

THE PSMA WAVE

The Newsletter of the Pennsylvania Society of Medical Assistants, an
affiliate of the American Society of Medical Assistants

STATE OFFICERS 2021-2022

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PRESIDENTS MESSAGE:

Well, here we are at the beginning of February, wow is time flying. It seems like yesterday that we were making the decision to cancel the Spring Education, 2020. It has been all but two years since Covid came into everyone's life and created chaos through out PA and the rest of the world. We have come a long way since then. Everyone has learned how to adapt and live within this new world. I'm very proud of the Medical Assistants of Pennsylvania. We have pulled together and supported one another through the rough times. We showed up to take care of our patients even though we were scared and uncertain ourselves. Even when called upon we have stepped up to the plate to do things that were not in our regular line of work. All of you should feel pride in what you have accomplished and that you are still showing up to take care of people. You are amazing and strong individuals.

I would like to encourage you to come to our Spring Education and Board of Trustees meeting on March 12th. We will be offering 5 CEUs. Donald Balasa, JD, MBA, AAMA CEO, and Legal Council will be presenting on Robert's Rules. The other two other topics presented will be service dogs and burns. As always breakfast and lunch will be included. The event will be held at the Red Lion Inn Harrisburg/Hershey and we do have a block of rooms for our group, if you would like to come in on Friday and do some shopping at the outlets or just have a girl's weekend. I look forward to seeing everyone and hearing the presentations. You can find the registration in this newsletter, on Facebook and on our web page under events.

The Education Committee is busy planning the State Conference which will be held April 29th through May 1st. We are planning on having 12 CEUs available. One topic will be Unconscious Bias, this is a very eye-opening presentation. The conference will be held at the Wyndham Lancaster Resort and Convention Center. There is also going to be a block of rooms, for those who want to spend the night or the weekend. It is in an area where there is a lot to do. The resort is within walking distance to the Tanger Outlets for those of you who like to shop. There are many other things to see and do. Your registration will include dinner Friday night and all three meals for Saturday. The registration will be out the end of March. Make sure your voice is heard. As a member in good standing, you will be voting on organization leaders and changes in by-laws. However, you must be at the conference to vote.

We will be accepting nominations for officers and committees. If you are interested in becoming more active there is information on some of the positions in this newsletter. You will also find more information on our web page, in the Red Book. We are always looking for people who want to serve the organization. It looks amazing on your resume. It is also a great way to increase your leadership skills. Let us know if you have any questions. Positions will be voted on at our State Conference.

We are currently working on offering a new style t-shirt. My hope is that this will be available at our State Conference and maybe even the Spring Education. Please look for the unveiling coming soon on Facebook. If you have not all ready done so, please join our Facebook page to keep informed with everything that is going on within your organization. This is where the latest information is shared. Share with you co-workers and let them know the things that are available to our members.

In closing we have been very busy planning some really awesome education opportunities. You do not need to be a AAMA member to participate in our education. All Pennsylvania Medical Assistants are welcome at our events and to join our organization. We are back in person and look forward to seeing everyone again. As always stay healthy and continue to be the amazing medical assistants that I know you all are. Hope to see you soon!!

Sincerely,

Kellie Humma, CMA (AAMA) President



CONTRIBUTING AND ARTICLE FOR THE PSMA WAVE

The PSMA Wave is looking for volunteers to submit articles for the newsletter. The articles should be of medical content and informative. Please submit any articles for future publication to the Editor
Diana Rogers, CMA (AAMA) at drogers220@comcast.net

UPCOMING EVENTS

Spring Education and Board Meeting
Saturday, March, 2022

Annual State Conference
Friday, April 29 - May 1, 2022
Windham Lancaster Hotel Resort and
Convention Center
2300 Lincoln Highway
Lancaster, PA

Info posted on the website, Facebook and in
the PSMA Wave.

WEBSITE INFORMATION

American Association of Medical
Assistants
aama-ntl.org

Pennsylvania Society of Medical
Assistants
pasociety-cma.org

**OHIO WORKERS COMPENSATION
MEDICAL SYMPOSIUM**

April 7-8, 2022

Register at:

mhs.digitellinc.com

All speakers will be submitted for approval to the AAMA for CMA (AAMA) continuing education.

This event is free! The agenda, speakers and registration is posted on that site for more information

MOVING OR CHANGING YOUR NAME?

Please contact the AAMA at 800-228-2262 or on the web at aama-ntl.org if you are changing your name or are moving to a new address and update your email address.

*Welcome to the **Northwest Regional Conference 2022***

*This exciting conference is the collaboration between the Oregon Society of Medical Assistants (**OSMA**) and the Washington State Society of Medical Assistants (**WSSMA**). We welcome all participants from the Northwest Region and beyond—Medical Professionals: Active and Retired, Educators and Students.*

We have developed an excellent educational and networking experience for attendees.

We have tried to meld each state's traditions and processes as much as possible, building on our experiences with the 2016 and 2021 Regional Conferences.

We hope you will enjoy yourself and we look forward to working together again in the future to host more regional events.

With everyone's safety in mind, we will follow the local, hosting state, or CDC guidelines, current at the time of the Conference*

**A big THANK YOU to the SPONSORS of the
Northwest Regional Conference 2022!
Without your support, functions such as this, would not be possible.**

*whichever is the most strict

NORTHWEST REGIONAL CONFERENCE

May 12 - 14, 2022 ~Holiday Inn Portland – Columbia Riverfront, Portland, Oregon
(formerly known as Red Lion on the River at Jantzen Beach)

Note: If you have any allergies that would impact your participation in the conference, such as food allergies (including peanuts, tree nuts, or seafood) please provide us with notice of such allergies. While we will use reasonable efforts to accommodate your special needs, we shall not be responsible for any damages, additional cost, or losses to you as a result of any party's – another attendee, the hotel, or conference vendor – failure to accommodate your needs.

Note: We will attempt to accommodate reasonable dietary needs, but the hotel cannot provide for every individual's special diet.

Hotel Information:

Holiday Inn Portland – Columbia Riverfront (formerly Red Lion on the River)

909 North Hayden Island Drive
Portland, OR 97127

Reservations: Guestroom reservations may be made online through this link:

<https://www.ihg.com/holidayinn/hotels/us/en/portland/pdxhv/hoteldetail>

Enter your dates of stay and select group rate. Our group code (MAN) should automatically populate.

If you have any issue booking rooms through the web site, contact Cody Martin, Group Sales Coordinator at CodyMartin@HIColumbiariver.com.

By phone, call (503) 978-4562. Make sure to use the NW Regional MA Conference name, so you will get the Conference Group rate.

Make reservations by April 19, 2022 (or until our room block is full, whichever comes first) in order to get the conference rate:

Room rates: Standard 2 queen beds

\$ 124 for 1 – 2 occupants

\$ 129 for 3 occupants

\$ 134 for 4 occupants

Check in time 3:00 PM; Check out is 11:00 AM

Early Departures: If a guest who has requested a room within our block checks out prior to the guest's reserved checkout date, the hotel will add an early checkout fee of \$50.00 to that guest's individual account. Guests wishing to avoid an early checkout fee should advise the Holiday Inn Portland – Columbia Riverfront at or before check-in of any change to planned length of stay.

Parking is free at the hotel

Conference Registration Information:

Types of Registration:

Package registrations for AAMA members, Non-Members and Students include entrance to all CEU sessions, planned lunches and dinner. (Thursday and Saturday dinners are on your own.)

One day registrations in all categories include entrance to all CEU sessions and lunch for that day.

Educators attending Friday educator sessions must register for a minimum of a one day registration.

Entrance to the WSSMA House of Delegates and reference committees and to OSMA's General Assembly is free to all attendees and is encouraged.

Registration deadlines are clearly stated on the registration form. Please submit early for best rates.

We must have our meal counts in to the hotel ahead of time. On-site/same day registration will not include meals.

Sunday, May 15 is a post conference Board meeting for both states. All members are encouraged to attend.

Questions? Please contact:

Claire Houghton CMA (AAMA)
clairehoughton9@gmail.com

or

Candy Miller CMA (AAMA)
eeyorecandy7@yahoo.com

Please put **CONFERENCE 2022** in the subject line; we will respond as soon as possible.

OSSMA 2022 CONFERENCE

Holiday Inn
7410 South Ave
Boardman, Ohio 44512
330-726-1611

Rooms are \$99/night 1-4 people
**Room reservation must be made by April 5, 2022
to guarantee this pricing. Group Code: OSS or
mention Ohio State Society**

Full registration: Includes all CEU presentation and meal functions

- _____ AAMA member \$180 before April 5, 2022
- _____ AAMA member \$200 after April 5, 2022
- _____ Non-AAMA member \$190 before April 5, 2022
- _____ Non-AAMA member \$210 after April 5, 2022
- _____ Student \$90.00
- _____ OSSMA Past President _____ \$155.00

Single day registration :

- _____ Thursday AAMA member \$15.00
- _____ Thursday Non-AAMA member \$20.00
- _____ Friday AAMA member \$80
- _____ Friday Non-AAMA member \$95
- _____ Friday Student \$40
- _____ Saturday AAMA member \$70
- _____ Saturday Non-AAMA member \$85
- _____ Saturday Student \$40
- _____ Vegetarian food option

Make check payable to OSSMA 2022 Conference Fund
Send registration and money to: Helene Clay, CMA (AAMA)
545 B Wilcox Road
Youngstown, Ohio 45515

Name _____ Credential _____

PRINT

AAMA ID # _____ Student School Name _____

Address: _____

_____ City State ZIP

Email address: _____

TENTATIVE SCHEDULE FOR OSSMA 2022 CONFERENCE

Schedule will be updates as Speakers are confirmed

Thursday	12:30 - 7:00 Registration Opens 1:30 Diane Morlock 2:30 Don Balasa 4:00 Dr Henn 6:00 - 7:00 Credential Desk Open 7:00 Pre Conference Board Meeting Dinner on your own
Friday	7:00 - 5:00 Registration Open 7:00 Breakfast 8:00 HOD First Session 8:00 Speaker 9:00 Linda Saunders 10:15 Reference Committees 10:00-10:15 Break 10:15 Jeff Bogniard 11:15 Kathylynn Feld 12:15 -1:15 Lunch 2:00 HOD Second Session 2:00 Doug Doyle 3:00 Speaker Cassandra 4:00 Speaker TBA 6:30 Installation Dinner
Saturday	7:00 - 11:00 Registration 7:00 Breakfast 8:00-10 Kim Meyers 8:00 -10 Atty Sergey Rummyantsev 10:00-10:15 Break 10:15 Karen Perry 10:15 Judy Kronenberger 11:00-11:15 Break 11:15 Speaker TBA 11:15 Speaker TBA 12:30 - 2:00 Presidents Luncheon/Awards/MaryBuckley/AAMA Rep 2:15 Speaker TBA 2:15 Speaker TBA 4:15 Post Conference Board Meeting

PENNSYLVANIA SOCIETY OF MEDICAL ASSISTANTS PRESENTS

Date: Saturday, MARCH 12, 2022 Time: 730am – 4pm

Topic: **PENNSYLVANIA SOCIETY of MEDICAL ASSISTANTS
SPRING EDUCATION 2022 & Board of Trustees Meeting**

Where: Red Lion Hotel Harrisburg 4751 Lindle Rd. Harrisburg, PA 17111, Rooms are available for \$99/night ask for the PSMA block

Registration/Arrival 7:30-7:55am *** MASKS REQUIRED *** COVID-19 social distancing/ regulations ***

Presenter: 8:00 -930 Burn Care
Speaker: Nathan Rodas- Ellison BSN, RN

9:30 Service Animals
Speaker: Susan Guy COO of Canine Partners for Life

11:00 PSMA BOT Meeting

12:00 Lunch

1-3pm (via Zoom) Roberts Rules of Business
Speaker: Donald Balasa JD, MBA
CEO of the American Association of Medical Assistants

Cost: AAMA Members \$50.00 Non-
members \$65.00

Contact: Kellie Humma, CMA, (AAMA) phone 717-269-9113 or
Gayle Alleman, BSN, GN, CMA, (AAMA) 717-372-0425 email: gayle94@me.com

Only registered participants will receive the continuing education credit.

Please mail this registration and payment to:
Kellie Humma, CMA (AAMA) 192 Scenic Ridge Blvd. Lebanon PA 17042

Checks written to Pennsylvania Society of Medical Assistants.
Registration is due by MARCH 1, 2022. No refunds after this date.

***** Please TYPE your registration form and return to address above with payment *****

Name: _____ AAMA ID Number: _____

NON-MEMBER ORGANIZATION AND ID# _____

Email: _____ Phone _____

Address:

If you are not a member of the AAMA you will receive a certificate by email for CEU credit, to self-submit to your organization.

CEU WILL BE CREDITED TO THE AAMA or sent to your email WITHIN 30 DAYS OF PROGRAM

Plan to attend STATE CONFERENCE APRIL 29- May 1, 202

What Are the Factors Affecting Motivation in an Organization?

Popular discussions of worker-management relations typically focus on motivation, which is the most commonly presumed method of getting employees to do their best every day. Managers seeking to encourage higher levels of performance from their teams must evaluate how the company culture promotes autonomy, flexibility and opportunities for recognition. The role of compensation requires careful attention as well, to avoid creating an environment in which employees care only about their paycheck.

Autonomy

Employees are more likely to feel engaged if they find their work meaningful, and have the freedom to make choices in how it's done, notes CBS Money watch columnist Suzanne Lucas. Allowing some degree of autonomy is more likely to gain positive results than micromanaging every part of your business. Delegating basic day-to-day tasks helps in raising morale, and frees up time that's better spent on strategic planning.

Financial

Bonuses and incentives play an important role in keeping employees motivated, but usually work best as part of a comprehensive program that provides opportunities to grow, according to an article in Entrepreneur magazine in November 2012. A carefully designed rewards program will reinforce behaviors that accomplish the company's goals and objectives, says Edward Deci, a University of Rochester motivational psychologist interviewed by the magazine. On the other hand, companies that promote incentives as ends in themselves may encourage workers to cut ethical corners to achieve them.

Flexibility

Condensed work schedules, flexible workweeks and telecommuting have become popular options for employees looking to balance their professional and personal lives. One measurement of these attitudes stems from the protests that greeted Yahoo's cancellation of its remote work program, which was considered a model approach, as Forbes magazine reported in February 2013. Critics of the move included David Lewin, a management professor at the University of California-Los Angeles. According to Lewin, flexible cultures actually boost productivity by sparing employees an hour or more of commuting time per day.

Recognition

Although the chance to earn higher pay is important, employees also want to feel their employer cares about them personally. That's why any rewards program must provide opportunities to recognize individual effort. As Wisconsin Personnel Partners notes in its publication, Personnel Quarterly, there are many small ways to show appreciation, such as giving little gifts, praising exemplary work, or writing thank-you notes. You can also organize formal events, such as potluck dinners, to recognize specific actions that benefit the company.

Top 10 factors that motivate employees according to survey in 2011.

Recently, a friend showed the results of a survey of employees around the world. When it comes to what motivates staff to give their best at work, the following top 10 motivating factors were identified:

1. Appreciation or recognition for a job well done
2. Being in the know about company matters
3. An understanding attitude from the management
4. Job security
5. Good wages
6. Interesting work
7. Career advancement opportunities
8. Loyalty from management
9. Good working conditions
10. Tactful discipline

It seems that, in Asia, not enough emphasis has been placed in these areas. Some of these factors are self-evident. However, some need elaboration to clarify what employees are really looking for and what business owners and managers can do to make these factors.

Appreciation or recognition for a job well done

Recognition is not only to make employees feel good about their work and accomplishments. That is only a by-product. We recognize and praise because we want to reinforce a particular effort or result that helps the business. The more these specific behaviors are recognized, the more frequently an employee will repeat them.

This is the other side of the coin of why we discipline employees. It's because because we want to discourage specific behaviors that do not add value to the

business.

In Asian cultures, many bosses and managers do not receive recognition or praise in their upbringing, and have perpetuated the myth that appreciation is not an important aspect of job. The typical view is that there's no need to recognize or praise employees for doing the job they're supposed to do well.

That's what the paycheck is for! These bosses have had no positive role models in their work experience that reinforces appreciation, recognition or compliments for a job well done.

But in today's global marketplace, desire for such positive work experience is becoming more and more a reality.

Being in the know about company matters

People want to feel that they are part of something bigger than just their job. It is the difference in coming to work in order to receive a paycheck or coming to work in order to help the organization be successful. Believing in something larger than the job is a key ingredient for employee engagement.

Being in the know in these areas not only helps employees feel informed; the information actually helps them to make the best possible decisions in their daily activities. Often, management would view an employee as making wrong decisions, when the truth is that the employee made the best possible decision based on the information he or she has.

An understanding attitude from the management

This factor filters down through factors 4 to 10. For instance, an understanding attitude should be reflected in the way an employee receives correction and discipline (tactful discipline). The same can be said for displaying loyalty to your employees (loyalty from management). In addition, making work interesting and planning a career path for them would demonstrate that a manager or supervisor has taken into consideration an individual employee's

strengths and talents prior to assigning the work(interesting work, career advancement opportunities, good working conditions).

The true opportunity for every manager or supervisor in this area is actually in everyday conversation and interaction. It is during these times that an employee determines if you truly care and understand. Are you courteous, respectful and enthusiastic enough?

The key lies in how available you are when your staff encounter problems - not just work-related. How you approach work-life balance would determine how understanding an attitude you have towards your employees.

Good wages

As you can see, good wages isn't top but middle on the list. Money is typically not a motivator at all. It becomes a real motivator only if an employee is not making enough money to meet his or her basic needs. If this is the case, the employee will do what is necessary to survive.

Determine a compensation strategy for your organization before it becomes a survival need. Think and communicate in terms of total compensation. Include benefits, time off, bonuses, profit sharing and any other program you have in your organization that relates to compensation. Make certain your people know and understand every aspect of their compensation plan, not just what they take home at the end of the month.

Whenever possible, base compensation on performance, not seniority. Pay people what the position and their performance is worth. Don't wait until they have received a better offer before you are willing to do that. Give them the respect they deserve.

Ultimately, you should aim to provide more than just a paycheck to your employees. If all your business means is a source of a paycheck, any comparable paying job will suffice. Provide them with challenges, opportunities for development and advancement, recognition, prestige, and a place that they can feel proud to work at.

Seven Reasons for Employee Demotivation

As an employer, you have a certain amount of responsibility for the motivation and wellbeing of your workforce. For a team to function to the best of its ability, all members must be fully engaged and fully committed. It's important to recognize that true engagement will mean different things to different people and to understand what really drives an individual's motivation.

It's crucial to really listen and respond to your employees' needs to ensure high levels of engagement throughout your company. Spotting the warning signs of demotivation early and addressing them quickly can help encourage employee contentment and talent retention.

If you fear that one of your employees may be lacking in motivation, here are a few common causes that could be at the root of the issue.

1. Lack of career vision

In the majority of cases, money is merely one part of an employee's motivation. Most people want to have clear career objectives in place to feel that there's progression for them within their organization. Career visioning can be a useful process in setting clear, long-term goals for an employee so that they can proactively work towards projected outcomes.

2. Job insecurity

Following on from the above point, a lack of career vision can give rise to feelings of insecurity. All employees want to feel a sense of security and longevity in their roles and an employer must help facilitate this with regular coaching and objective setting.

3. Feeling under-valued

If an employee feels that their efforts are not being recognized or appreciated, they'll soon begin to lack energy and commitment in their role. It's important to celebrate successes and give credit where credit's due. Try to make sure that achievements are rewarded – even if it's just with a pat on the back.

4. No development opportunities

Regular training and development opportunities can help boost employee motivation and engagement. Most employees will value ongoing learning potential and the sense that they're expanding and improving their skills and knowledge. If a workplace feels stagnant, non-progressive and uninspired – your employees' motivation levels will soon dwindle. Get regular feedback from your team to see where increased training or development opportunities would be best placed and appreciated.

5. Poor leadership

Effective leadership is an essential factor in the motivation of your staff. If strong leadership is lacking or is negatively affecting the outlook of the team – certain employees may start to feel demoralized. Leaders must have a flexible, inclusive approach to managing a team and be able to communicate clearly whilst instilling confidence and focus. If a particular team or individual is lacking motivation in your business, it may be due to a lack of good management.

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lacking motivation in your business, it may be due to a lack of good management.

6. Conflict

Conflict in the workplace is hugely detrimental. Healthy debate is often productive, but it's important to keep an eye out for any workplace intimidation or bullying. Some employees may feel worried to come forward about issues relating to a fellow colleague - which is where an anonymous employee survey may help to reveal any problem areas.

7. Unrealistic workload

It's important to keep a check on the expectations and demands that are being placed upon your employees. If someone feels overburdened by a large, impossible workload – they can soon become disillusioned, stressed and lose motivation. Equally, if an employee has a workload that's too light or not varied enough, they might quickly lose interest.

References:

<http://payyan.com/64/explain-morale-and-the-factors-affecting-the-morale-employee>

<http://www.michaelpage.co.uk/content/18357/seven-reasons-for-employee-demotivation.html>

<http://www.smbworldasia.com/en/content/top-10-factors-motivate-employees>

PSMA Officers

Office	responsibilities	qualifications	
President	Leading the organization (1 year term). Judiciary committee. Member of Board of Trustee. Prepare and host board meetings. Prepare an annual	Be an active, associate, honorary, or life member in good standing. Have served on a committee?	
Past President	Support the president Judiciary committee (3 year term) Member of Board of Trustees (1 year) Prepare an annual report of duties and		After being president , automatically becomes past president
President elect	Executive, Budget, By-Law, and Continue Ed Committee member. (1 year term). Prepare an annual report of duties and	Be an active, associate, honorary, or life member in good standing. Have served on a committee?	
Vice president	VP will step in if President can not fulfill duties. Assist the President By-Laws & Executive Committee member. (1 year term). Prepare an annual	Be an active, associate, honorary, or life member in good standing. Have served on a committee?	
Recording secretary	Record minutes, take attendance, perform roll call. (1 year term). Prepare an annual report of duties and	Be an active, associate, honorary, or life member in good standing. Have served on a committee?	

<p>treasurer</p>	<p>Finances of the organization. Partake in audit. Prepare financial report. Propose budget. Works in conjunction with board of trustees. Individual has to be bonded (paid for by PSMA). (1 year term). Prepare an annual</p>	<p>Be an active, associate, honorary, or life member in good standing. Have served on a committee?</p>	
<p>Speaker of the House</p>	<p>Appoint Reference Committee Members. Prepare an annual report of duties and activities. Part of credential committee.</p>	<p>Be an active, associate, honorary, or life member in good standing. Have served on a committee?</p>	
<p>Vice Speaker of the General Assembly</p>	<p>Assists the House Speaker. Prepare an annual report of duties and activities.</p>	<p>Be an active, associate, honorary, or life member in good standing. Have served on a</p>	

Ways to run for office:

1. People can volunteer to be nominated. People who volunteer to be nominated must submit a letter of intent to Janet Mills via email cert1mayou@aol.com at least 30 days before Spring Board Meeting.
2. People can also be nominated “on the floor” during election.