



## East Tennessee Healthcare Executives Affiliate

### 2nd Quarter Newsletter

#### Message from the President

ETHEA Members,

ETHEA has had a successful first half of 2015. I would like to thank the board for their hard work and dedication as well as the chapter members for their participation and support.

ETHEA has continued its outreach in both Chattanooga and the Tri-Cities with two completed educational offerings in the Tri-Cities and one completed educational offering in Chattanooga (with another event scheduled for July 15<sup>th</sup>). ETHEA is happy to report excellent attendance at our April Knoxville networking event and is looking forward to another great networking event [this evening](#) at Ruth's Chris Steakhouse in Knoxville.

We hope you completed your ACHE member satisfaction survey in May. As always, the board and I welcome your comments and suggestions. We hope to see you tonight and at our remaining events for the year. We appreciate your continued support and again invite you to join our efforts to make ETHEA the best local chapter of ACHE.

Respectfully,

Michael C. Hatmaker  
2015 ETHEA President

#### ETHEA Recognition

ETHEA has received the **ACHE 2015 Award of Chapter Distinction** for meeting two of the four chapter performance standards during 2014.

***Thank you ETHEA members for your participation and assistance in earning this accolade!***



#### Upcoming Events

##### **Knoxville Networking Event June 25th:**

Please drop-in **between 5:30 pm and 7:30 pm** at **Ruth's Chris Steak House** in Knoxville on Thursday, June 25th. Ruth's Chris is located at 950 Volunteer Landing Lane. Appetizers will be provided. Please RSVP to Monica Petree @ [mpetree@pyapc.com](mailto:mpetree@pyapc.com) if you plan to attend. We hope to see you there!

##### **Knoxville Chapter Meeting July 8th:**

Please join us at our next ETHEA meeting scheduled for **Wednesday, July 8th at 6:00 pm at Calhoun's on the River** in Knoxville. ETHEA will host an education session (approved for 1.5 hours of Face-to-Face credit), the topic for which is **Implementing Strategic Plans for Successful Operations**. Calhoun's on the River is located at 400 Neyland Drive in Knoxville. Free parking is available. We will meet in the banquet space upstairs. ETHEA will provide heavy hors d'oeuvres and beverages. A cash bar is also available.

**Chattanooga Education July 15th:**

Please join ETHEA for an Educational Program in Chattanooga scheduled for **Wednesday, July 15th at 6:00 pm at BlueCross BlueShield Headquarters** in Chattanooga. ETHEA will host an education session (approved for 1.5 hours of Face-to-Face credit), the topic for which is **Physician-Hospital Integration in the 21st Century**. BlueCross BlueShield Headquarters are located at 1 Cameron Hill Circle in Chattanooga. Free parking is available. ETHEA will provide heavy hors d'oeuvres and beverages. **The cost of the program is \$10 per person.** Payment may be made via cash or check.

**Additional Scheduled 2015 Events:**

September 9th Chapter Meeting in Knoxville

November 11th Chapter Meeting in Knoxville

**Chapter Sponsors**

These chapter events are made possible, in part, thanks to the sponsors below:

**Gold Sponsors**



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**Bronze Sponsors**



For information regarding sponsorship benefits, [click here](#).

**FACHE Spotlight**

In this issue we are spotlighting, **Jim Decker, DHA, FACHE**.

**Jim's Background**

James L. ("Jim") Decker is a native of Zachary, Louisiana. He holds Bachelor of Science and Master of Science degrees in Microbiology from Louisiana State University, a Master of Science in Hospital and Health Administration from the University of Alabama at Birmingham, a Master of Business Administration from the University of Tennessee, and a Doctor of Health Administration from the Medical University of South Carolina.

Jim was appointed Chief Executive Officer of MEDIC Regional Blood Center in October, 2006. Prior to joining MEDIC, he served as Senior Vice President of the Baptist Health System of East Tennessee in Knoxville for six years (2001-2006), eleven years as President and CEO of Gateway Health System in Clarksville, TN (1989-2000), five years as CEO of Sumner Regional Medical Center in Gallatin, TN (1984-1989), and five years as Vice President of Fort Sanders Regional Medical Center in Knoxville, TN (1979-1984).

Jim is a FACHE and past ACHE Regent for Tennessee (1994-1999). He was awarded Tennessee ACHE Regent's Award for Senior Level Healthcare Executive in 2009. Jim is a former Board Member of the Tennessee Hospital Association, the

Hospital Alliance of Tennessee, and past President of the Knoxville Area Hospital Council. He currently serves on the Board of Directors of the Senior Citizens Home Assistance Service, Rotary Club of Knoxville, Trinity Health Foundation, America's Blood Centers, and the Community Blood Centers' Exchange.

He and his wife, Michelle, have been married 31 years. She is a Registered Nurse in the Neonatal Intensive Care Unit of East Tennessee Children's Hospital in Knoxville. They have three children: Ben (29), Brittany (27), and Madeline (23).

#### **Jim, how has membership in ACHE and ETHEA benefitted your career?**

"I believe that the two most beneficial aspects of ACHE membership have the continuing education opportunities afforded through the college, as well as the networking with other healthcare colleagues. I have numerous friendships and professional contacts throughout the industry today that I would not have had if it weren't for ACHE."

## **ACHE News**

### **Apply for the Thomas C. Dolan Executive Diversity Program by July 2**

The deadline to apply for the 2016 Thomas C. Dolan Executive Diversity Program is Thursday, July 2.

During this year-long program scholars will benefit from specialized curriculum opportunities addressing barriers in career attainment and developing executive presence, one-on-one interaction with a specially selected mentor and participation in formal leadership education and career assessments. Enhanced self-awareness, critical leadership skills and an expanded network of leaders will help prepare scholars to ascend to C-suite roles in hospitals, health systems and other healthcare organizations.

Visit [ache.org/ExecutiveDiversity](http://ache.org/ExecutiveDiversity) for more information or to apply. Please direct any questions about the Thomas C. Dolan Executive Diversity Program to Terra L. Levin, FACHE, CAE, regional director, at [tlevin@ache.org](mailto:tlevin@ache.org) or (312) 424-9329.

The Foundation of ACHE's Fund for Innovation in Healthcare Leadership is accepting donations to the Thomas C. Dolan Executive Diversity Program. Gifts—no matter the amount—will help shape the future of healthcare leadership. Visit [ache.org/Innovation](http://ache.org/Innovation) to make a donation.

### **New Video Details ACHE's Strategic Plan**

A video revealed during ACHE's annual Congress on Healthcare Leadership detailed ACHE's 2015–2017 strategic plan. The organization adopted the plan to ensure its ongoing value in today's rapidly changing healthcare environment. Based on input from members, chapter leaders and Regents, the ACHE Board of Governors created the plan to direct the organization's focus during the next three to five years.

Watch the [highlight video](#) and read more about [ACHE's 2015–2017 Strategic Plan](#).

### **Apply for Fellow Now Through June 30 and Save \$200 on Exam Fee**

ACHE is pleased to once again offer the Board of Governors Exam fee waiver promotion to ACHE Members who apply for the FACHE credential between March 1 and June 30. Members must submit their completed Fellow application and \$250 application fee during the promotion period. Pending application approval, ACHE will waive the \$200 Board of Governors Exam fee. All follow-up materials (i.e., references) must be submitted by Aug. 31 to receive the waiver. For more information on the promotion, go to [ache.org/FACHE](http://ache.org/FACHE).

### **Exam Online Community Offers a Complimentary Interactive Learning Platform**

Members preparing for the Board of Governors Examination can access the Exam Online Community as a complimentary and supplementary resource that can boost their confidence and help them succeed. The online community is an interactive platform to learn and glean study tips from other Members taking the Exam. Plus, there is the opportunity to discuss Exam topics with experts for a higher level of understanding and the option to participate in study groups. Interested Members can join the Exam Online Community at [bogcommunity.ache.org](http://bogcommunity.ache.org).

### **ACHE Launches New Social Media Accounts**

ACHE has expanded its social media presence once again by relaunching its Facebook and Twitter pages. We will now share news about healthcare management and insight from our organization year-round, in addition to news related to the annual Congress on Healthcare Leadership. ACHE will post on topics relevant to healthcare leaders and share the organization's content and resources for members and events happening within ACHE.

Join ACHE's more than 4,000 fans on Facebook by "liking" the [American College of Healthcare Executives page](#).

You can also follow ACHE on Twitter at our recently relaunched account, [@ACHEConnect](#).

### **Healthcare Consultants and Physician Executives Forum Education Programs**

The [Physician Executives Forum](#) and [Healthcare Consultants Forum](#) provides added value to physician executive and healthcare consultant members via tailored resources to meet these groups' unique professional development needs. A one-day education program is a cornerstone benefit of both Forums that offers an affordable learning and networking opportunity. Dates and location for these programs are as follows:

Healthcare Consultants Forum Education Program

Sept. 11, 2015

Hyatt Regency O'Hare

Rosemont, Ill.

More details available at [ache.org/HCPProgram](http://ache.org/HCPProgram)

Physician Executives Forum Education Program

Oct. 10, 2015

Hyatt Regency Washington on Capitol Hill

Washington, D.C.

More details available at [ache.org/PEProgram](http://ache.org/PEProgram)

### **Tuition Waiver Assistance Program**

To reduce the barriers to ACHE educational programming for Members experiencing economic hardship, ACHE has established the Tuition Waiver Assistance Program.

ACHE makes available a limited number of tuition waivers to Members and Fellows whose organizations lack the resources to fund their tuition for education programs. Those in career transition are also encouraged to apply. Tuition waivers are based on financial need and are available for the following ACHE education programs:

- Congress on Healthcare Leadership

- Cluster Seminars
- Self-Study Programs
- Online Education Programs
- Online Tutorial (Board of Governors Exam preparation)
- ACHE Board of Governors Exam Review Course

All requests are due no less than eight weeks before the program date, except for ACHE self-study courses; see quarterly application deadlines on the FAQ page of the tuition waiver application. Incomplete applications and those received after the deadline will not be considered. Recipients will be notified of the waiver review panel's decision no less than six weeks before the program date. For ACHE self-study courses, applicants will be notified three weeks after the quarterly application deadline.

If you have questions about the program, please contact Teri Somrak, associate director, Division of Professional Development, at (312) 424-9354 or [tsomrak@ache.org](mailto:tsomrak@ache.org). For more information, visit [ache.org/Tuitionwaiver](http://ache.org/Tuitionwaiver).

### **2015 Fund for Innovation in Healthcare Leadership Education Programs**

The 2015 ethics program, "An Ethical-Basis Move from Volume to Value," will be led by William Nelson, PhD, HFACHE, associate professor of community and family medicine, The Dartmouth Institute for Health Policy and Clinical Practice and the Department of Psychiatry at the Geisel School of Medicine at Dartmouth. Offered in conjunction with ACHE's New York City Cluster on Aug. 7, this half-day session will explore effective, intentional and practical ways for healthcare leaders to strengthen their organization's focus on making the best decision when moving from volume- to value-based care. A select panel of healthcare leaders including Theresa Edwards, FACHE, president, Sentara Leigh Hospital, Norfolk, Va.; Nicholas Wolter, MD, CEO, Billings (Mont.) Clinic; Deborah Zastocki, DNP, FACHE, president, Chilton Medical Center, Pompton Plains, N.J.; will react to Nelson's remarks and share experiences and lessons learned during changes within their organizations. Full details are available at [ache.org/Ethics](http://ache.org/Ethics).

The 2015 innovations program, "Thriving in Today's Healthcare Marketplace: Preparing for Tomorrow's Payer and Purchaser Expectations," will be led by Andrew S. Cohen, senior vice president Kaufman, Hall & Associates, LLC. Cohen will share examples of new business models in today's healthcare environment. A panel of healthcare leaders also will share their new models, challenges and various considerations they have made during transitions. This half-day program will be offered on Sept. 11 at the Hyatt Regency O'Hare in Rosemont, Ill. Full details will soon be available at [ache.org/Innovation](http://ache.org/Innovation).

Both programs qualify for ACHE Face-to-Face Education credits.

These programs are funded in part by ACHE's Fund for Innovation in Healthcare Leadership. Your contribution matters. For more information on the Fund for Innovation in Healthcare Leadership, and to donate today, visit [ache.org/Innovation](http://ache.org/Innovation).

### **Articles of Interest**

#### **Employee Engagement During Conference Calls**

Conference calls are commonplace in many organizations across the world. However, they aren't always popular among employees, who may sometimes work on other tasks instead of focusing on the conversation at hand. Below are guidelines to maximize time and productivity in setting up a call.

#### **Allow for Limited Involvement**

Be selective about those you invite—not every team member needs to be part of the call. Also, allow employees to leave the call early if they have pressing deadlines or are not needed for the remainder of the call.

### Make Use of Video

Video calls can be more engaging than those held by phone. The ability to hold eye contact is a strong way to engage others. Participants can view each other's reactions and body language and then respond accordingly. And with video, you will be able to monitor everything that is going on.

### Train Employees in Technology

Whether you're meeting via a video or phone conference, you need to make sure both you and your employees understand the technology being used so that they feel as comfortable in participating as possible. Doing so will eliminate disengagement and boredom caused by confusion and frustration.

### Limit Telecommunication

Although setting up conference and video calls is simple and effective, it also is imperative to meet face to face with your employees. Limit these calls to issues that need the whole team's input and those where a final decision can arise by the end of the call.

—Adapted from *Communication Solutions* April 2015 newsletter, [www.communicationbriefings.com](http://www.communicationbriefings.com)

### 12 Things Successful Leaders Never Tolerate

Tolerance, for the most part, is an excellent trait. Accepting difference enriches both lives and organizations. However, there are some aspects of life that should never be tolerated, most importantly because they can tear down your success. Start by making the below list intolerable both for you and those around you.

1. **Dishonesty.** Living honestly brings peace to you and others. Dishonesty places a false reality on your life and is an easy way to bring down success.
2. **Boredom.** It tends to be the case that successful people are usually exploring something new. Life is too short to be inactive and remain in your comfort zone. Get out there and do something you've never done before.
3. **Mediocrity.** Settling for less is a huge temptation, and one that is easy to take. What makes people stand out is their willingness to strive for more and make tough decisions that can lead to a life of greatness.
4. **Negativity.** Every negative thought you have keeps you from being your best. If you hear yourself complaining either out loud or to yourself, find a way to shut it down and bring out the best in any situation.
5. **Toxicity.** Whether at work or at home, a toxic environment can leave you feeling ill. If something doesn't feel right, makes you tired or fills you with dread, either cut it loose or brainstorm ways to improve upon the situation.
6. **Disorganization.** Clutter and disorder cause stress and affects your emotional and mental well-being. Get rid of what you don't need and keep everything else where it belongs. Come up with an organizational system that works for you and stick to it.
7. **Unhealthiness.** Unhealthy food, relationships, habit—unhealthy anything—affects every aspect of your life. Remind yourself you deserve better and then give yourself better. Consciously make the decision that is healthiest for you.
8. **Regret.** Regrets are a fact of life, but dwelling on them will only bring you down. Find peace with yourself that whatever happens happens. Learn from it, right whatever you can—and then leave it behind.
9. **Disrespect.** Relationships are vital for success and respect is vital for relationships. Disrespect, no matter the form or who it may be directed toward, is one of the most destructive forces you can harbor. While cliché, it's important to think of the Golden Rule: Treat others how you would want to be treated.
10. **Distrust.** This can be bred through a succession of tiny compromises over time, so be mindful. Focus on growing your own integrity and surround yourself with others who do the same.
11. **Anger.** Anger is something none of us can avoid, and used positively, it can motivate you to action. But holding onto it is paralyzing and accomplishes nothing. Learn to direct anger toward problems, not people, and then work to get over the thing that made you angry in the first place.
12. **Control.** There are some things you will never be able to control. Focus your energy on what you can and learn to let go of the rest.

—Adapted from “12 Things That Successful Leaders Never Tolerate,” by Lolly Daskal [www.inc.com](http://www.inc.com)

Questions or concerns? ETHEA would love to hear from you. Please visit our website at: <http://ethea.ache.org/>. There you will find contact information for the ETHEA board.

As always, we appreciate your membership and participation.

Click [here](#) to unsubscribe.

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