



East Tennessee Healthcare Executives Affiliation

2017 2nd Quarter Newsletter

Message from the President

ETHEA Members,

It's hard to believe 2017 is nearly half over. The chapter Board and I have been working diligently to deliver on our promise to focus our attention this year on *Education, Advancement and Engagement*.

Education. ETHEA has administered six educational programs thus far in 2017. Each program qualified for Face-To-Face credit and afforded members the opportunity to network before and after each session. The Tri-Cities and Knoxville each hosted a career development panel consisting of C-Suite executives and senior healthcare leaders geared toward early careerists and students.

Advancement. ETHEA is collaborating with the other two ACHE chapters in Tennessee to provide a review course for the ACHE Board of Governors Exam. Each Tennessee chapter will lead two of the six total sessions. Each session will be made available online so attendees can view when convenient. Course schedule, cost, and other details are available on the ETHEA website.

Engagement. ETHEA is continuing its efforts to reach out to new and potential new members. It takes a small army to plan, organize and manage ETHEA activities and member correspondence. Volunteers to serve on the ETHEA chapter board are welcome!

Thank you all for your support and continued interest in ETHEA!

Respectfully,

Elizabeth Wright, FACHE, CPA
2017 ETHEA President

Upcoming Events

- BOG Exam Study Group(s) - August 14th - September 29th

- **Knoxville Collaborative Event - ETHEA, UT PEMBA & HLEMBA Program & Breakfast - August 17th @ 7AM**
 - *Bending the Execution Curve: Implementing Successful Organizational Change in Hospitals & Healthcare Organizations*

- **Knoxville ETHEA Networking & Chapter Meeting - (September 13th @ 6PM)**

Chapter Sponsors

2017 ETHEA Sponsors

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

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ACHE News

ETHEA Student Scholarship Update

The board would like say congratulations to the first recipient of the ETHEA Student Scholarship, **Jessica Grooms**. Ms. Grooms has been in the healthcare field for the past 17 years in various roles and currently serves as the Cath Lab Coordinator for Methodist Medical Center in Oak Ridge TN. Ms. Grooms is currently in pursuit of her Bachelors of Science in Organizational Leadership at Bethel University in McKenzie TN. We want to welcome MS. Grooms to ETHEA and wish her many more years of success in her personal growth through ETHEA.

The Thomas C. Dolan Executive Diversity Program—Now Accepting Applicants

Please help us spread the word about the open application period for the 2018 Thomas C. Dolan Executive Diversity Program (ache.org/ExecutiveDiversity).

During this year-long program, scholars benefit from specialized curriculum opportunities to develop strategies for successful navigation of potential career challenges and enhance 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 for more information or to apply. If you have questions about the program, please contact Cie Armstead, director, Diversity and Inclusion, ACHE, at carmstead@ache.org or (312) 424-9306.

The Foundation of ACHE's Fund for Healthcare Leadership accepts donations to the Thomas C. Dolan Executive Diversity Program. Gifts—no matter the amount—help shape the future of healthcare leadership. Visit ache.org/ExecutiveDiversity to make your donation.

Deadline Approaching to Save \$200 on Board of Governors Examination Fee

ACHE is pleased to offer the Board of Governors exam fee waiver promotion to eligible ACHE Members seeking to take the next important step for their healthcare management careers. Healthcare leaders who hold the prestigious FACHE® credential are recognized for their commitment to lifelong learning, competence and ethical decision making. *In fact, more than 75 percent of Fellows feel better prepared to handle the challenges of the evolving healthcare management landscape.*

Qualifying for the \$200 Exam fee waiver is easier than you think! Just follow these simple steps:

Go to ache.org/FACHE and click “Apply for Board Certification.”

Submit the application and \$250 application fee. Depending on your ACHE profile, many of the required fields may already be completed for you.

All required documents, including your application, fee and references, are due June 30 in order to qualify for the waiver.

Forum Member Directory Connects Executives With Healthcare Consultants

ACHE is pleased to announce its latest member benefit exclusive to Healthcare Consultants Forum members... **The [Healthcare Consultants Forum Member Directory!](#)**

The new [Healthcare Consultants Forum Member Directory](#) is intended to serve as a resource for healthcare executives and organizations seeking the services of a healthcare consultant with a specific area of expertise.

Are you a healthcare executive searching for a consultant? The Directory's robust search functionality can help identify ACHE Consultant Forum Members who may meet your needs.

Are you a consultant looking to gain visibility with decision makers? Join the [Healthcare Consultants Forum](#), and select your primary area of expertise now!

Questions? Please contact Liz Catalano, marketing specialist, Division of Member Services, ACHE, at ecatalano@ache.org or (312) 424-9374 or Erika Joyce, CAE, assistant director, Division of Member Services, ACHE, at ejoyce@ache.org or (312) 424-9373.

Forum on Advances in Healthcare Management Research 2018 Proposals Open

The American College of Healthcare Executives would like to invite authors to submit proposals to present their research at the 10th annual Forum on Advances in Healthcare Management Research. This session will take place during ACHE's 2018 Congress on Healthcare Leadership, March 26–29. The senior author of each selected proposal will receive a complimentary registration to the Congress. Please visit ache.org/Congress/ForumRFP.cfm for the selection criteria and submission instructions. Submit your up-to-400-word abstract by **July 10**

Your Career is a Marathon

6 Tips for Working With a Poor Team Player

Working with someone who isn't a team player is not just frustrating, it can also negatively affect an entire group's performance, according to a recent *Harvard Business Review* article. Susan David, founder of the Harvard/McLean Institute of Coaching, and Allan Cohen, a professor of management at Babson College, provided the following strategies for working with someone who isn't a team player.

1. **Avoid making assumptions.** It may seem natural to jump to conclusions about the reasons behind someone's actions but, the truth is, you never really know why people do the things they do. Instead of assuming someone is a slacker or has a bad attitude, explore first.
2. **Be open to talking.** Rather than making accusations, ask friendly questions. Working with someone who isn't a team player is an opportunity to practice your leadership skills and gain others' perspectives.
3. **Promote friendly group relations.** Problems can arise when team members turn on a colleague who isn't pulling their weight. To foster cohesion and discourage ostracization, consider taking your colleague out to coffee or lunch with a few teammates.
4. **Focus on the team's shared mission.** When working with a poor team player, leaders should take the opportunity to "have a conversation with the entire team about what the group's shared vision should be and the best methods for getting there," according to David.
5. **Define duties and deadlines.** Sometimes, people who seem like poor team players are simply confused about what their role entails. Take time to review your expectations and your colleague's responsibilities, which eliminates ambiguity.
6. **Play to your colleague's strengths.** "People are highly motivated by not wanting to let their teammates down," says Cohen. "Get them into the game, and they'll go to great lengths to perform better for the team."

—Adapted from "[How to Work with Someone Who Isn't a Team Player](#)," by Carolyn O'Hara, *Harvard Business Review*, April 21, 2017.

Message from your ACHE Regent Spring 2017



Greetings ACHE Members:

This is my first message as your new ACHE Regent, and I would like to take this opportunity to introduce myself. My name is Charlotte Burns, and I am the Vice President of Network Affiliates and Strategic Alliances for the TriStar Division of HCA based in Brentwood, TN. Prior to joining TriStar in 2013, I served as the CEO of Hardin Medical Center in Savannah, TN. I am a registered nurse and licensed nursing home administrator, and I have a Masters in Healthcare Administration. I have been a member of ACHE since 2002, a Fellow since 2012, and a board member of ACHE's middle Tennessee chapter since 2014. I also currently serve as its chapter president.

I am honored to have been elected to serve as the Regent for Tennessee. As a native Tennessean, I take great pride in representing our state in ACHE, and as a healthcare professional for over 37 years, I truly recognize the importance of committing to ACHE's values of integrity, lifelong learning, leadership, and diversity and inclusion. I will uphold and promote ACHE's values among chapters, stressing the importance of keeping them in the forefront as decisions are made that impact members and the communities we serve.

I would like to encourage all ACHE members in Tennessee to become involved in our local chapters. Tennessee is fortunate to have three chapters: Mid-South Health Care Executives (MHCE) in west Tennessee, ACHE of Middle Tennessee (ACHEMT), and East Tennessee Healthcare Executive Affiliation (ETHEA). These chapters bring value to their members on a local level, fulfilling their responsibilities of developing leaders, fostering diversity, and providing educational opportunities to prepare members to face increasing challenges in today's healthcare environment.

Finally, I want to say a special thanks to Kevin Spiegel, FACHE, previous Tennessee Regent, for the great job he has done over the past three years. I also want to recognize Lisa Piercey, MD, FACHE, MHCE President and Elizabeth A. Wright, CPA, FACHE, ETHEA President, for the great work they are doing in leading their local chapters. I am looking forward to working with both of them as we further ACHE's mission, "To be the preeminent professional society for healthcare executives dedicated to improving health."

Please feel free to contact me at any time by email at charlotte.burns@hcahealthcare.com or by phone at (615) 512-9082.

Charlotte C. Burns, RN, FACHE
Regent for Tennessee

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.