



ASSOCIATION for
HEALTHCARE
ADMINISTRATIVE
PROFESSIONALS

JOIN US!

*We're the Professionals Who
Support Healthcare Leaders*

“I see many opportunities available for professional growth within the AHCAP organization if you choose to take advantage of them.”

If you're an administrative professional supporting a healthcare leader, the **Association for Healthcare Administrative Professionals (AHCAP)** is the only association you need to join!

AHCAP is much more than an association; we are a partnership of professionals, mentors, and friends who take great pride in our contributions to healthcare. We lean on each other for wisdom and on AHCAP for education and professional development.

FOCUS ON HEALTHCARE

AHCAP focuses on just one industry — healthcare. That means an immediate kinship; every association member understands what impacts your work — the rapid pace, the industry lingo, the “I needed it yesterday” requests...

We respond to these needs by providing you, the healthcare administrative professional, with the tailored and specific education and tools you want and need.

1 EDUCATION

- Up to six **FREE** webinars per year – on general administrative topics like office technology, organization and time management, **PLUS** pertinent and timely healthcare-related topics
- An annual conference that is unmatched in relevance and value – time spent investing in your career and networking with peers
- *Notations* quarterly electronic newsletter – with a healthcare focus in every issue
- Tuition discounts with educational institutions to advance your education and keep your skills at their peak



2 PROFESSIONAL DEVELOPMENT, LEADERSHIP & RECOGNITION

Only AHCAP understands your desire to be the very best healthcare administrative professional you can be – and that leadership, growth and recognition are important to you too! That’s why the Association offers several opportunities to continue your education and to showcase your skills:

Earn the **Certified Healthcare Administrative Professional (cHAP)** designation – the only administrative professional certification that also verifies your knowledge of healthcare regulatory and governance topics.

Participate in one or more of AHCAP’s standing committees to be a decision-maker, improve your leadership skills and network.



Become eligible to be nominated for the Award of Distinction, AHCAP’s highest honor, awarded to one member each year for contributions and/or accomplishments that advance the profession of healthcare administrative support.

3 COMMUNICATION & NETWORKING

No one knows better than a healthcare administrative professional that healthcare is an industry where change is constant – and therefore, communication is critical. AHCAP is committed to keeping its members *in the know* through a series of avenues:

- Monthly *News You Need* emails to keep you informed about Association news and benefits
- An online Member Directory to find and connect with other members
- Social media channels, including Facebook and LinkedIn where you can communicate and network with your colleagues in healthcare administration
- An online members-only discussion forum where you can:



POSE A QUESTION:

Can someone help me craft a job description?

— or —

Does anyone have a template for a policy I can use?

ASK FOR ADVICE:

Any recommendations for dealing with a difficult co-worker?

COMMENT ON A TOPIC:

I’m so glad I took the cHAP certification!

4 CAREER ASSISTANCE

- Access to the AHCAP Job Bank – search for jobs and/or post your resume
- Networking with fellow members to find out about new job opportunities



MEMBERSHIP VALUE

VALUE FOR YOU AND YOUR ORGANIZATION

THE BENEFITS YOU WANT AND NEED:	AHCAP PROFESSIONALS	OTHER ADMINISTRATIVE PROFESSIONAL ASSOCIATIONS	VALUE TO AHCAP MEMBERS VS. NON-MEMBERS
An association completely focused on healthcare administrative professionals	✓	No in-depth focus on healthcare	Invaluable
Annual conference featuring administrative topics AND experts in healthcare	✓	Speakers and topics vary	\$100 if you attend conference
Free webinars on administrative topics AND the latest news and trends in healthcare	✓	Typically \$50 – \$100 for other webinar offerings	\$300+ if you attend all webinars
Certified Healthcare Administrative Professional Certification (cHAP) (discounted for members)	✓	No certifications focused on healthcare administrative professionals	\$150 if you apply for certification
Job Bank – FREE to post a listing	✓	Most online job listings exceed \$200	\$200+ if you post one or more job listings
One year free membership after loss of a job	✓	Comparison information not available.	\$195 if you become unemployed
Tuition discounts with educational partners	✓	Comparison information not available.	Hundreds to thousands if you pursue continuing education
Annual Award of Distinction for excellence as a healthcare administrative professional	✓	No recognition focused on healthcare administrative professionals	Invaluable
<i>Notations</i> e-newsletter that includes articles on increasing professional skills AND features on the healthcare industry	✓	No in-depth focus on healthcare	Invaluable
Conference scholarships	✓	Comparison information not available	\$580 if you are selected

LORRIE'S STORY

Lorrie Shreve, cHAP, Executive Administrative Assistant | Lincoln Surgical Hospital, Lincoln, Nebraska

Lorrie Shreve is the perfect example of an AHCAP member who has used her membership benefits to the fullest extent and, consequently, has gotten the maximum value from her investment. After starting out as a receptionist for a window and siding company, Lorrie's career has progressed nicely all the way to her current position as an Executive Administrative Assistant working for the CEO and Governing Board President of a hospital.

She was introduced to the AHCAP organization several years ago and became a member in 2009. When asked why she chose to join AHCAP over the other organizations available for administrative professionals, Lorrie said,

*"First, it is the only organization geared toward **healthcare administrative professionals**. Until I became involved in the healthcare industry, I was of the mindset that one administrative professional is the same as any other; well, let me tell you, I was wrong! While there are many areas of crossover, there are many areas that are vastly different. And second, let's face it, cost dictates everything we do and I felt the AHCAP membership benefits available to me were greater than those of other organizations."*

Lorrie also attended her first AHCAP conference in 2009 and

said she returned from that conference feeling that she had found a good resource for helping further her career. She established a number of goals for herself with regard to her participation in AHCAP and is happy to report that she has accomplished almost all of them.

Gaining as much knowledge as possible, honing her skills and increasing her expertise are top priorities for Lorrie. She knows that in order to perform to the best of her ability, continued education is a must. She feels that her AHCAP membership provides benefits both to her and to her employer by helping develop a well-rounded, knowledgeable and highly capable employee with the expertise to support and strengthen the CEO and Governing Board President.

Lorrie's advice to other healthcare administrative professionals is,

"Be active, get involved with AHCAP and you'll gain professional and personal friendships and more experience than you'll ever know!"

OVER THE PAST FEW YEARS LORRIE:



Has continued to attend the annual conference



Has participated in numerous webinars



Applied for and received a cHAP scholarship



Attained her cHAP certification



Is now serving as a member of the Education committee.

Professional growth is not just about learning new things; it's also about converting the things you've learned into life experiences. Committee service is a great way to do this. Sometimes it can be really hard to try new things for fear of failure; however, the best way to conquer fear is to jump right in."

— Lorrie Shreve, Lincoln Surgical Hospital

GENERAL MEMBERSHIP — \$195 ANNUALLY

For professionals who provide administrative support to executives and senior management in healthcare organizations such as hospitals, healthcare systems, associations, health plans, and any other organization with healthcare as their primary mission. Active members may hold committee and leadership positions.

RETIRED MEMBERSHIP — \$25 ANNUALLY

For professionals who previously held a General Membership but no longer qualify due to retirement from their qualifying position. Retired members may hold committee and leadership positions.

ASSOCIATE MEMBERSHIP — \$325 ANNUALLY

For individuals and companies that support healthcare administrators or provide products or services to the healthcare industry at large. Associate members may be appointed to committees but may not hold leadership positions.

JOIN NOW!

Joining the Association for Healthcare Administrative Professionals is easy!

Simply fill out and mail a completed application to the address listed below, or join online at ahacap.org/join.

AHCAP HEADQUARTERS

328 East Main Street
Louisville, KY 40202
Fax: (502) 589-3602

QUESTIONS?

Email: ahcap@hqtrs.com
Phone: (502) 574-9040
Toll-Free: (888) 320-0808





AHCAP is the only national organization dedicated to administrative professionals who support our nation's leaders in the healthcare industry. Our mission is to develop "leaders supporting leaders" through education, communication, peer networking, service, and advocacy.



ASSOCIATION FOR
HEALTHCARE
ADMINISTRATIVE
PROFESSIONALS

Name _____ Credentials _____

Position/Title _____

Company _____

Business Address _____

City _____ State _____ Zip _____

Work Phone _____ Ext. _____

Email _____

Home Address (optional) _____

City _____ State _____ Zip _____

Email _____

I prefer to have my mail sent to my: Work Home Address

PAYMENT

Enclosed is my annual dues payment in the amount of \$ _____

Check/Money Order
(made payable to AHCAP)

Please charge my: Visa Mastercard American Express Discover

Credit Card # _____ Expiration Date _____

Name as it Appears on Card _____

Signature of Cardholder _____

Mail or fax your completed application and payment to:

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328 East Main Street
Louisville, KY 40202
FAX: (502) 589-3602

QUESTIONS?

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www.ahcap.org



GENERAL MEMBERSHIP – \$195 annually

Reserved for individuals who provide administrative support to executives and senior management in healthcare organizations such as hospitals, healthcare systems, associations, health plans, and any other organizations with healthcare as their primary mission. Active members may hold committee and leadership positions.

ASSOCIATE MEMBERSHIP – \$325 annually

Reserved for individuals and companies that support healthcare administrators or provide products or services to the healthcare industry at large. Associate members may be appointed to committees but may not hold leadership positions.

I would like to make a donation of \$ _____ to the AHCAP Educational Fund. My payment reflects this donation.

\$25 for General Membership and \$75 for Associate Membership is the suggested donation to the AHCAP Educational Fund. The resources in this fund are allocated to educational opportunities for members like you, such as conference scholarships, conference programming, webinars, and tools for professional growth. We hope you will support this important effort.

For General Members, please indicate your area of healthcare expertise (select as many as apply):

- | | | |
|---|---|--|
| <input type="checkbox"/> Joint Commission certification | <input type="checkbox"/> Meeting planning | <input type="checkbox"/> Travel planning |
| <input type="checkbox"/> Board/committee support | <input type="checkbox"/> Finance/budget development | <input type="checkbox"/> Staff training |
| <input type="checkbox"/> Staff recognition programs | <input type="checkbox"/> Purchasing of goods/services | <input type="checkbox"/> Human resources |
| <input type="checkbox"/> Customer service | <input type="checkbox"/> Community involvement | <input type="checkbox"/> Technological support |
| <input type="checkbox"/> Continuous quality improvement | <input type="checkbox"/> Fundraising | <input type="checkbox"/> Physician relations |
| <input type="checkbox"/> State hospital association | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

- I manage a budget of:
- | | | |
|--|--|--|
| <input type="checkbox"/> Up to \$50,000 | <input type="checkbox"/> \$50,000 - \$100,000 | <input type="checkbox"/> \$100,000 - \$250,000 |
| <input type="checkbox"/> \$250,000 - \$500,000 | <input type="checkbox"/> \$500,000 - \$1,000,000 | <input type="checkbox"/> Over \$1,000,000 |

I manage a staff of: _____

Please check the three member benefits that are most valuable to you:

- | | | |
|--|---|---|
| <input type="checkbox"/> Annual conference | <input type="checkbox"/> cHAP certification | <input type="checkbox"/> Communications |
| <input type="checkbox"/> Peer networking | <input type="checkbox"/> Recognition and awards | <input type="checkbox"/> Leadership development |
| <input type="checkbox"/> Industry news and resources | <input type="checkbox"/> Chapters/regional networking | <input type="checkbox"/> Other _____ |

I would like more information on serving on an AHCAP committee.

I would like more information about starting an AHCAP chapter.

I was referred by (member name) _____