

HealthTech

Sustainable Healthcare Performance Improvement



HR 101: What Matters Most?

*Presented by Kimberly J. Butts
Human Resources Generalist*

Disclaimer

HealthTech hopes that the information contained herein will be informative and helpful on industry topics. However, please note that this information is not intended to be definitive.

HealthTech and its affiliates expressly disclaim any and all liability, whatsoever, for any such information and for any use made thereof.

HealthTech does not and shall not have any authority to develop substantive billing or coding policies for any hospital, clinic or their respective personnel, and any such final responsibility remains exclusively with the hospital, clinic or their respective personnel.

HealthTech recommends that hospitals, clinics, their respective personnel, and all other third-party recipients of this information consult original source materials and qualified healthcare regulatory counsel for specific guidance in healthcare reimbursement and regulatory matters.

Sept 2025 – Jan 2026 webinars

All webinars are recorded for on-demand viewing.

New CoPs for safe obstetrical care

Presenter: Carolyn St. Charles, RN, BSN, MBA
– Chief Clinical Officer.

Date: September 5, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/4ol6G5i>

HR 101: What matters most

Presenter: Kimberly Butts - Human Resources

Date: September 19, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/3V8Tljw>

QAPI that matters

Presenter: Susan Runyan, Chief Executive Officer
– Runyan Health Care Quality Consulting

Date: October 3, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/45oli15>

An innovative approach to rehab in a CAH Swing Bed program

Presenter: Stephen Leone, PT - CEO of Rural Health Resources

Date: October 17, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/4oFNkxO>

Swing Bed what's new? - what's changed? - what's the same?

Presenter: Carolyn St. Charles, RN, BSN, MBA
– Chief Clinical Officer.

Date: October 24, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/3Ve3iS9>

Care Coordination service lines & you

Presenter: Marcella A Wright, DNP, MS, RN, Director
Care Coordination & LEAN Consulting

Date: November 7, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/3Jko8wF>

Non-Certified / Long-Term Swing Bed

Presenter: Carolyn St. Charles, RN, BSN, MBA
– Chief Clinical Officer.

Date: December 5, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/45WBzLZ>

Tools to increase employee engagement: Lessons from a 99th percentile hospital

Presenter: Scott Manis - Regional Vice President

Date: January 9, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/3UAFRIR>

REH 101: A compliance guide for Rural Emergency Hospitals

Presenter: Cheri Benander, RN MSN, CHC,
C-NHCE, HACCP-CMS

Date: January 23, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/41PxdUt>

Self-Paced Certificate Courses

HealthTech Self-Paced Certificate Courses



HealthTech offers a variety of self-paced online certificate courses.
Sign up today by scanning the QR code, or contact one of our instructors

Carolyn St.Charles, RN, BSN, MBA
Chief Clinical Officer
Carolyn.stcharles@health-tech.us

Marcella Wright, DNP, MS, RN
Director Care Coordination & Lean Consulting
Marcella.wright@health-tech.us

Cheri Benander, RN, MSN, CHC, C-NHCE
Director of Clinical Services
Cheri.benander@health-tech.us

Leadership Development

\$499 - 20 Contact Hours
Leadership Development is a comprehensive course designed to address the critical need for cultivating leadership skills among middle managers who find themselves in leadership roles without formal training and staff members who aspire to grow into management and leadership roles.

Lean Practitioner

\$499, 16 Contact Hours
A Lean culture empowers individuals closest to the work to drive meaningful improvements. This Lean course equips frontline staff with the essential tools, resources, and knowledge to master and apply Lean principles effectively.

At its core, Lean focuses on enhancing process efficiency through fundamental concepts and tools. The four key principles for designing, assessing, and refining processes include defining the ideal state, identifying waste (muda), applying the four rules, and harnessing the power of observation. Critical tools such as value stream mapping and A3 problem-solving drive this methodology. While some may view Lean as a fleeting trend, its evidence-based history proves it to be a reliable, results-oriented approach with a proven track record of success. Lean isn't just a set of processes—it's a transformative mindset and methodology that fosters a safe, efficient, and high-quality environment for both patients and healthcare workers.

01

Care Coordination

HealthTech acknowledges the crucial role Care Coordination plays in driving success and sustainability within primary care. To empower the growth and sustainability of your programs, we provide a range of self-paced, asynchronous courses designed to enhance and expand services under CMS Care Coordination:

- **Care Coordination Fundamentals** – \$299, offering 12 contact hours
- **Behavioral Health Integration** – \$219, offering 9 contact hours
- **Transitional Care Management** – \$159, offering 8 contact hours
- **Annual Wellness Visits** – \$199, offering 7.5 contact hours
- **Advance Care Planning** – \$149, offering 6 contact hours

These courses are tailored to support the continued development of your care coordination services, ensuring your team stays at the forefront of primary care excellence. Each course is crafted to equip members of the professional primary care team—including nurses, health educators, health coaches, and other qualified health-care providers—with the essential knowledge, skills, and expertise to conduct comprehensive consultative visits and create personalized preventive care plans. Focusing on a team-based care model, the platform prioritizes coordinated care, harnessing the collective expertise of diverse team members. This approach enhances care coordination for patients with chronic and behavioral health conditions while reinforcing the integration of health promotion and prevention into everyday practice.



Swing Bed Courses for Critical Access Hospitals

The Swing Bed concept allows a hospital to use its beds interchangeably for either acute care or post-acute care. The reimbursement "swings" from billing for acute care services to billing for post-acute skilled nursing services, even though the patient usually stays in the same bed. Swing Bed allows patients to receive care close to home. The two courses Basics and Beyond Basics provide the fundamentals to care for Swing Bed patients and meet regulatory requirements.

Swing Bed Basics for Critical Access Hospitals

\$299 - 9 Contact Hours

The Swing Bed Basics course focuses on the elements of a successful Swing Bed program including understanding and implementing CMS regulatory requirements found in the State Operations Manual Appendix W, State Operations Manual Appendix PP, and the Medicare Benefit Policy Manuals.

Swing Bed Beyond Basics for Critical Access Hospitals

\$299 - 9 Contact Hours

The Swing Bed Advanced Course is focused on strategies to grow and strengthen the Swing Bed program including understanding the requirements in Appendix PP that apply to Swing Bed strategies for increasing volume. The course is divided into six modules, with one bonus module discussing the MDS which is required for Swing Beds in a PPS hospital. Each module may take up to two-weeks, but the course is self-paced.

HealthTech

For more information, visit: www.health-tech.us
HealthTech 2025 ©

02

HealthTech

Instructions for Today

Please feel free to write questions in the Chat Box

The webinar is recorded, and I will send out the recording within 2 days

Presenter

Kimberly Butts is a Senior Level Human Resources Generalist at HealthTech with over 20 years of human resources management experience supporting executive decisions in relation to Human Capital, Financial Security, and Organizational Development. She holds a Bachelor of Science degree in Management with an emphasis in Human Resources from the University of Utah and an Associate of Applied Science degree from the State University of New York at Delhi. She is also an affiliate of SHRM.

Kimberly.butt@health-tech.us
615-309-7413

AGENDA

HR 101 Fundamental Principals

Compliance and Risk Management

Driving Forces in Business

Workplace Conflicts & New Resolutions



HR 101

Fundamental Principles



Recruitment

Training & Development



Performance Management



Compensation & Benefits

Employee Relations



Compliance & Labor Law

Sourcing candidates, interviewing, selecting, and integrating new hires

Cultivating employee/employer relationship through training to advance organization's mission

Evaluating employee's work to ensure meeting or exceeding standard productivity goals

Monetary and non-monetary awards, given an employee for work performed

Working with employees and encouraging teams toward achieving a common goal

Regulations developed to protect employee rights, provide safe working conditions, fair pay and benefits for employees to live on

Compliance

- Data Security and Risk Management
- AI & Its Impact on Business
- Driving Productivity, Revenue & Profitability, and Customer and Employee Engagement

Keeping Pace with Driving Forces

- Multi-Generational & Diverse Cultural Influences
- Change Management Evolutions Requirements
- Compensation & Benefit Challenges
- Onboarding & Retention

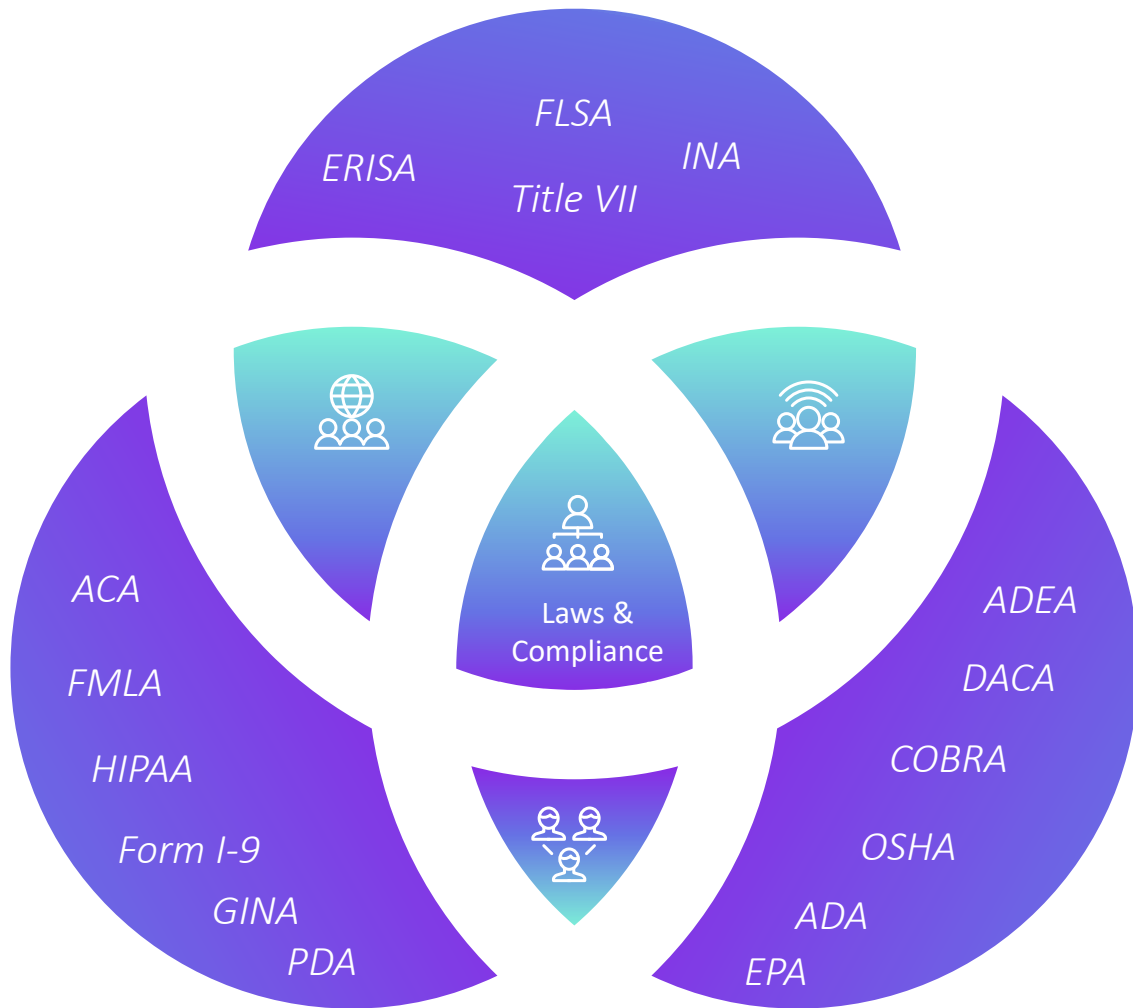
What's Matters Most?



HUMAN RESOURCES

Workplace Conflicts & New Resolution Strategies

- Today's Mindset and Strategic Priorities
- Remote & Hybrid Work Models Vs. In-Office Issues
- Software updates & Technological Impact
- Organizational Development for the Future



HR Compliance

Covers workplace discrimination, wage & hours protections, health insurance & benefits, immigration laws, workplace safety, & diversity & inclusion



-Fair Labor Standards Act (FLSA) – law regulates overtime, minimum wage, youth employment, and recordkeeping

-Family Medical Leave Act of 1993 (FMLA) – law that protects status under qualified conditions & includes protections against retaliation



-The Consolidated Omnibus Budget Reconciliation Act (COBRA) – law giving the right to continue health insurance coverage for a time after losing coverage



-The Occupational Safety & Health Administration (OSHA) – ensures worker safety and protection in the workplace



-Employment Retirement Income Security (ERISA) – protects individuals in the private sector with retirement and health plans by requiring plan managers and fiduciaries to act in a manner that serves the client’s needs above their own



-The Health Insurance Portability & Accountability Act of 1996 (HIPAA) – privacy rule protects an individual’s health information & gives them certain rights about how it’s used and communicated to providers, insurers, and employers



-The Families First Coronavirus Response Act (FFCRA) – requires private employers with less than 500 employees and some public employers to give 2 additional weeks of paid sick leave if an employee is quarantined or has COVID-19 symptoms, plus paid leave for caring for their family at 2/3s of their pay rate



-Immigration and Nationality Act of 1952 (INA) – requires employers to only employ people who are legally allowed to work in the U.S. and protects them from discrimination based on their status and national origins



-Form I-9, Employment Eligibility Verification – employers are required to verify the identity and employment eligibility of employees, which includes completing the Form I-9



-Deferred Action for Childhood Arrivals (DACA) – allows certain individuals who were brought to the U.S. without legal documentation as children to remain in the country, work, and attend school



-Affordable Care Act (ACA) – patient protection & affordable care, “Obamacare”



-The Health Insurance Portability & Accountability Act of 1996 (HIPAA) – privacy rule protects an individual’s health information & gives them certain rights about how it’s used and communicated to providers, insurers, and employers



-Family & Medical Leave Act of 1993 (FMLA) – protects job status under qualified conditions, such as caring for employee or immediate family members with a serious medical condition, birth and care of a newborn, placement of a child for adoption or foster care, and care for the needs of military families and includes protections against retaliation



-The Pregnancy Discrimination Act (PDA) – employers cannot discriminate against a woman because of pregnancy, childbirth, or medical condition related to either



-Lilly Ledbetter Fair Pay Act of 2009 – amended to Title VII; employers must pay men and women equal pay for equal work performed at the same organization



-Title 1 of the Americans with Disabilities Act of 1990 (ADA) – employers cannot discriminate against someone, including an applicant, who is qualified for a job but also has a disability



-The Age Discrimination in Employment Act of 1967 (ADEA) – employers cannot discriminate against someone due to their age if they are age 40 or older



-The Genetic Information Nondiscrimination Act of 2008 (GINA) – employers cannot discriminate against someone because of their genetic information or family medical history, including genetic tests



-The National Labor Relations Act of 1935 (NLRA) – guarantees the right of private sector employees to organize into trade unions, engage in collective bargaining, and take collective action, such as strikes



-Anti-discrimination laws – prohibit unfair treatment of employees based on race, gender, age, disability, religion, or other protected characteristics



-Consumer Credit Protection Act – limits how much employers may withhold from a person's earnings in response to a garnishment order and prohibits termination because of garnishment for any single debt



-Employee Polygraph Protection Act – prohibits most private employers from using lie detector tests for pre-employment screening or during employment



-Immigration Reform and Control Act (IRCA) – requires employers to have new hires complete the Form I-9 within 3 days of being hired; preserves jobs for those who are legally entitled to them in the U.S., including American citizens and aliens legally authorized to work



-New Hire Registry Reporting – requires employers to report basic information on new and rehired employees within 20 days of hire to the state where they work



-Pregnant Workers Fairness Act (PWFA) – ensures reasonable accommodations for qualified employees with known limitations related to pregnancy, childbirth, or a related medical (physical or mental) condition

Data Security & Risk Management

Important risk that can lead to severe financial costs from breaches, loss of customer trust, compliance violations, and potential for fraud.

Measures for protecting data

From an HR perspective, an organization should have employee confidentiality and business associate agreements to prevent sharing of data, an information security policy along with employee training, a protected health information policy and training for compliance, and controls in place for system failures.



Confidentiality – Keeps data safe and accessible to authorized individuals



Integrity – Ensures data is reliable, accurate, and protected



Availability – guarantees users can access data when needed



Measures for Protecting Data

There are 3 strategies fundamental to building a robust defense against data breaches and system failures. Most important for data security is a layered approach focused on preventing unauthorized access to data.

Measures for protecting data



Strong access controls – multi-factor authentication, access limits, audits



Comprehensive training – phishing awareness, secure behavior, reporting



Data encryption – data in-transition and at-rest, mobile device protections



What is AI? Artificial intelligence – use of computers to analyze and interpret data based on patterns, programmed rules, algorithms, and layered artificial neural networks to produce complex information

Uses in business

- improves efficiency
- enables data-driven decision-making
- reduces need for human intervention for some processes
- potentially reducing cost
- accelerates and enhances product development
- increases protection against cyberthreats



HUMAN RESOURCES

Challenges

- costly and requires advance expertise
- could lead to job displacement
- requires large amounts of data
- difficult to understand and interpret requiring transparency and accountability for decisions
- difficult to determine who is responsible
- concern for healthcare privacy and replacement of human expertise
- environmental impact

AI

How will businesses be affected?



- *AI could handle repetitive tasks and free up team members to focus on more advanced issues*



- *AI can automate, augment, and support business-making allowing for faster decisions involving complex data free of cognitive biases thus improving operations and enhancing customer experience*
- *Using AI in marketing is helpful for creating customer-facing content, such as blogs, social media posts, and web copy to sales emails and advertising copies*



- *A negative impact would be the limitations of AI due to the lack of human qualities, such as empathy, critical thinking, and some forms of creativity*



Interesting Facts:

- ❖ *Gartner survey finds just 26% of job applicants trust that AI will fairly evaluate them.*
- ❖ *82% say that AI has increased or caused no change in headcount in the past year.*

Driving Productivity, Revenue and Profitably, and Customer & Employee Engagement in Today's Market



- Enhance productivity and efficiency – optimize workflow, leverage cloud technology and collaboration platforms, and utilize AI-powered tools and robotic process automation for simple tasks
- Increase revenue and profitability – determine unique business characteristics and value to customers; gather feedback to ensure you are meeting needs



- Boost customer engagement – personalize their experience, ensure seamless and consistent experience across all communication channels, create space for customers to connect with each other and your brand, incorporate feedback and loyalty programs, and enhance AI-driven tools for instant answers to common questions



- Enhance employee engagement – invest in employee development, recognize and reward achievements, prioritize a positive work culture, encourage feedback and autonomy, and promote work-life balance and wellness



Interesting Facts:

- ❖ Engaged employees are key drivers of productivity, profitability, customer satisfaction, and retention. Results are: 23% higher profitability, 18% greater productivity, 81% lower absenteeism, 10% increase in customer loyalty, and lower turnover rates.

Keeping Pace with Driving Forces

What are 3 driving forces in business?

Marketing, sales, and business development



Marketing – creating awareness and demand

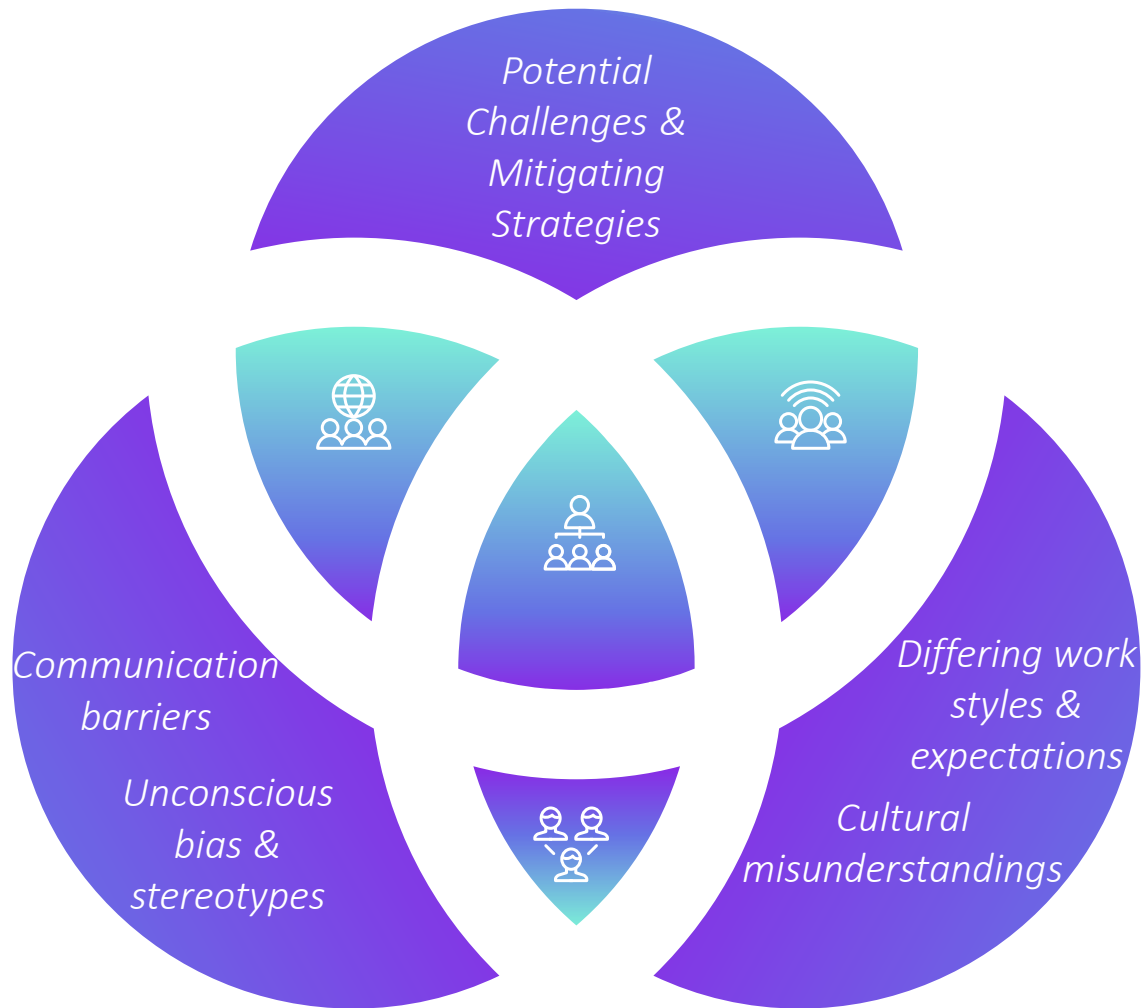


Sales – generating revenue by convincing customers to buy products



Business development – identifying and pursuing opportunities for growth





Multi-Generational & Diverse Cultural Influences

Act as powerful driving forces impacting innovation, problem-solving, and market reach; when effectively managed, they become significant competitive advantage; if not, they lead to communication barriers and internal conflict



-expanded perspectives lead to creativity



-enhanced problem-solving capabilities



-improved market insight and reach



-increased employee engagement and retention



-knowledge transfer through mentorship

Strategic & proactive integration

-continuous adaption, alignment with strategic goals, build change competency into organization

People-centric & adaptive approach

-prioritizing employee experience, mass customization, empowering change leadership throughout the organization

Interesting Fact:

- ❖ *Only 27% of employees believe their leadership is trained to lead teams through change.*

Change Management Evolution Requirements Affecting the Marketplace



Requirements

Data-driven and AI-enhanced processes
-metrics-based decision-making, AI for enhanced efficiency, digital adoption platforms that provide continuous learning and support

Technological & market integration
-embracing digital transformation, market-responsive strategies, and strategic partnerships

Evolution of organization culture
-fostering continuous learning, upgrading software, and increasing transparency and accessible communication

Labor market competition & economic forces

- difficulty benchmarking data
- candidate-driven market
- “race to the top” – constant pressure to benchmark above market rates leads to an escalating cycle of wage increases across the industry

External economic & financial pressures

- inflation and economic uncertainty
- globalization
- cost of benefits

Compensation & Benefit Challenges – Driving forces such as candidate-driven labor market, evolving employee expectations, and economic pressures can complicate talent attraction and retention



HUMAN RESOURCES

Challenges driven by changing employee expectations

- demands for flexibility and work-life balance
- changing mobility needs brought on by more remote & hybrid work arrangements
- need for transparency and equity as employees are increasingly aware of pay disparities
- shift toward “total rewards”
- Changes in administration and strategy
- complexity of compensation plans
- linking pay to performance

Onboarding & Retention Importance

How does onboarding & retention help employers keep pace?



- *Onboarding drives retention and is critical when keeping pace with driving forces of change, such as technological advances, globalization, and shifting market dynamics*



- *Effective onboarding can accelerate time to productivity, encourage adoption of new technologies, socialize employees into an adaptive culture, build a resilient workforce during internal change by offering much needed clarity, direction, and confidence to new hires during an otherwise chaotic time*



- *Employee retention efforts prevent employees from leaving a company; beyond reducing recruitment costs, retention fosters innovation and ensures organization knowledge is not lost*



- *Retention creates a culture built on trust and security, which allows employees to feel comfortable taking risks and voicing new ideas*
- *Employee retention builds leader adaptability*

Workplace Conflicts & New Resolution Strategies

Today's Mindset & Strategic Priorities

Today's approach to workplace conflict is defined by a shift from a reactive, punitive mindset to a proactive, collaborative, and inclusive one. Instead of avoiding or suppressing conflict, modern strategic priorities focus on leveraging disagreement as an opportunity for growth, innovation, and stronger team relationships.



- *Conflict is inevitable and can be healthy*
- *Focus on understanding, not blame*



- *Emphasis on emotional intelligence (EQ) and empathy*



- *Psychological safety is paramount – employees need to feel comfortable sharing their honest opinions and concerns without fear of retaliation meaning it is essential to have open dialogue and successful resolution in the workplace*



- *Growth mindset – viewing conflict as a learning experience promotes resilience and adaptability, helping individuals and teams grow stronger from disagreements rather than being weakened by them*

Strategic Priorities for Managing Workplace Conflict

Interesting Fact:

- ❖ The vast majority of employees (85%) experience conflict at work, with many becoming increasingly engaged in these disputes.



- Early and proactive intervention
- Training for all employees – empowers with skills to address issues constructively



- Leveraging technology for conflict resolution – the rise of AI and other technologies is changing how conflict is managed
- Encouraging collaborative problem-solving – “win-win” approach vs. “win-lose” mentality



- Incorporating diversity, equity, and inclusion (DE&I) – integrates cultural sensitivity to address potential misunderstandings and biases
- Developing clear and consistent frameworks – establishing structured process and ground rules to ensure fairness; could include mediation programs, peer-led resolution, and clear policies for raising grievances



- Prioritizing well-being and reducing burnout – unresolved conflict has a direct negative impact on mental health and productivity

Remote & Hybrid Work Models Versus Completely In-Office Issues

Inequality & disconnection

-can feel isolated and less connected to company culture, missing out on informal office discussions

Communication breakdowns

-coordinating across different locations and time zones is difficult

Technological gaps & cybersecurity

-remote work increases cybersecurity risks

Managerial challenges

-must adapt their management style to ensure fairness, promote inclusion, and effectively monitor performance

Office utilization

-hard to determine the right amount of office space needed and how to redesign it to support collaboration and the presence of remote or hybrid workers



Challenges

Issues with Completely In-Office Work



Lack of flexibility – can negatively impact morale and job satisfaction



Alienation of talent – may miss out on a broader talent pool



Reduced work-life balance – rigid structure can make it harder to establish clear boundaries



Key Considerations for All Models



Culture – maintaining a strong, unified culture is a significant challenge



Technology – transition for using these tools can present technical hurdles



Fairness and equity – critical for ensuring equal opportunities, information, and recognition

Interesting Facts:

- ❖ As of February 2024, professionals working on a hybrid basis have the highest engagement rates at 35%, followed by fully remote at 33%, and in-office employees at 27%.
- ❖ Hybrid work is preferred – 83% of workers globally say hybrid arrangements are ideal.



Everchanging Software Updates & Technological Impact in the Workplace

Positive impacts



- *Enhanced communication and collaboration*



- *Increased productivity and efficiency*



- *Flexible work models*



- *Data-driven insights*



- *Improved working conditions*

Everchanging Software Updates & Technological Impact in the Workplace

Challenges & negative impacts



- *Skill gaps and continuous learning*



- *Information overload and distractions*

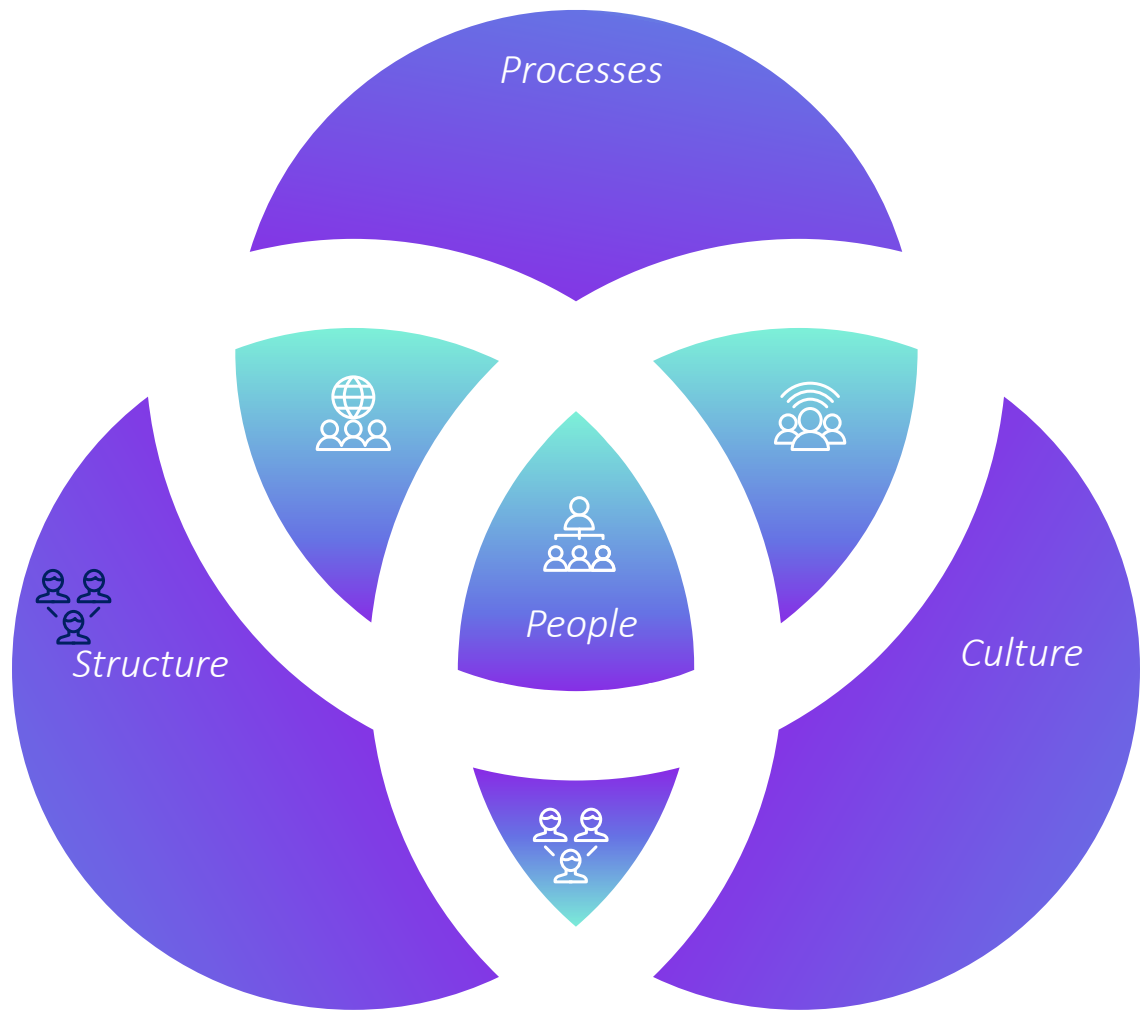


- *Cybersecurity risks*



- *Potential job displacement*

- *Increased complexity of work*



Organizational Development for the Future

What is organizational development?

A strategic, data-driven approach to improving an organization's effectiveness and health by focusing on its processes, structure, culture, and people to foster planned, sustainable change and growth.

Organizational development for the future is focused on building agile, digitally fluent, and human-centered organizations that can adapt to continuous change through modern practices like agile management, AI-driven tools, and data analytics.

Key Strategies



-fostering a learning culture for lifelong employee development



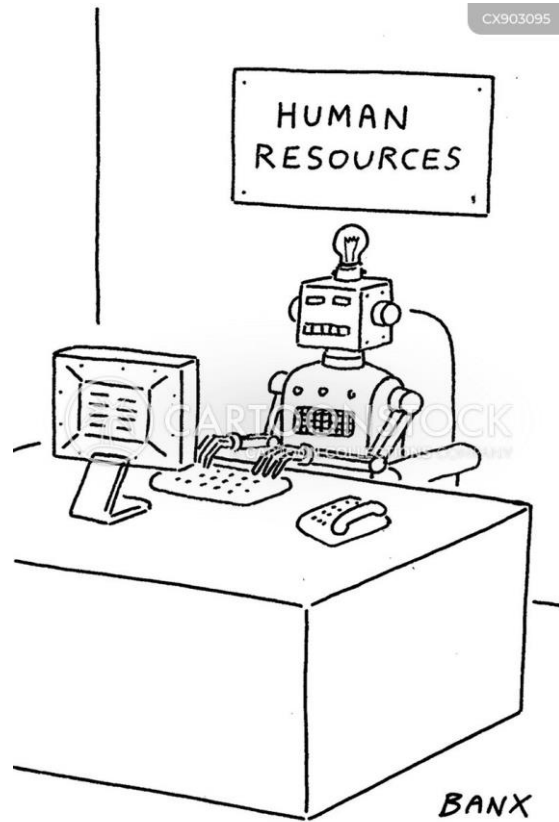
-empowering employees



-designing flexible organization structures



-prioritizing employee well-being and engagement



YOUR QUESTIONS



Just a Reminder

Sept 2025 – Jan 2026 Webinars

New CoPs for safe obstetrical care

Presenter: Carolyn St. Charles, RN, BSN, MBA
– Chief Clinical Officer.

Date: September 5, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/4ol6G5i>

HR 101: What matters most

Presenter: Kimberly Butts - Human Resources

Date: September 19, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/3V8Tljw>

QAPI that matters

Presenter: Susan Runyan, Chief Executive Officer
– Runyan Health Care Quality Consulting

Date: October 3, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/45oli15>

An innovative approach to rehab in a CAH Swing Bed program

Presenter: Stephen Leone, PT - CEO of Rural
Health Resources

Date: October 17, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/4oFNkxO>

Swing Bed what's new? - what's changed? - what's the same?

Presenter: Carolyn St. Charles, RN, BSN, MBA
– Chief Clinical Officer.

Date: October 24, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/3Ve3iS9>

Care Coordination service lines & you

Presenter: Marcella A Wright, DNP, MS, RN, Director
Care Coordination & LEAN Consulting

Date: November 7, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/3jko8wF>

Non-Certified / Long-Term Swing Bed

Presenter: Carolyn St. Charles, RN, BSN, MBA
– Chief Clinical Officer.

Date: December 5, 2025 | **Time:** 12pm CST

URL: <https://bit.ly/45WBzLZ>

Tools to increase employee engagement: Lessons from a 99th percentile hospital

Presenter: Scott Manis - Regional Vice President

Date: January 9, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/3UAFRIR>

REH 101: A compliance guide for Rural Emergency Hospitals

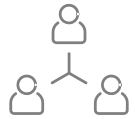
Presenter: Cheri Benander, RN MSN, CHC,
C-NHCE, HACCP-CMS

Date: January 23, 2026 | **Time:** 12pm CST

URL: <https://bit.ly/41PxdUt>

HealthTech

Sustainable Healthcare Performance Improvement



Thank You