



East Tennessee Healthcare Executives Affiliate

2016 2nd Quarter Newsletter

Message from the President

ETHEA Members,

Thank you to everyone who has attended our events in the first half of 2016. We were particularly honored to have had Ed Lamb, ACHE Chairman, and Kevin Spiegel, Tennessee Regent, attend our May 4th "mini-cluster" event. We had great feedback on the "mini-cluster" format and we look forward to offering new and different educational opportunities in the future.

I hope everyone is having a great start to their summer and that you will be able to enjoy all of the outdoor activities that East Tennessee has to offer. Or stay comfortable indoors with the air conditioning turned up since it looks like we are on pace to have another hot summer. All of our upcoming third quarter ETHEA events will be climate controlled and we hope you will make plans to join us. We are pleased to have upcoming meetings scheduled in Knoxville, Chattanooga and the Tri-Cities to help our members obtain their face to face credit hours wherever they may live in East Tennessee.

Thank you for your continued support and we look forward to seeing you at one of our upcoming events.

Respectfully,

Matt Stuart
2016 ETHEA President

Check out our NEW Website!!!

We are proud to announce the launch of our newly redesigned website. Technology continues to develop and with this redesign we will be able to take advantage of the most current tools to make our advocacy most effective and carry our message forward. Be sure to check out our new Events, Sponsors and Job Board tabs.

<http://ethea.achechapter.org/>

Upcoming Events

Knoxville Education July 13th:

Please join ETHEA and the TNHFMA for a Joint Educational Program in Knoxville scheduled for **Wednesday July 13 at 6:00 pm** at Calhoun's in the River. ETHEA and TNHFMA will host an education session (approved for 1.5 hours of Face-to-Face credit),

the topic for which is **Managing Morale - Effective Management Techniques to Retain Your Staff**. Calhoun on the River is located at 400 Neyland Drive in Knoxville. Free parking is available. ETHEA will provide heavy hors d'oeuvres and beverages. The cost of the program is \$10 per person for members and \$15 per person for non-members. Payment may be made via cash or check. Register or Pay online. <http://www.eventbrite.com/e/joint-etheatnhfma-chapter-meeting-on-july-13th-in-knoxville-tickets-25824031373>

Other 2016 Educational Opportunities:

- Aug. 18 (Tri-Cities)
- Sept. 14 (Knoxville)
- Nov. 9 (Knoxville)

Chapter Sponsors

Sponsors

2016 ETHEA Sponsors

[\(ETHEA Sponsorship Opportunities\)](#)

Platinum Sponsors:



Gold Sponsors:



Silver Sponsors:



Bronze Sponsors:



ACHE News

Apply for the Thomas C. Dolan Executive Diversity Program by July 8.

The deadline to apply for the 2016 Thomas C. Dolan Executive Diversity Program is Friday, July 8.

During this year-long program, EDP scholars will receive specialized curriculum opportunities that address successful navigation of potential career challenges and enhance executive presence.

Each scholar also will benefit from one-on-one interactions with a specially selected mentor and participation in formal leadership education and career assessments. The EDP will empower participants with enhanced self-awareness, critical leadership skills and an expanded network of leaders to help prepare the EDP scholars for their ascension to C-suite roles in hospitals, health systems and other healthcare organizations.

Visit ache.org/ExecutiveDiversity for more information or to apply. Please direct any questions about the Thomas C. Dolan Executive Diversity Program to Cie Armstead, director, diversity and inclusion, at carmstead@ache.org (312) 424-9306.

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 to make a donation.

Official Notice for the 2016–2017 Council of Regents Elections

The 2016–2017 election process has begun to select new Regents who will serve on the American College of Healthcare Executives Council of Regents—the legislative body that represents ACHE's members. Service is a unique opportunity to exercise your leadership ability, share innovative ideas and act on behalf of other ACHE members.

All Fellows who wish to run must submit either a letter of intent to ACHE via certified mail postmarked no later than Aug. 26, 2016, or an electronic letter of intent to elections@ache.org.

When submitting the letter, [please use this form](#) and return it to the attention of Caitlin E. Stine, Regent Elections Coordinator, Division of Regional Services, American College of Healthcare Executives, 1 N. Franklin St., Ste. 1700, Chicago, IL 60606-3529. If you submit your letter electronically, and you haven't received confirmation that it was acknowledged by Sept. 2, 2016, please contact Caitlin Stine at (312) 424-9324 or cstine@ache.org.

Members are assigned to a Regent jurisdiction based on their address. Fellows who are uncertain about their jurisdiction or would like additional information about Regent responsibilities should contact Caitlin Stine. Elections will be held in the following jurisdictions:

Arizona

California—Southern

Canada

Florida—Northern & Western
Illinois—Central & Southern
Illinois-Metropolitan Chicago
Maryland
Michigan & Northwest Ohio
Minnesota
Missouri
Montana
Navy
Nebraska & Western Iowa
Nevada
New Jersey—Northern
New York—Northern & Western
North Carolina
North Dakota
Ohio
Pennsylvania
Pennsylvania—Southeast & Southern New Jersey
South Carolina
Tennessee
Texas—Southeast
Vermont
Virginia—Central
Washington
Wyoming

New Regents each will serve a three-year term on the Council of Regents beginning at the close of the 2017 Council of Regents meeting during ACHE's annual Congress on Healthcare Leadership.

May 31 Deadline Approaching for Board of Governors Exam Fee Waiver

ACHE is pleased to offer the Board of Governors exam fee waiver promotion to eligible ACHE Members. This year, the campaign has a new promotion period (Feb. 1 through May 31, 2016) that will allow Fellow applicants more time to meet all requirements by the end of 2016 and attend the Convocation Ceremony at the 2017 Congress. Members must submit their completed Fellow application, along with the \$250 application fee, by May 31. Pending application approval, ACHE will waive the \$200 Board of Governors exam fee. For more information on the promotion, visit 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—a complimentary and supplementary resource to boost confidence and increase success. The online community is an interactive platform to learn and glean study tips from other Members taking the Exam. There also 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.

Tuition Waiver Assistance Program

To increase the availability of 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 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 at least 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 for complete information. Incomplete applications and those received after the deadline will not be considered. Recipients will be notified of the waiver review panel's decision at least 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.

2016 Fund for Innovation in Healthcare Leadership Education Programs

The 2016 innovation program, "Enhancing the Patient Experience Through Healthcare Innovation," will be led by Jason A. Wolf, PhD, president, The Beryl Institute, Nashville, Tenn. Offered in conjunction with ACHE's [New York Cluster](#) on Aug. 5, this half-day session will explore the critical ideas underlying patient experience success from a focus on leadership, culture and people, to the unique ways in which processes are being redesigned, technologies are being implemented and staff are being engaged. Full details are available [here](#).

The 2016 ethics program, "Building a Sustainable, Culturally Competent and Equitable Healthcare Organization," will be led by Aswita Tan-McGrory, deputy director, Massachusetts General Hospital, Boston. You also will hear from a panel of healthcare leaders who have faced ethical challenges and learned from the decisions they made within their organizations. This half-day program will be offered in conjunction with the [Atlanta Cluster](#) on Nov. 11. Full details will be available soon at 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](https://www.ache.org/Innovation).

ACHE Member Communities Launched to Enhance Representation of Asian and LGBT Healthcare Leaders

In support of ACHE's longstanding commitment to advance diversity and inclusion, two new member communities were recently launched to increase and enhance representation of Asian and LGBT healthcare leaders—the Asian Healthcare Leaders Forum and the LGBT Healthcare Leaders Forum.

The mission of the AHLF is to increase the representation—through leadership and professional development—of Asian-Americans in healthcare executive management, policy and administration. The Forum addresses this mission through targeted benefits designed to provide opportunities for personal and professional growth to AHLF members in various healthcare settings and at all career stages. Benefits include an online newsletter and a special education session at the annual Congress on Healthcare Leadership. More detail and online application are available at [ache.org/AHLForum](https://www.ache.org/AHLForum).

The mission of the LGBT Forum is to enhance representation of lesbian, gay, bisexual and transgender healthcare executives and to promote high-quality care for LGBT individuals and their families. Value-added benefits address the specific education, networking and career development needs of LGBT healthcare leaders and include a dedicated LinkedIn Group and online newsletter. More detail and online application are available at [ache.org/LGBTForum](https://www.ache.org/LGBTForum).

The core requirement for both communities is current ACHE membership (Member, Fellow, Faculty and International Associate statuses only). The annual dues fee for each Forum is \$100, in addition to regular ACHE dues.

Healthcare Consultants and Physician Executives Forum Education Programs

The Physician Executives Forum and Healthcare Consultants Forum provide 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, 2016

Westin O'Hare

Chicago, Ill.

More details available at ache.org/HCTProgram

Physician Executives Forum Education Program

Oct. 8, 2016

Westin O'Hare

Chicago, Ill.

More details available at ache.org/PEProgram

Watch the ACHE 2016 Overview Video

A video shown during ACHE's annual Congress on Healthcare Leadership provided an overview of the American College of Healthcare Executives' mission, values, programs, products and services. If you missed Congress, or haven't see the highlight video, you can watch it [here](#).

Article of Interest

Master These 4 Vital Conversations

The conversations you have with employees are critical to building trust, morale and productivity. Grasp them to ensure that your team reaches its full potential.

Goal-setting discussions. Meet early and often with employees to discuss goals that will challenge them while fulfilling your organization's mission. Work together to set performance standards and deadlines so that employees know exactly what is expected of them.

Recognition meetings. Employees should hear directly from you when they are doing something right. Take every opportunity to recognize and praise their good work, especially on tasks that are new and unfamiliar. Reinforce positive performance with specifics, acknowledging the exact contribution they made to the team.

Redirection talks. Occasionally, you will have to correct a performance issue or reevaluate your team's path. Be prepared to sit down promptly with your employees to outline what's wrong and what needs to change. Remain clear and firm about expectations and consequences.

Wrap-up conversations. At the conclusion of an important task or project, meet with your team to discuss success and improvement areas, and to celebrate if appropriate. This approach also is useful when an employee masters a new skill. Let employees know when you appreciate their work, and remind them of how their efforts contribute to the organization's success.

—Adapted from *Communication Solutions* April 2016 newsletter,
www.communicationbriefings.com.

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

As always, we appreciate your membership and participation.