 2 1
- 4) was knowledgeable in her content area. 5 4 3 2 1

Objectives: You will be able to:

- 5) identify common legal and practical issues that have an impact on association governance and operations; 5 4 3 2 1
- 6) assist your association leaders in assessing operational and compliance issues; and 5 4 3 2 1
- 7) provide a framework for local association evaluation and performance improvement. 5 4 3 2 1

Comments on content/speaker(s):

303: Staff Track - Conference Logistics: Tips of the Trade

Speaker: Marsha Owens, CMP

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: Gail Medworth, CMP

- 3) was effective in her delivery. 5 4 3 2 1
- 4) was knowledgeable in her content area. 5 4 3 2 1

Objective: You will be able to:

- 5) walk away with practical tips and tools for planning a successful meeting and even staying below your expenses budget. 5 4 3 2 1

Comments on content/speaker(s):



2:15 - 3:15 pm

Concurrent sessions

401: Leadership Training: Assessment and Motivation

Speaker: *Laura Settle, CMPE*

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: *Owen Markles, MBA, CMPE*

- 3) was effective in his delivery. 5 4 3 2 1
- 4) was knowledgeable in his content area. 5 4 3 2 1

Objectives: You will be able to:

- 5) explore methods and tools for assessment; and 5 4 3 2 1
- 6) connect assessments with understanding what motivates members to serve on committees. 5 4 3 2 1

Comments on content/speaker(s):

402: Officer Track - Grassroots Advocacy at the Federal and State Levels

Speaker: *Alice Hurde, JD*

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Speaker: *Judy Mobley, CMPE*

- 3) was effective in her delivery. 5 4 3 2 1
- 4) was knowledgeable in her content area. 5 4 3 2 1

Objectives: You will be able to:

- 5) examine PHA's legislative and regulatory activities on the federal level; 5 4 3 2 1
- 6) evaluate techniques to advocate a position to decision-makers; 5 4 3 2 1
- 7) identify key concepts that make advocacy efforts more effective; and 5 4 3 2 1
- 8) describe the tools PHA members can employ to influence policy-making. 5 4 3 2 1

Comments on content/speaker(s):



403: Officer and Staff Tracks: Association Strategic Planning and Officer Succession Planning

Speaker: *Melissa Urban, FACMPE*

- 1) was effective in her delivery. 5 4 3 2 1
- 2) was knowledgeable in her content area. 5 4 3 2 1

Objectives: You will be able to:

- 3) summarize the key components in developing an association strategic plan; and 5 4 3 2 1
- 4) show how one state association successfully used strategic planning to achieve association goals. 5 4 3 2 1

Comments on content/speaker(s):

Sunday, March 26, 2006

10:15 - 10:45 am

501: Electronic Health Records: Vendor Selection and Contract Negotiation

Speaker: *Dan Chavez*

- 1) was effective in his delivery. 5 4 3 2 1
- 2) was knowledgeable in his content area. 5 4 3 2 1

Objectives: You will be able to:

- 3) choose the right vendor for your practice; 5 4 3 2 1
- 4) get the best price and reduce your costs; 5 4 3 2 1
- 5) negotiate a winning contract and support agreement; and 5 4 3 2 1
- 6) develop a plan for vendor accountability to protect your practice. 5 4 3 2 1

Comments on content/speaker(s):

10:45 - 11:15 pm

502: Action Heroes: How to Empower Everyone You Meet

Speaker: Theresa Dahl

1) was effective in her delivery. 5 4 3 2 1

2) was knowledgeable in her content area. 5 4 3 2 1

Objectives: You will be able to:

3) help others share a vision that sees past problems to the multitude of "right" answers and possibilities available; and 5 4 3 2 1

4) motivate yourself by examining what beliefs may limit your results, keeping in mind that everything we know about ourselves correlates with a corresponding belief we have. 5 4 3 2 1

Comments on content/speaker(s):

B. DEMOGRAPHIC INFORMATION

1) What is your group size in full-time equivalent (FTE) physicians? N/A < 6 7 -10
 11 - 20 21 - 50 51 - 100 101 - 150 151 - 500 >500

2) What is your position in your organization?
 Administrator Assistant Administrator Executive Director/CEO (nonphysician)
 Medical Director Group President/Physician CEO Office Manager
 Other _____

3) Please mark one:
 I am a state volunteer leader
 I am a state staff person
 I am a section officer, board representative or section PHA forum coordinator

4) Indicate which of the following best describes where you currently are in your career path:
 new to the profession
 early stage of career
 mid-career to advanced stage
 advanced career stage to leader of the profession

5) Indicate the number of years experience you have in group practice management:
 Less than 1 1 - 3 4 - 10 11 - 15 more than 15



10) Please suggest things **not** to do at next year's leaders conference: _____

11) Other comments about this year's conference and ideas for 2007: _____

12) How was your experience with the on-site PHA staff? _____

13) Additional comments: _____

OVERALL IMPRESSION OF THIS PROGRAM:

5 4 3 2 1