

CALIFORNIA SOCIETY OF MEDICAL ASSISTANTS
Report of the Third Delegate
AAMA 55th NATIONAL CONFERENCE
Indianapolis, Indiana
September 23, 2011 – September 26, 2011

This third delegate was honored to attend the national conference. The 55th annual conference was held at the Downtown Marriott hotel which is conveniently located next to shopping, dining and entertainment. The city offered beautiful architecture as well as breezy walks in the bustling streets of downtown.

This delegate attended the following events: Trauma to Triumph: Helping Patients Cope and Find Hope CEU session, Pick Me! Pick Me! Becoming the Person that Every Team Wants CEU session, CMA (AAMA) Knowledge Bowl, Hyperbaric Therapy for Autism CEU session, Plan and Prepare: The Keys to Accomplishing Any Goal CEU Session, Dessert Social and Excel Awards Ceremony, the President's Banquet and the House of Delegates.

Trauma to Triumph: Helping Patients Cope and Find Hope: This CEU session not only educated us on how to help patients, but also help us when facing a traumatic event. The speaker spoke on learning how to turn any situation from "why me?" to "what now?". This topic gave great tips on how and when it is helpful to be silent and what to say to comfort patients.

Pick Me! Pick Me! Becoming the Person that Every Team Wants: This CEU session was not-to-be-missed. The speaker referenced Dr John C Maxwell's *The 17 Essential Qualities of a Team Player*. Additionally, the speaker also defined the difference between cooperation and collaboration. This session was an eye opener for this delegate.

CMA (AAMA) Knowledge Bowl: This session was an entertaining way to brush up on this delegate's medical vocabulary.

Hyperbaric Therapy for Autism: This CEU session was informative where it counts. The speaker started the session with dinosaurs and finished with gluten free diet. Although one would think there is no link between the two, the speaker connected the two with great information.

Plan and Prepare: The Keys to Accomplishing Any Goal: This was no ordinary goal setting session. In this session, we learned how to identify our obstacles and how to set realistic goals. This delegate was given the tools on how to get out of her own way in the world of accomplishing goals.

Dessert Social and Excel Awards Ceremony: This event was a fun and casual dessert social to re-connect with our fellow AAMA CMAs. While indulging in desserts, winners of the following categories were announced: Golden Apple, Leadership and Mentoring, Publishing, Website Development, Marketing/Promotion/Recruitment, Membership Retention, Membership Recruitment, Student Membership Recruitment, CMA (AAMA) Certification, and Student Awards. At the end of the ceremony, we had a preview of the next annual conference. The 56th annual conference will be held in Scottsdale, Arizona with a theme of "Denim and Diamonds".

President's Banquet: This event was filled with great food and great laughs. Installation of the incoming president occurred during the banquet.

52 House of Delegates: Executive Director Balasa spoke on *How the CMA (AAMA) Stands Apart*.
53 Executive Director Balasa distinguished the differences between the American Association of
54 Medical Assistants, American Medical Technologists, National Healthcareer Association and
55 National Center for Competency Testing. What stood out for this delegate is the fact that AAMA
56 is the only certifying body that consults with the National Board of Medical Examiners for the
57 Certifying Examination. The AAMA is also the only body that requires a current CPR when
58 members re-certify their credentials.

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60 In conclusion, this delegate had a wonderful time at the conference. This delegate was pleased
61 with the continuing education sessions and the venue of the conference. A lot has been taken
62 with this delegate to apply to the real world. This delegate looks forward to the next annual
63 conference.

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66 Respectfully Submitted,
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68 Betty Thang, CMA (AAMA)
69 Third Delegate