



East Tennessee Healthcare Executives Affiliate

3rd Quarter Newsletter

Message from the President

ETHEA Members,

I just want to say thank you to the individuals that completed our satisfaction survey. Once again, our board has provided excellent service to our East Tennessee Region. Our board will review the Strategic Plan in late October and are looking forward to another great year in 2016. If you have any suggestions or recommendations for topics, board members, or fundraisers for 2016, please let myself or one of your board members know. We will try to incorporate your feedback into our goals for next year. I hope to see you at the next educational programs in October and November. During those meetings we will be recognizing a few of our distinguished members for their commitment to ACHE. It has been an honor to serve this chapter and I look forward to the remainder of the year. I appreciate your confidence and willingness to lead healthcare management in our region.

Respectfully,

Michael C. Hatmaker
2015 ETHEA President

Upcoming Events

Tri-Cities Education October 8th:

Please join ETHEA for an Educational Program in the Tri-Cities scheduled for **Thursday, October 8th at 6:00 pm** in the board room (on the 3rd floor) at the **Bank of Tennessee** in Johnson City. ETHEA will host an education session (approved for 1.5 hours of Face-to-Face credit), the topic for which is **The Future of Healthcare Financing**. The Bank of Tennessee is located at 100 Med Tech Parkway in Johnson City. 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.

Chattanooga Education October 14th:

Please join ETHEA for an Educational Program in Chattanooga scheduled for **Wednesday, October 14th at 6:00 pm** in the meeting room (on the ground floor) at **Parkridge Medical Center** in Chattanooga. ETHEA will host an education session (approved for 1.5 hours of Face-to-Face credit), the topic for which is **The Path to EHR Implementation: Strategies for Success**. Parkridge Medical Center is located at 2205 McCallie Avenue 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:

November 11th Chapter Meeting in Knoxville

Chapter Sponsors

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

Gold Sponsors



Silver Sponsors**Bronze Sponsors**

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

FACHE Spotlight

In this issue we are spotlighting, **Joseph M. Winick, FACHE**.

Joe's Background

Joseph M. ("Joe") Winick holds a Post Master's Certificate in Business Intelligence and Advance Analytics from Villanova University and a Master's degree in Hospital Administration from The George Washington University. Joe earned his undergraduate degree from the University of Florida.

Joe joined Erlanger Health System in late 2005 as the Senior Vice President, Planning and Business Development. In his capacity, Joe works collaboratively with the medical staff, executive team, and Centers of Excellence leaders to plan for the future, while also insuring that services provided are responsive to the needs of those served. Joe is the liaison to the Board Planning Committee and is involved in developing the master plan for Erlanger's facilities, major capital initiatives and various regulatory filings related to services provided. He also prepares Erlanger's annual utilization forecast, while monitoring markets where Erlanger services are provided. Joe is also responsible for two FQHC's located in Chattanooga. Joe seeks to lead, while keeping Erlanger on the leading edge of innovation in health care delivery.

Before his tenure with Erlanger, Joe was the Corporate Director of Planning and Business Development with Albert Einstein Healthcare Network in Philadelphia, Pennsylvania, and Director of Marketing and Business Development at Vanguard Health Care in Owensboro, Kentucky. He also served as Director of Development at the Mediplex Group, Inc. in Wellesley, Massachusetts, and Assistant Vice President of Planning and Development at American Healthcare Management, Inc., Dallas, Texas. Joe is also responsible for two FQHC's located in Chattanooga. Joe seeks to lead, while keeping Erlanger on the leading edge of innovation in health care delivery.

Joe serves on various professional and community boards including Cyberknife of Chattanooga, LLC, Ronald McDonald House, Choose Chattanooga and East Tennessee Healthcare Executives Affiliation. Joe has earned a number of accolades including being named as the top senior health care executive with the Regent's Award in Tennessee in 2014.

Joe, how has membership in ACHE and ETHEA benefited your career?

"ACHE and ETHEA have both provided tremendous networking and learning opportunities for me. Since joining ACHE as a student at GW, the College has helped me develop as a professional, while stimulating my interest in life-long learning. I have had fun working with other members to evolve an ACHE presence in Chattanooga with the establishment of the LPC. Giving back to the profession and to the community is personally and professionally rewarding... a key lesson learned through my membership in the College."

ACHE News**Join the Rainbow Healthcare Leaders Association**

The Rainbow Healthcare Leaders Association is a national organization whose mission to enhance the representation of lesbian, gay, bisexual and transgender healthcare executives and to promote high-quality care for LGBT individuals and their families. RHLA is committed to focusing on disparities in care and preparing the next generation of LGBT healthcare executives. RHLA and ACHE have a shared interest in fostering the development of diverse healthcare leadership.

Join RHLA now and you will have access to the RHLA Mentorship Program and RHLA Forums, both of which will enable you to connect with other members in a meaningful and confidential environment. Members can share and receive

feedback on business and personal issues as they navigate their careers in healthcare. For more information about RHLA membership or any of its programs, visit rhla.org.

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 interactive platform gives Members the opportunity to learn and glean study tips from others taking the Exam. It also provides an opportunity to discuss Exam topics with experts for better understanding and the option to participate in study groups. Join the Exam Online Community at bogcommunity.ache.org.

Postgraduate Fellowship Area of ache.org Provides a Vital Resource to Healthcare Organizations and Entrants

Postgraduate fellowships are essential to attract and develop highly qualified healthcare management professionals. ACHE offers robust online resources regarding postgraduate fellowships at ache.org/PostGrad. The materials are for those seeking to develop a postgraduate fellowship, organizations that want to find the best candidate and new healthcare management entrants looking for a fellowship opportunity. The site includes the Directory of Fellowships in Health Services Administration in which organizations post their fellowship offerings and for students to find opportunities they want to pursue. Additionally, there are resources for organizations seeking to start a fellowship—these include sample manuals, templates and checklists.

Save the Date: Physician Executives Forum Programs

The Physician Executives Forum launched two years ago to provide added value to physician executive via tailored resources to meet these groups' unique professional development needs. A one-day education program is a cornerstone benefit of the Forum that offers an affordable learning and networking opportunity. Date and location for the program is as follows:

Physician Executives Forum Education Program

Oct. 10, 2015

Hyatt Regency Washington on Capitol Hill

More details available at ache.org/PEForum

If you have questions about this Forum program or Forum membership, please contact Erika Joyce, CAE, assistant director, Division of Member Services, at (312) 424-9373 or ejoyce@ache.org.

Tuition Waiver Assistance Program

To reduce the barriers to ACHE educational programming, 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 through the Tuition Waiver Assistance Program. Members and Fellows in career transition also are 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 applications received after the deadline will not be considered. Recipients will be notified of the waiver review panel's decision not 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. For more information, visit ache.org/Tuitionwaiver.

Take Charge of Your Career

Kenneth R. White, PhD, RN, FACHE, and J. Stephen Lindsey, FACHE, share teaching tips and a sample syllabus and course schedule in their Health Administration Press Book *Take Charge of Your Healthcare Management Career: 50 Lessons That Drive Success*. In the book, you will find 50 lessons that will help students navigate the bridge to a successful career in healthcare management and help them obtain success and professional development regardless of their position. Each lesson describes traits, behaviors and skills needed to maximize strengths, master career success and achieve the perfect career fit for them. Find an excerpt [here](#). This book will be of particular interest to recent master's programs graduates and early careerists.

Articles of Interest

Checking In With Employees

Communicating and checking in on employees on a regular basis is important for a successful workflow. One-on-one meetings are a great way to consistently discuss duties, deadlines and questions and to keep in touch. The below will ensure the meetings are productive and necessary communication is shared in an effective manner.

Stick to a Specific Time

Consistency is key to beneficial communication. Connect with the employee regarding the day and time that would work best for both of you to meet on a weekly basis, and create meeting reminders for the discussion that extend far in advance. This ensures you will both be on the same page and that the meeting won't be easily forgotten. Additionally, don't cancel a check-in meeting at the last minute. There are exceptions, but sticking to a schedule shows your employee you value their time and creates a pattern that is easy to adhere to.

Create a Safe Space

Although constructive criticism on projects and management of workload is helpful for success, being respectful in delivering this feedback is a must. Employees should not be punished for speaking their mind. Make sure to answer their questions with respect, and try sharing something they've excelled in that week while offering suggestions for improvement in other areas. Such a gesture can boost morale and build trust. Creating a trusting environment will strengthen the bond between you and your employee.

Value Honesty

When chatting with an employee, strive to answer his or her questions as honestly as possible. If you can't share something, explain why. And if you don't have an answer, admit it and try to find out after the meeting.

Coach Employees

Instead of telling employees what to do, collaborate with them to help them find their own solutions and answers. This will help build their own confidence and their trust in you. Help them develop their skills so they feel empowered and engaged instead of dependent on you for advice.

Ask for Feedback

One-on-one discussions should not solely be a question-and-answer sessions. Engage in a real dialog and ask employees what they desire from you and how you can help to manage them in a stronger way. They'll welcome and appreciate the opportunity to give you their thoughts on your performance and other matters.

End on a Positive Note

At the end of each meeting, share at least one way in which the employee excelled that week. Thank the employee for his or her questions and the discussion itself, and express confidence in his or her abilities. Workers will feel better about meeting with you if you close on a high note.

—Adapted from *Communication Solutions* May 2015newsletter,
www.communicationbriefings.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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