

**Mark Your Calendars!  
You won't want to miss this event!**



**MN AAHAM Summer Meeting  
July 21 - 23, 2010  
Grand View Lodge  
Nisswa, MN**

**Wednesday, July 21st**

10:30 am – 2:00 pm	Golf (see Golf Brochure)
2:00 pm – 4:00 pm	Coaching (free with paid registration)
4:00 pm – 6:00 pm	MN Board Meeting
6:30 pm – 9:30 pm	Networking/Social hour – 'lite' dinner with cash bar

**Thursday, July 22<sup>nd</sup>**

9:00 am – 10:00 am	Continental Breakfast
9:15 am – 9:45 am	Business Meeting - future events/Community Service
10:00 am – 12:00 pm	"Is Too Much Technology Making Us Stupid?" with Jerry Bridge
12:00 pm - 1:00 pm	Lunch
1:00 pm - 2:30 pm	"RAC Updates" with Ben Widboom
2:30 pm - 2:45 pm	Break
2:45 pm - 4:15 pm	"Extraordinary Customer Service: Transforming Conflict into Cooperation" with Jerry Bridge
6:00 pm - 9:00 pm	Beach Party

**Friday, July 23<sup>rd</sup>**

8:00 am - 9:00 am	Breakfast
9:00 am - 12:00 pm	"Creative Training" with Franny Knight
12:00 pm	Closing and prize drawings

**\*\*\*\*\*In this type of lodging situation, several of the rooms have 2 beds in the bedrooms and it is certainly cost effective if you have a friend or co-worker to share the room with. See the lodge registration for details.**

# MN Summer Meeting Registration Form

Name / Title / Certification (s): \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_  

Street
City
State
Zip Code

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

FREE Guest from another organization: \_\_\_\_\_

**Hotel Reservations: Grand View Lodge**  
**23521 Nokomis Avenue, Nisswa, MN 56468**  
**866-801-2951 \$130.00 night + tax per bedroom**  
**♦♦ Please make your hotel reservations by June 21, 2010 ♦♦**

For any special dietary needs please contact: [tamora@advantagebilling.net](mailto:tamora@advantagebilling.net) or [VirginiaBerney@comcast.net](mailto:VirginiaBerney@comcast.net)

Registration: Please check applicable fee

**Before June 30<sup>th</sup> deadline:** Member (\$225.00) \_\_\_\_\_ Non-Member (\$260.00) \_\_\_\_\_

\*\*\*\*\*MEMBERS\*\*\*\*\*

**Receive \$40 discount on more than 1 person from same organization with one paid registration \_\_\_\_\_ @ (\$185.00) \_\_\_\_\_**

**After June 30<sup>th</sup> deadline:** Member (\$250.00) \_\_\_\_\_ Non-Member (\$285.00) \_\_\_\_\_

<b>EVENT – (please check all that you will be attending to help us determine food/room space needed)</b>	<b>X</b>
Golf Event – Wednesday, July 21 <sup>st</sup> See Brochure for Details	<input type="checkbox"/>
Coaching – Wednesday, July 21 <sup>st</sup> 2:00 pm – 4:00 pm	<input type="checkbox"/>
Board Mtg – Wednesday, July 21 <sup>st</sup> 4:00 pm – 6:00 pm	<input type="checkbox"/>
Networking – Wednesday, July 21 <sup>st</sup> 6:30 pm – 9:30 pm	<input type="checkbox"/>
Continental Breakfast – Thursday, July 22 <sup>nd</sup> 9:00 am – 10:00 am	<input type="checkbox"/>
Business Meeting – Thursday, July 22 <sup>nd</sup> 9:15 am – 9:45 am	<input type="checkbox"/>
Thursday, July 22 <sup>nd</sup> – 10:00 am – 12:00 noon "Is Too Much Technology Making Us Stupid?" with Jerry Bridge	<input type="checkbox"/>
Lunch – Thursday, July 22 <sup>nd</sup> 12:00 pm – 1:00 pm	<input type="checkbox"/>
Thursday, July 22 <sup>nd</sup> – 1:00 pm – 2:30 pm "RAC Updates" with Ben Widboom	<input type="checkbox"/>
Thursday, July 22 <sup>nd</sup> – 2:45 pm – 4:15 pm "Extraordinary Customer Service: Transforming Conflict into Cooperation" with Jerry Bridge	<input type="checkbox"/>
Thursday, July 22 <sup>nd</sup> – 6:00 pm – 9:00 pm Beach Party	<input type="checkbox"/>
Continental Breakfast – Friday, July 23 <sup>rd</sup> 8:00 am - 9:00 am	<input type="checkbox"/>
Friday, July 23 <sup>rd</sup> – 9:00 am – 12:00 pm "Creative Training" with Franny Knight	<input type="checkbox"/>

Name of Guest for Thursday Beach Party \_\_\_\_\_ @ \$35.00  
 \_\_\_\_\_ @ \$35.00  
 Total Paid \_\_\_\_\_

**\*\* There will be a \$50 non-refundable processing fee for cancellations made prior to 7 days before the meeting. Any cancellations made within 7 days of the meeting are non-refundable. Substitution of attendee is allowed in either case and our registration team should be notified.**

Log on to [www.mnaaham.com](http://www.mnaaham.com) 'Registration' page for online registration and payment by credit card.

**Or**

Checks should be made out to:  
AAHAM – MN Gopher Chapter

Please send registration and payment to:  
Diane Pemrick, CCAM/CPAM  
District One Hospital  
200 State Avenue  
Faribault, MN 55021

Late registration, please fax: 507-332-4848

## Speaker Bios

### Ben Widboom

Ben has worked for RYCAN for 3 years and been involved with the RAC process for 2 years since the demonstration period ended. Since then he has been working to fully understand the RAC process by communicating with CMS, AHA, CGI, and other vendors. He has seen what happens when providers are unprepared and decided he needed to help clients be prepared.

### Franny Knight

Franny has motivated over 10,000 people and 1,000 programs across the U.S. to get up to speed with generational, technology, and diversity challenges in today's workforce. She has a Masters in Psychology and is working on her Ph.D. in Behavioral and Transformational Change. Her high level of creativity, imagination, enthusiasm, energy, and expertise is infectious. You will leave her programs – TRANSFORMED.

### Jerry Bridge

Jerry Bridge, founder and president of LifeWorks Education, is a trainer, coach and motivational speaker. Over the past fifteen years Jerry has trained over 70,000 business managers and administrative staff on a variety of issues including; customer service and communication, stress management and productivity, and billing & collections.

Jerry is a licensed partner with [Mission Control Productivity](#), international training and Development Company focused on elevating organizational performance and productivity. Jerry is a consultant to and workshop leader for [The Practice Management Institute](#). PMI is a leading provider of continuing education for medical office professionals. Lifeworks Education has joined forces and formed a consulting partnership with Todd Benton of [Benton Consulting](#) and Beth Green at [The Stream](#).

Jerry lives in San Diego, California. His passion is to lead inspiring programs that make a powerful and lasting impact while having great fun along the way!