



HHN Regional Workshop- Asheville, North Carolina
Thursday, October 5 and Friday, October 6, 2017
All sessions at Mission Health, 1 Hospital Drive, Room 6103.

- Thursday: Opening with lunch at Noon – 5:00 p.m.
- Noon - Welcome, Taylor Foss, Senior Vice President
- 1:00 p.m. – 3:00 p.m. – Communication in Healthcare/ICARE (Room 6103)
Nancy Critcher-White, Director Employee & Volunteer engagement
Aubrey Barnard, Volunteer engagement Consultant
- Room 5207 Philanthropy-Securing Resources for Sustainability
Leigh Ruhl, Director of Philanthropy
- 3:00 p.m. – 5:00 p.m. - General Safety and De Escalation 101
Stephanie Jones, Manager Security
- Room 5207 Volunteer Management
Judy Haney, Manager Volunteer Engagement
Christian Witt, Rathbun House Coordinator
- 5:00 p.m. Dinner on own – Restaurant list will be available
- Friday: 8:00 a.m. Continental Breakfast
- 8:45 a.m. Kristin Bennett, Executive Director, Healthcare Hospitality Network
- 9:00 a.m. Having Difficult Conversations
Nancy Critcher-White, Director Employee & Volunteer Engagement
- 10:30 a.m. Building Our Personal Resilience
P. J. Mears, Senior Consultant, Center for Leadership/Professional Dev.
- Noon Close and travel to Rathbun House for lunch and tours

Workshop Speakers

Aubrey Barnard is a proud graduate of UNC-Chapel Hill with 20+ years of experience in healthcare volunteer management. She began volunteering at Mission Hospital as a Junior Volunteer at the ripe old age of 14. Aubrey helped develop the first Mission Hospital Junior Volunteer Leader Program and has loved being part of the growth and development of our program and our individual volunteers. In her role as Volunteer Engagement Consultant, Aubrey orients and on-boards volunteers, interviews and places Mission's adult volunteers in department roles, is a Volgistics guru, and manages large projects like volunteer recognition events, regulatory requirements and annual education. In addition to her work at Mission she served as a Donor Recruitment Representative with the American Red Cross for two years.

Nancy Critcher-White is the Director of Employee and Volunteer Engagement at Mission Health System. Nancy's daily work is to help achieve Mission's #1 strategic priority of becoming a truly great place to work and practice. Through her work, she helps team members connect to their leaders, their roles, and their work by knowing and using their strengths. Nancy's undergraduate work was at UNC Asheville, she also holds a Certificate in Healthcare Innovation Management from Western Carolina University, and is currently completing a Masters in Entrepreneurship at Western. Nancy directly leads teams in human resources, volunteer engagement, and the Mission Rathbun hospitality house.

PJ Mears has 20+ years of experience in training, organizational development, and coaching. He has been with Mission 5 years. Previously, he was with New Balance Athletic Shoe.

In a prior life he was a professional forester in Maine. His life experience has been a rich learning lab for honing his own resiliency.

Ms. Taylor Foss, is Mission Health's Senior Vice President of Organizational Transformation, where she oversees, both directly and indirectly, human resources, marketing, enterprise risk, innovation, and strategic growth and business development. She also serves as the CEO's Chief of Staff. Foss has transformed the human resources function from order takers to strategic business partners and centers for excellence. She has developed a Great Place to Work and Practice (GPTWP) strategy, including the creation of GPTWP Advisory Councils throughout the system. Foss has also introduced a strengths-based culture, using the tool StandOut, which has increased team member engagement by 120%.

Foss has over 26 years of executive level leadership experience. In addition to healthcare, she spent many years in financial services, managing both Human Resources as well as serving as the Chief Administrative Officer.

In addition to her leadership positions at Mission, Foss has been actively involved in her community, and is a member of the Board of the United Way for Asheville, Buncombe County and currently serves as the Co-Chair of the Tocqueville Campaign. She is the former Chair of the Asheville Area Chamber's Economic Development Coalition, the first woman to ever hold that position, and served on the Chamber Board. In addition, Foss was named Volunteer of the Year for 2016 by the Asheville Chamber Board.

Foss received her B.A. at Purdue University, and earned her Master's Degree in Organizational Dynamics from the University of Pennsylvania. She is married to her soul mate, Gary Foss, and they

have four great adult children, seven wonderful grandchildren, and a very loving Cavalier King Charles Spaniel puppy named Tucker.

Judy Haney was born and raised in Franklin, NC. She came to Mission as a volunteer while in college at Warren Wilson. After completing her degree in Social Work and Business, she returned to Mission as an employee in the Volunteer Services Department working her way from Assistant Supervisor of the Information Desk to Manager of Volunteer Engagement. After twenty-seven years at Mission, she continues to find challenge and fulfillment in Healthcare Volunteer Management. She says that the genuinely delightful and inspiring people with whom she works, mission of the organization she serves, and the always changing world of healthcare make for rewarding days where her strengths can be utilized to impact others.

Personally, Judy met her husband of 18 years at Mission. He works here as a Respiratory Therapist. They have two grown daughters and one adorable, energetic grandson named Ty who is 3 years old and who has Grammy and Pappaw wrapped around his finger!

Leigh Whittingham Ruhl, CFRE (Certified Fund Raising Professional)
Director of Philanthropy
Mission Health System

Leigh joined Mission Health in 2010 to serve as Campaign Manager for the SECU Cancer Center. She and her team raised \$15 million for this critically important capital project. Since then, she has secured major gifts for strategic funding priorities such as Mission Children's Hospital, Women's Services, Virtual Care, and Personalized Medicine. Currently, she is focused on securing transformational gifts for the Mission Hospital for Advanced Medicine, a new 12-story, 600,000 square foot state-of-the-art inpatient facility.

Leigh is passionate about the power of generosity. She values her relationships with donors who are grateful for the opportunity give back for the benefit Mission Health's patients, families and team members.

Leigh has been actively engaged in her community having served on several boards such as A-B Tech Foundation, Carolina Day School, Genesis Alliance, Mission Healthcare Foundation and United Way of Asheville and Buncombe County.

Leigh grew up in New York and graduated from the University of Virginia where she met her husband, John. She has lived in Asheville for twenty years and has two grown children.

Stephanie Jones is a Security Manager for Mission Health. She has been with Mission Health since 2013. Her duties are multi-faceted and include security risk assessments, threat assessments, and organizational and criminal investigations.

Stephanie possesses an Associates degree in Criminal Justice. She is also a certified instructor in Verbal Defense & Influence (VDI). She regularly trains staff - at Mission Health and other venues – in the management of volatile persons, de-escalation tactics, active shooter response, and crime prevention.

Stephanie is an active member of both the International Association for Healthcare Security & Safety (IAHSS) and ASIS.