**AAMA NATIONAL CONFERENCE**

**SALT LAKE CITY, UTAH**

**SEPTEMBER 14-17, 2018**

**SECOND DELEGATE REPORT**

This delegate is appreciative of the opportunity to represent our California Society of Medical Assistants at our National Conference this year as second delegate. As a delegate the goals were to determine what was in the best interest for our society before voting for anything that came up and learn more about our AAMA society.

The three delegates and alternate met up at the airport and traveled together to the Hilton at Salt Lake City Center, which served as the center of our conference. The hotel was just a few blocks from a mall with a 100 shops and eateries and Salt Lake Temple Square. We had a little free time on our arrival date and were able to visit/tour Temple Square and learn some of its history. There was a docent that was very knowledgeable, engaging and a pleasure to interact with while visiting Temple Square. The opportunity to attend a rehearsal of the Mormon Tabernacle Choir was eagerly taken advantage of.

This year there were many other attendees from California at the conference, some of which we hadn’t met before this conference. This delegate has attended quite a few National Conferences and doesn’t remember meeting this many medical assistants from California at those attended. Our group invited our old and new friends to join us as much as possible, exchanged names and hope to stay in touch and encourage them to come to our State Meeting and become involved.

There was a phone app again this year, “CrowdCompass AttendeeHub”, that could be downloaded that offered schedules, maps, updates, information on speakers and sessions, and restaurants and stores in the area. The app also offered a photo-scavenger hunt game called “Click”, something new this year. Players snap photos to complete challenges, earn badges and possibly win a prize. This delegate started it a little late and finished at 152nd.  It was fun and a nice ice breaker.

There were many wonderful CE (Continuing Education) sessions and speakers this year, as usual. This delegate was privileged to have the opportunity to attend many of these sessions. Some of my favorites were: Organ and Tissue Donations, Wound Care, Eating Disorders, and Service and Therapy Animals. There was a lot of good and educational information that could be taken back to our workplaces and shared with others.

This delegate was again able to take part in the CMA (AAMA) Knowledge Bowl. Once again it encouraged me to review information that I once upon a time could recall easily but haven’t used in years. This delegate has had the privilege of taking part in this fine endeavor for many years and never fails to be humbled by how much she doesn’t remember. This delegate would encourage anyone attending a National Conference in the future to sign up for the Knowledge Bowl, it’s just a fun time.

The State Leaders Session mixed things up this year. Everyone entering the session was handed a slip of paper with a table assignment at which they were to sit. This seemed to work very well in mixing delegates from different states, as state members have tended to sit with each other in past years. The attendees were given some questions that served as mixers to encourage discussions with their tablemates. Everyone received a handout that gave us the 2018 AAMA Leadership survey results, suggestions for ways to reach out to students, and “Words of Wisdom from Seasoned Members”. There were resources on how to attract and engage young members, how to engage new members, and making members feel they matter. Attendees were given examples

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**Second Delegate Report**

on how to reach out to members and nonmembers and why young members aren’t joining. We need to market our organizations and show the value in being a member. There was discussion of the newly constructed

Facebook Group for AAMA Leaders and the three questions to ask ourselves before posting something on our page: 1) What is the purpose of the post? 2) Are you trying to reach a certain age group with the post? 3)Will this post put your society in a good or bad light?

This delegate was also able to attend the Welcome and Awards Celebration, the HOD delegate/alternate orientation, and the BOT (Board of Trustees) meeting. This year the State of New York needed to be approved to be admitted to the HOD (House of Delegates) as they hadn’t met the filing deadline. This delegate attended the Reference Committees between the HOD sessions to know and better understand the reports, bylaws, and resolutions that would be presented at the next HOD session, ask any questions and offer any input. The proposed bylaw amendments 18-01 and 18-02 were approved, these are being covered in another report. The proposed resolutions 18-01 and 18-02 weren’t approved, these are also covered in another report. The conference ended with the President’s Luncheon in which our President, Susan Ojeda, CMA (AAMA) took part in the Parade of Presidents and Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE was officially installed as the AAMA’s new president.

This delegate was very appreciative of the hard work put in by the Utah State Society to have a successful National Conference. The final count this year was 668 registrants. There is a lot of behind the scenes work as well as the visible sessions, meetings, meals, etc. that we don’t see. Its members were always around and asking if there was anything they could do for us. We met a Utah student, Norma, who hung out with us and was a delight. We encouraged her to keep involved and to maybe move to California.

The North Carolina State Society gave us a preview of next year’s conference to be held in Greensboro, North Carolina. As their state was being impacted by a hurricane during our current conference, many inquired of them and they assured us that Greensboro is inland enough that we don’t need to be concerned about a hurricane impacting the conference next year.

Nancy Lizon, CMA (AAMA)

2018 Second Delegate