



**AACM**  
ALBERTA ASSOCIATION OF CLINIC MANAGERS

# **CONFERENCE AGENDA**

## ***Avoiding Stress & Burnout***




**September 20–22, 2017**  
**Black Knight Inn, Red Deer**

<b>DAY ONE</b>	
<b>Wednesday, September 20, 2017</b>	
11:30 AM – 2:30 PM <i>Heritage Ranch Red Deer</i>	<b>Heritage Ranch Red Deer- Lunch &amp; Break Out Rodeo</b> This event is run by up beat facility co-ordinators. Teams create a "horse" from materials supplied; bring your imagination and the desire to have fun. <b>Fun Event with Prizes to be Won</b>
6:00 PM – 8:00 PM <i>Salon A&amp;B</i>	Early Registration
4:00 PM – 8:00 PM <i>Salon D&amp;E</i>	Vendor Booth Set up
7:00 PM – 10:00 PM <i>Salon A&amp;B</i>	<b>President's Welcome Reception – Cash Bar</b> <b>SPONSORED BY: <u>Sherritt Services Inc.</u></b>

## DAY TWO

**Thursday, September 21, 2017**

7:00AM – 8:00 AM <i>Grand Ballroom</i>	BREAKFAST/Visit Vendor Booths
7:00 AM – 8:00 AM <i>Grand Ballroom</i>	Registration
8:00 AM – 8:15 AM <i>Mainstage</i>	Welcome, Opening Remarks, Announcements. Marena Seifert, AACM President
8:20 AM -8:30 AM	<b>Infomercial</b> 
8:30– 9:30 AM <i>Mainstage</i>	<b>eReferral-Jodi Glassford</b> <ul style="list-style-type: none"> <li>• Introduction to NetCare eReferral including a demonstration</li> <li>• Answers to frequently asked questions</li> </ul>
9:35 AM – 9:45 AM <i>Mainstage</i>	<b>Infomercial</b> 
9:45 AM – 10:00 AM <i>Grand Ballroom</i>	<b>COFFEE BREAK/Visit Vendors Booths</b> <b>SPONSORED BY:</b> 
10:00 AM – 12:00 AM <i>Mainstage</i>	<b>Stress &amp; Burnout- Faith Wood</b> <ul style="list-style-type: none"> <li>• Faith will provide attendees with an interactive and dynamic workshop that explores causes of stress. You will leave this powerful 2 hour presentation with some great stress management strategies and recognize what it takes to create more ease and flow in a work/life balance.</li> </ul>
12:00PM – 1:00 PM <i>Grand Ballroom</i>	LUNCH/Visit Vendor Booths
1:00 PM– 3:00 PM <i>Mainstage</i>	<b>Navigating Difficult Personalities- Faith Wood</b> <ul style="list-style-type: none"> <li>• Faith recognizes that clinic managers are struggling with agitated clients, staff who feel unmotivated, more regulations, cut backs in funding, and pressure as a leader to create a positive and collaborative clinic culture. She will supply tools on how to reduce the feelings of burnout and stress, by navigating difficult personality types with more ease.</li> </ul>
3:00 PM– 3:15 PM <i>Mainstage</i>	<b>Infomercial</b> 
3:15 PM – 3:30 PM <i>Grand Ballroom</i>	<b>COFFEE BREAK/Visit Vendor Booths</b> <b>SPONSORED BY:</b> 

3:30 PM – 4:30 PM <i>Mainstage</i>	<b>TOP- Sandee Foss &amp; AMA- Barbra McCaffrey</b> <ul style="list-style-type: none"> <li>• Overview of Panel and Capacity Building Grant- Highlight of all the good work clinics have done</li> <li>• Central Panel Attachment Registry</li> <li>• Governance Framework</li> <li>• Integration with AMA</li> </ul>
6:30 PM – 11:00 PM <i>Mainstage</i>	<b>President's Dinner</b> <b>**Murder Mystery Dinner **Presented by Against The Wall Theatre**</b>
<b>DAY THREE</b>  <b>Friday, September 22, 2017</b>	
7:00 AM – 8:00 AM <i>Grand Ballroom</i>	BREAKFAST/Visit Vendor Booths
8:00 AM – 8:10 AM <i>Mainstage</i>	“ Good Morning” Announcements & plan for the day Marena Seifert, AACM President
8:10 AM – 9:00AM <i>Mainstage</i>	<b>OIPC- Chris Stinner</b> The Health Information Act And You You will leave this session with an: <ul style="list-style-type: none"> <li>• Overview of the HIA, General Principles, Access Rights</li> <li>• Protection of Information- Privacy Impact Assessment's, NetCare, &amp; Responding to a Breach</li> <li>• Role of the OIPC</li> <li>• Question and Answer as time allows for</li> </ul>
9:00 AM – 10:00	<b>CPSA –Dr. John Ritchie</b> <ul style="list-style-type: none"> <li>• Standards of Practice Updates</li> <li>• Information Sharing Agreements</li> <li>• Question &amp; Answers as time permits</li> </ul>
10:00 AM – 10:10 AM	<b>Infomercial</b> 
10:10 AM – 10:30 AM <i>Grand Ballroom</i>	<b>COFFEE BREAK/Visit Vendor Booths</b>  <b>SPONSORED BY: THE OFFICE COMPANY</b>
10:30 AM – 11:00 AM <i>Mainstage</i>	<b>HQCA-Andrew Neuner, Chief Executive Officer of Alberta</b> <ul style="list-style-type: none"> <li>• Alberta's Healthcare System</li> <li>• Quality and Safety Management</li> </ul>
11:00 <i>Mainstage</i>	Vendor Draws - <b>**Must be present to win**</b>
11:15-12:15 <i>Mainstage</i>	Round Table Discussions
12:15 PM-1:15 PM <i>Mainstage</i>	AGM, Closing Ceremonies & Prize Presentations <b>**Must be present to win**</b>
12:15PM -1:15PM <i>Grand Ballroom/ Mainstage</i>	LUNCH-while having AGM