



East Tennessee Healthcare Executives Affiliation

2017 4th Quarter Newsletter

Message from the President Fall 2017

Dear ETHEA Members,

I appreciate the opportunity to serve as your 2017 Chapter President. I have enjoyed with the other dedicated volunteers on the ETHEA Board. I have also enjoyed representing ETHEA in our collaborative efforts with the other Tennessee ACHE chapters in delivering the Board of Governors exam review and joint programs at the Tennessee Hospital Association annual conference.

Thank you,
Elizabeth Wright, FACHE, CPA
2017 ETHEA President

Message from Your ACHE Regent Fall 2017



Greetings Everyone.

With the holiday season quickly approaching and the end of the year drawing near, I want to express my thanks to our three local ACHE chapters for the wonderful educational, networking and community events that have been offered to our members throughout the year. I really appreciate the hard work and dedication of all of our volunteers.

Fall has been a busy time of the year with the Chapter Leaders Conference and our annual ACHE Regent Breakfast and Awards Program.

2017 Chapter Leaders Conference: The ACHE Chapter Leaders Conference was held in September in Chicago. This year's meeting of chapter leaders provided a great opportunity to share best practices, learn creative ways of approaching challenges, and identify ways to increase the value of ACHE affiliation. Our President and CEO, Deborah Bowen, FACHE, CAE, provided a comprehensive overview of ACHE's revised Strategic Plan that will be approved by the Board of Governors in their November meeting.

ACHE Regent Breakfast and Awards Program: The ACHE Regent Breakfast was held in October in collaboration with the Tennessee Hospital Association's annual meeting. We were pleased to have Heather J. Rohan, FACHE, a member of ACHE's Board of Governors, as the guest speaker. This year, I was privileged to recognize five very deserving ACHE members with Regent awards.

- Early Careerist Award — This award recognizes young executives who, although they may have been in the healthcare business for a relatively short time, have made a significant contribution to the field of healthcare administration. The award was presented to Elizabeth A. Wright, CPA, FACHE, VP of finance at HealthStar in Knoxville. She has also been instrumental in transforming the East Tennessee Healthcare Executives Affiliation (ETHEA) chapter from a Knoxville-based ACHE chapter to an organization that truly represents all of East Tennessee. Elizabeth is the ETHEA chapter president, and she serves on the ACHE Audit Committee and the Regent's Advisory Council.
- Excellence in Diversity Award – This award recognized an individual who advocates for diversity among patients, employees, and organizational leadership. Angel Moore, JD, CEO at Erlanger Health Centers, was recognized for advancing diversity for stakeholders as CEO for two community health centers in Chattanooga. She has actively engaged an underserved patient population to advance their health and lifestyle choices and has included several of these patients as representatives on her board. She recruited and engaged a diverse staff of caregivers and support personnel, and under her leadership, the two health centers have been certified as primary care medical homes.
- Rural Hospital Healthcare Executive Award – This award recognized a rural healthcare executive who has contributed to the advancement of healthcare services in rural communities. The recipient of this award was Lisa Piercey, MD, FACHE, pediatrician and EVP of system services at West Tennessee Healthcare (WTH) in Jackson. She was recognized for her commitment to improving access and quality of healthcare services in rural communities as she oversees the rural hospitals and other facilities owned by WTH. She was also recognized for her participation in ACHE. Under her leadership, the chapter's relationship with the University of Memphis MHA program has been strengthened, increasing faculty and student involvement in chapter events. Lisa currently serves as a member of the Regent's Advisory Council and is president of the Mid-South Healthcare Executives chapter of ACHE.
- Senior Healthcare Executive Award – This award recognized a senior healthcare leader who has made a significant impact on his organization. Alan Watson, FACHE, CEO of Maury Regional Health (MRH) in Columbia, was honored for his leadership ability, innovation and growth of MRH. Alan has served as CEO of the system since 2012, and during his tenure, the hospital has undergone a \$12 million dollar renovation, added services and technology, established new patient support services and expanded services into rural areas. Under Alan's leadership, MRH has been recognized for quality of care, having been name among the 15 Top Health Systems in 2017 by Truven Health Analytics for its performance on inpatient outcomes, process of care, extended outcomes, efficiency and patient experience. CareChex also ranked Maury Regional Medical Center #1 in Tennessee for overall hospital care in 2017.
- Exceptional Service Award – This award recognized Heather J. Rohan, FACHE, HCA TriStar Health Division President, for her strong commitment to the healthcare profession and to ACHE and its values, as well as for the significant influence she has had on me personally as Regent. Since she began her career as a bedside nurse, Heather has demonstrated a passion for providing excellent and compassionate care for patients. As a strong leader, she believes people are the key to an organization's success. She demonstrates this on a daily basis as she encourages and supports healthcare leaders who join ACHE and begin the journey to move up the ladder to Fellow status. As an ACHE Fellow and Governor, Heather truly exhibits and promotes the values of ACHE – integrity, lifelong learning, diversity and leadership. On a personal note, Heather was instrumental in my decision to run for Regent, and she continues to provide her encouragement and support as I serve in this role.

Fund for Healthcare Leadership: Lastly, I would like to remind you about the Fund for Healthcare Leadership sponsored by the Foundation of the American College of Healthcare Executives. This Fund provides scholarship opportunities for developing leaders in our field. Please consider a donation to the Fund as we enter the final months of 2017.

I am honored to serve as your Regent. Please feel free to contact me at any time by email at charlotte.burns@hcahealthcare.com or by phone at (615) 512-9082. I hope all of you have a blessed holiday season and create wonderful memories with your families.

Happy Thanksgiving, Merry Christmas, and Happy New Year!

Charlotte C. Burns, RN, FACHE
Regent for Tennessee

Upcoming Events

Knoxville ETHEA Networking & Chapter Meeting

Topic: Ensuring Your Community's Emergency Preparedness

Event Location: Calhoun's on the River

Event Start Time: 6:00 p.m.

ETHEA (ACHE)/MGMA will host an Networking & Educational session (approved for 1.5 hours of Face-to-Face credit), the topic for which is **Ensuring Your Community's Emergency Preparedness**.

Moderator:

- Marvin Eichorn, Executive Vice President & Chief Operating Officer, Mountain State

Panelists:

- Colin Ickes, Director of KEMA
- Phil McDaniel, Regulator Specialist, Covenant Health

COMING TO THE MEETING IN Knoxville ON WEDNESDAY January 10TH?

While pre-registration is not requisite, we do ask that those who are able to register do so in order to ensure we have adequate food for the event.

To Register On-Line:

- Click the following link: [EVENTBRITE](#)
- Select "Get Tickets"
- Select "Event Registration"

We look forward to seeing you there!

Additional 2018 Tentative Education Scheduled Events:

- KNOXVILLE: May 17th

Chapter Sponsors

2017 ETHEA Sponsors

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

Gold Sponsors:



Silver Sponsors:



Bronze Sponsors:



FACHE Spotlight

An Interview with Elizabeth Wright, CPA, FACHE/ VP of Finance for HealthStar and the current Chapter president for ETHEA.

Why did you join ACHE?

I originally joined ACHE to fulfill a work requirement that "strongly encouraged" me to become involved in a professional or community organization to network and build contacts. I worked in the healthcare industry and was attracted to the possibility of adding a credential.

Looking back, have you been lead to opportunities because of your membership in ACHE?

My membership in ACHE has most definitely lead me to opportunities. I have built connections that provided both opportunities for career and personal development.

What would you tell other professionals who have not joined ACHE as to the benefits of membership?

The adage, "it's not what you know but who you know," may not be quite as relevant in the age of social networks. Luckily with ACHE and **specifically with ETHEA, you can network AND learn at any of our great educational programs.**

What would your words of encouragement be to early careerists about pursuing healthcare leadership positions given the ever-changing healthcare environment?

The words of encouragement I would impart to my fellow early careerists pursuing healthcare leadership positions is, "the ability to learn is the most important quality a leader can have."

National ACHE News

Save the Date for the 2018 Congress on Healthcare Leadership

The American College of Healthcare Executives' Congress on Healthcare Leadership brings you the best in professional development, opportunities to network with and learn from peers, and the latest information to enhance your career and address your organization's challenges in innovative ways. [The 2018 Congress on Healthcare Leadership](#), **"Be Part of Something Bigger," will be held March 26–29 at the Hyatt Regency Chicago.**

Join us in 2018 and be part of this dynamic, energizing event that draws the top healthcare leaders from across the nation and around the world. The opening date for Congress 2018 registration and to reserve hotel accommodations was Nov. 14. Save your spot today!

Call for Innovations—Management Innovations Poster Session at the 2018 Congress on Healthcare Leadership

ACHE is inviting authors to submit narratives of their posters for consideration for the 34th Annual Management Innovations Poster Session to be held at ACHE's 2018 Congress on Healthcare Leadership. We are interested in innovations addressing issues affecting your organization that might be helpful to others, including improving quality or efficiency, enhancing patient or physician satisfaction, implementing EHRs, using new technology and similar topics. All accepted applicants will be expected to be available to discuss their posters on March 26, between 7 a.m. and 8 a.m., and posters will remain on display from March 26–28 at Congress.

Please go to ache.org/CongressPosterSession for the full selection criteria and submission instructions. Submissions will be accepted through Jan. 16.

Forum on Advances in Healthcare Management Research at the 2019 Congress on Healthcare Leadership

ACHE is inviting authors to submit proposals to present their research at the 11th Annual Forum on Advances in Healthcare Management Research. This session will take place during ACHE's 2019 Congress on Healthcare

Leadership, which will be held from March 4–7, 2019. The lead presenter 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 2**.

Encourage Your Members to Apply for Fellow Status

The importance of earning the distinction of board certification as a Fellow of the American College of Healthcare Executives cannot be overstated. Encourage your chapter members to take the next step in advancing their career by achieving Fellow status. Earning this credential benefits chapter members' professional goals and the healthcare management profession, as it demonstrates a healthcare leader's competence, leadership skills and commitment to excellence in the field.

Fellow applicants who successfully meet all requirements by Dec. 31, including passing the Board of Governors Examination, will be eligible to participate in the Convocation Ceremony at the 2018 Congress on Healthcare Leadership.

ACHE Announces Nominating Committee 2018 Slate

The ACHE Nominating Committee has agreed on a slate to be presented to the Council of Regents on March 24, at the Council of Regents meeting in Chicago. All nominees have been notified and have agreed to serve if elected. All terms begin at the close of the Council meeting on March 24. The 2018 slate is as follows:

Nominating Committee Member, District 1 (two-year term ending in 2020)

Carle-Marie P. Memnon, FACHE
Senior Director
Hospital for Special Surgery
New York

Nominating Committee Member, District 4 (two-year term ending in 2020)

Michael O. Ugwueke, DHA, FACHE
President/CEO
Methodist Le Bonheur Healthcare
Memphis, Tenn.

Nominating Committee Member, District 5 (two-year term ending in 2020)

Chisun S. Chun, FACHE
Director, Clinical Operations
Rady Children's Hospital San Diego
San Diego

Governor (three-year term ending in 2021)

Delvecchio S. Finley, FACHE
CEO
Alameda Health System
San Leandro, Calif.

Governor (three-year term ending in 2021)

Teri G. Fontenot, FACHE
President/CEO
Woman's Hospital

Baton Rouge, La.

Governor (three-year term ending in 2021)

Laura Robertson, FACHE
CEO
Banner Desert Medical Center
Mesa, Ariz.

Governor (three-year term ending in 2021)

Col Gigi A. Simko, FACHE
U.S. Air Force

Chairman-Elect

Heather J. Rohan, FACHE
President
HCA–TriStar Health Division
Brentwood, Tenn.

Additional nominations for members of the Nominating Committee may be made from the floor at the annual Council of Regents meeting. Additional nominations for the offices of Chairman-Elect and Governor may be made in the following manner: Any Fellow may be nominated by written petition of at least 15 members of the Council of Regents. Petitions must be received in the ACHE headquarters office (American College of Healthcare Executives, 1 N. Franklin St., Ste. 1700, Chicago, IL 60606-3529) at least 60 days prior to the annual meeting of the Council of Regents. Regents shall be notified in writing of nominations at least 30 days prior to the annual meeting of the Council of Regents.

Thanks to the members of the Nominating Committee for their contributions in this important assignment:

Richard D. Cordova, FACHE
Edward H. Lamb, FACHE
Dolores G. Clement, DrPH, FACHE
Ed Hamilton, FACHE
Kim A. King, FACHE
Stephen M. Merz, FACHE
Stephen J. Pribyl, FACHE
Adam C. Walmus, FACHE

ACHE Call for Nominations for the 2019 Slate

ACHE's 2018–2019 Nominating Committee is calling for applications for service beginning in 2019. All members are encouraged to participate in the nominating process. ACHE Fellows are eligible for any of the Governor and Chairman-Elect vacancies and are eligible for the Nominating Committee vacancies within their district. Open positions on the slate include:

- Nominating Committee Member, District 2 (two-year term ending in 2021)
- Nominating Committee Member, District 3 (two-year term ending in 2021)
- Nominating Committee Member, District 6 (two-year term ending in 2021)
- Four Governors (three-year terms ending in 2022)
- Chairman-Elect

Please refer to the following district designations for the open positions:

- **District 2:** District of Columbia, Florida, Georgia, Maryland, North Carolina, Puerto Rico, South Carolina, Virginia, West Virginia
- **District 3:** Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
- **District 6:** Air Force, Army, Navy, Veterans Affairs

Candidates for Chairman-Elect and Governor should submit an application to serve that includes a copy of their resume and up to 10 letters of support. For details, please review the Candidate Guidelines, including guidance from the Board of Governors to the Nominating Committee regarding the personal competencies of Chairman-Elect and Governor candidates and the composition of the Board of Governors.

Candidates for the Nominating Committee should only submit a letter of self-nomination and a copy of their resume.

Applications to serve and self-nominations must be submitted electronically to jnolan@ache.org and must be received by July 15. All correspondence should be addressed to Edward H. Lamb, FACHE, chairman, Nominating Committee, c/o Julie Nolan, American College of Healthcare Executives, 1 N. Franklin St., Ste. 1700, Chicago, IL 60606-3529.

The first meeting of ACHE's 2018–2019 Nominating Committee will be held on March 27, during the 2018 Congress on Healthcare Leadership in Chicago. The committee will be in open session at 2:45 p.m. During the meeting, an orientation session will be conducted for potential candidates, giving them the opportunity to ask questions regarding the nominating process. Immediately following the orientation, an open forum will be provided for ACHE members to present and discuss their views of ACHE leadership needs.

Following the July 15 submission deadline, the committee will meet to determine which candidates for Chairman-Elect and Governor will be interviewed. All candidates will be notified in writing of the committee's decision by Sept. 30, and candidates for Chairman-Elect and Governor will be interviewed in person on Oct. 25.

To review the Candidate Guidelines, visit ache.org/CandidateGuidelines. If you have any questions, please contact Julie Nolan at (312) 424-9367 or jnolan@ache.org.

Ransomware Tops List of Health Technology Safety Hazards

ECRI Institute named ransomware and other cybersecurity threats as the No. 1 hazard that warrants the greatest attention for the coming year. In the healthcare environment, ransomware and other types of malware attacks are more than just an IT nightmare. They are a potential patient-safety crises that can disrupt healthcare delivery operations, placing patients at risk.

Endoscope reprocessing landed in the No. 2 spot for 2018, as many healthcare facilities still struggle with consistently and effectively cleaning, disinfecting and sterilizing these instruments between uses. Reprocessing failures can lead—and have led—to the spread of deadly infections. Other topics on the list include bed and stretcher support surfaces that remain contaminated between patients, missed alarms, equipment malfunctions resulting from the use of incompatible cleaning agents, patient burns from electrosurgical electrodes that are not safely holstered between uses, and unnecessary radiation exposures during digital imaging procedures. The ECRI Institute Top 10 Health Technology Hazards for 2018 list identifies potential sources of danger involving medical devices and other health technologies, as well as practical strategies for reducing risks, establishing priorities and enacting safety solutions.

—Adapted from "[Ransomware and Other Cybersecurity Threats Top ECRI Institute's Annual Health Technology Hazards List](#)," by Laurie Menyo, ECRI Institute, Nov. 6, 2017.

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.