

**AAMA APPROVAL  
FOR 4 CEU HOURS**

## **Certified Medical Assistant Conference**

### **Rehab Services for CMA's: Managing Workplace Culture & Patient Behaviors**

This program is designed to enhance the learning of Certified Medical Assistants (CMAs) working in area health facilities by providing new information on current trends in healthcare.

*Proudly sponsored by Northwood Tech in partnership with Tamarack Health.*



**Web Conferencing via Zoom**

**Saturday, February 17, 2024**

**8:00 a.m. - 12:00 p.m.**



## **Conference Agenda**

- 8:00 - 8:10 a.m. .... Welcome and Announcements
- 8:10 - 9:00 a.m. .... Rehab Services: The Step by Step Guide,  
Presented by Kory Lutz
- 9:00 - 9:10 a.m. .... Break
- 9:10 - 10:00 a.m. .... Managing Behaviors, Presented by Mark Manning
- 10:00 - 10:10 a.m. .... Break
- 10:10 a.m. - 12:00 p.m. .... Workplace Culture and the Impact on Job Success,  
Presented by Leah Holst
- 12:00 p.m. .... Wrap Up and Evaluations

### **Program Notes:**

- Each participant must log-in separately to the Zoom session via their own computer or tablet to document virtual attendance.
- The live, 4-hour session is required for CEU attainment; recorded video or partial participation will not be allowed.
- The Zoom link will be sent to your email address 2-3 days prior to the workshop.

# Program Learning Objectives

Upon completion of these sessions, participants will be able to:

## Session One: Rehab Services: The Step by Step Guide

By Kory Lutz, DPT, Director of Rehabilitation Services, Tamarack Health-Hayward Medical Center

- Describe the main disciplines of Rehabilitation Services.
- Identify Rehab Service's role in the care continuum of patients.
- Describe CMA's role and career opportunities in Rehab Services

## Session Two: Managing Behaviors

By Mark Manning, Non-Escalation De-Escalation and Crisis Management Instructor, EMT-P, CHOP, CHEC II, Emergency Preparedness Coordinator Tamarack Health-Hayward Medical Center

- Identify how to predict and prevent conflict- Non-Escalation
- Understand minimizing challenging behaviors before they become violent- De-Escalation

## Session Three: Workplace Culture and the Impact on Job Success

By Leah Holst, SPHR, Human Resource Management and Leadership Development Instructor, Northwood Technical College

- Explain elements of workplace culture
- Identify Personality Types and Communication Preferences
- List Communication Strategies for one or more personality types

## READY TO REGISTER?

Register online or through your local campus:



### ONLINE

[bit.ly/cmaconference\\_feb2024](https://bit.ly/cmaconference_feb2024)



### PHONE

VISA, MasterCard, Discover  
715.788.7133



### MAIL

Send registration & payment  
to your local campus

### Ashland

2100 Beaser Ave.  
Ashland, WI  
54806

### New Richmond

1019 S Knowles Ave.  
New Richmond, WI  
54017

### Rice Lake

1900 College Dr.  
Rice Lake, WI  
54868

### Superior

600 N 21st St.  
Superior, WI  
54880

Interested in registering a team or group? Please contact [melissa.buxton@NorthwoodTech.edu](mailto:melissa.buxton@NorthwoodTech.edu) for details.

For more information, visit: [bit.ly/cmaconference\\_feb2024](https://bit.ly/cmaconference_feb2024)



# REGISTRATION FORM

for Continuing Education (non-credit) Courses

LOCATION

Last Name	First Name	M.I.	Former Last Name (if applicable)	Date of Birth <input type="checkbox"/>
Employer				Age 62+?

Northwood Tech Student ID No. \_\_\_\_\_ Social Security No. \_\_\_\_\_  I've taken classes at Northwood Tech in the past.

\*Why do we ask for SSN? [NorthwoodTech.edu/SSN](http://NorthwoodTech.edu/SSN)

Email address (required for college alerts and important communication) \_\_\_\_\_ Home phone \_\_\_\_\_ Cell phone \_\_\_\_\_

Home address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Township  Village  City  County School District where you live \_\_\_\_\_ Last High school attended \_\_\_\_\_

Highest grade COMPLETED (K-12): \_\_\_\_\_

Resident of (check one): \_\_\_\_\_

Gender:  Male  Female Ethnicity: Hispanic/Latino origin?  Yes  No

Race (check all that apply):  American Indian/ Alaska Native  Asian  Black/African American  Native Hawaiian/Other Pacific Islander  White

Highest Credential Earned:

<input type="checkbox"/> 01 = No Credential	<input type="checkbox"/> 05 = Some college credit	<input type="checkbox"/> 08 = 2yr Diploma	<input type="checkbox"/> 11 = Baccalaureate
<input type="checkbox"/> 02 = GED	<input type="checkbox"/> 06 = Short-term diploma or certificate	<input type="checkbox"/> 09 = Associate Degree	<input type="checkbox"/> 12 = More than Baccalaureate
<input type="checkbox"/> 03 = HSED	<input type="checkbox"/> 07 = 1yr Diploma	<input type="checkbox"/> 10 = Associate Degree Plus Additional Credential	<input type="checkbox"/> 99 = Student Declined/Unknown
<input type="checkbox"/> 04 = High School Diploma			

\*It is your responsibility to contact Northwood Tech to officially drop a class. If you decide to drop, you should do so immediately as a single day can affect your refund amount. A full refund will be given if you notify Northwood Tech prior to the first scheduled class meeting.

**OFFICE USE ONLY**

Term: \_\_\_\_\_

38.14 Contract # \_\_\_\_\_

Employer # \_\_\_\_\_

Course Fees \$ \_\_\_\_\_

Senior Fee \$ \_\_\_\_\_

Other \_\_\_\_\_

Received By/Ext. \_\_\_\_\_

Date/Time \_\_\_\_\_

CLASS NO.	CATALOG NO.	CLASS TITLE	LOCATION	START DATE	CLASS FEE
25642	47-509-409	CMA CEU Virtual Conference	Online Live	Feb 17	\$30   \$15.38 (62+)
Once registered for a course(s), you have created a liability with Northwood Tech and a promise to pay.				TOTAL	

\*If your business needs to register a group and wants to be billed, please contact [melissa.buxton@NorthwoodTech.edu](mailto:melissa.buxton@NorthwoodTech.edu) for details.

**The following information is required:**

Are you an AAMA member?  Yes  No If no, please list last four digits of SSN : \_\_\_\_\_

If yes, AAMA member ID number (required to award CEU credit) : \_\_\_\_\_

PAYMENT METHOD:  Check or money order payable to Northwood Tech  Cash  Mastercard  Visa  Discover Exp. Date \_\_\_\_\_ Security Code \_\_\_\_\_  
Month/Year

Agency Bill/Sponsored Registration - complete information below; attach required authorization

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Credit Card No. \_\_\_\_\_ Name on Card \_\_\_\_\_ Cardholder Signature \_\_\_\_\_

\*For registration questions, please visit [bit.ly/cmaconference\\_feb2024](http://bit.ly/cmaconference_feb2024) or contact Melissa Buxton at [Melissa.Buxton@NorthwoodTech.edu](mailto:Melissa.Buxton@NorthwoodTech.edu)



Northwood Tech  
1900 College Drive  
Rice Lake, WI 54868

## Certified Medical Assistant Conference

Saturday, February 17, 2024

**REGISTER NOW**

Rehab Services for CMA's: Managing Workplace Culture & Patient Behaviors | Feb 17, 2024

**REGISTER**

Visit the event page:  
[bit.ly/cmaconference\\_feb2024](https://bit.ly/cmaconference_feb2024)



*Scan the QR code to visit the event page.*

