



East Tennessee Healthcare Executives Affiliation

2018 2nd Quarter Newsletter

Message from the President Spring 2018

ETHEA Members,

It is hard to believe that we are more than half-way through 2018! The Board has been working diligently to ensure that we provide the very best programming and service to our membership. It is indeed a pleasure to serve alongside such a great group of people.

ETHEA provided three educational programs in Knoxville and plans to provide five additional programs in Knoxville, Chattanooga and Tri-Cities by the end of the year. Each program provides Face-To-Face credit and affords members the opportunity to network before and after each session. The Tri-Cities and Chattanooga plan to host at least one program each this fall.

We are looking forward to a combined meeting with the UT Haslam College of Business Executive Healthcare Programs on August 17th. You should be receiving an email in the next several days with details to register for the event. I hope to see you there!

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

Nate Naugle, FACHE
2018 ETHEA President

Upcoming Events

Knoxville Joint ETHEA, PEMBA and HLEMB Chapter Breakfast Meeting

Topic: Innovation Changing the Face of Healthcare Delivery

Event Location: [Haslam College of Business](#) – Room 403

- *Parking Passes to be provided to attendees @ the [11th Street Parking Garage](#) (Across from the Four Points by Sheraton Hotel) as you arrive.*

Event Start Time: 7:00 am

ETHEA will host an education session (approved for 1.5 hours of Face-to-Face credits and 1.5 hours of CME credits), the topic for which is Innovation Changing the Face of Healthcare Delivery.

Event Description:

With the implementation of the Patient Protection and Affordable Care Act, there is a necessity to take stock of where the medical community stands on change and innovation, specifically regarding the use of technology. The demand for higher quality healthcare at a lower cost creates an imminent need for change and innovation in healthcare delivery. Healthcare has already seen innovations in the tools used to deliver care, including pharmacy products, medical devices, information technology, and biotechnology products. This innovation has changed and continues to change the way healthcare is delivered. This panel will discuss how health systems are using innovation in technology to improve the value of the healthcare they deliver. Examples may include using technology to improve connectivity, patient flow, provider efficiency, and/or quality measurement.

Panel Participants:

Moderator: Dr. Donald E. Lighter, Director, The Institute for Healthcare Quality Research and Education

Panelist: Randy Carson, President & COO of Health Systems informatics

Panelist: Martha Chill, Vice President & CIO of Ballad Health

Panelist: Randy V. Bradley, Assistant Professor at the Haslam College of Business

Panelist: Adam M. Campbell, Adjunct Professor at the Haslam College of Business

COMING TO THE MEETING IN KNOXVILLE ON FRIDAY AUGUST 17th?

ETHEA is providing meeting attendees the opportunity to register for ETHEA events in advance and pay the meeting fee by credit care. The fee for ACHE Members is \$10; Non-Members \$15. These fees include food and drink, and are set in order to help offset some of the necessary costs that pertain to holding an approved ACHE Education Session. Please click the link below to register. Registration will ensure your member or visitor name badge is provided at the door. Payment is NOT necessary at the time of registration. Meeting attendees may pay at the meeting with cash or check. Registration is not necessary to attend ETHEA meetings.

To Register or Pay On-Line:

- Click the following link: [EVENTBRITE](#)
- Select "Get Tickets"
- Select "Event Registration" (paying cash or check at door)
- Select "Paid Registration for Member" (credit card online)

- Select "Paid Registration for Non-Member" (credit card online)
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ACCREDITATION

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Education through the joint providership of the University of Tennessee College of Medicine and the University of Tennessee College of Business. The University of Tennessee College of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

EDUCATION CREDITS

AMA: The University of Tennessee College of Medicine designates this live activity for a maximum of 1 AMA PRA Category 1.5 Credits TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity. PAs, NPs and Nurses: Physician Assistants, Nurse Practitioners and Nurses may use these credit hours toward certification renewal. This credit is acceptable by the American Academy of Physician Assistants (AAPA), American Nurses Credentialing Association (ANCC) and the American Academy of Nurse Practitioners (AANP).

We look forward to seeing you there!

Additional 2018 Tentative Education Scheduled Events:

- Knoxville - **September 12th**

- Tri-Cities - **October 25th**

- Knoxville - **November 7th**

Chapter Sponsors

2018 ETHEA Sponsors

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

Platinum Sponsor:



Gold Sponsors:



Silver Sponsors:



Bronze Sponsors:



National ACHE News | Q2

Share the value of the FACHE® Credential With This New Video

Share ACHE's new [FACHE video](#) and help inform and raise awareness about the value of the credential to their healthcare management career advancement. Members can apply for Fellow status conveniently online and learn more about the steps and requirements needed to advance by visiting [ache.org/FACHE](#).

Run for ACHE Regent

ACHE is beginning the election process for new Regents to serve a three-year term on its Council of Regents, the legislative body that represents ACHE's more than 48,000 members. The Regent is the ACHE leader within a specified geographic jurisdiction elected by the voting members to represent the interests of members in the governance of ACHE and its chapters.

Recommended knowledge, skills and experience include knowledge of the programs, products and services of ACHE and the local chapter(s); knowledge of the local healthcare community including senior-level healthcare executives, state and regional healthcare associations; negotiation, influencing and policy decision/analysis skills; and personal organizational and planning skills. Go to the Member Center for full position descriptions for [geographic Regents](#) and [federal sector Regents](#). The descriptions include a summary, scope of responsibility, meeting requirements and other commitments.

All Fellows who wish to run for election must submit a letter of intent to elections@ache.org by Aug. 24. The letter of intent must include a current business title, business address, email address and telephone number. If

you submit your letter of intent and haven't received confirmation of its receipt by Aug. 31, contact Caitlin E. Stine, communications specialist, Division of Regional Services, ACHE, at (312) 424-9324 or cstine@ache.org.

Elections will be held in the following jurisdictions:

Air Force
Arkansas
Army
California—Northern & Central
Connecticut
Florida—Eastern
Illinois—Central & Southern
Indiana
Iowa
Kentucky
Maine
Mississippi
New Mexico & Southwest Texas
New York—Metropolitan New York
Puerto Rico
South Dakota
Texas—Central & South
Veterans Affairs
West Virginia & Western Virginia
Wisconsin

Forum Member Directory Connects Executives With Healthcare Consultants

ACHE's [Healthcare Consultants Forum Member Directory](#) serves 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.

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

ACHE's Leader-to-Leader Program

When you share the value of ACHE membership with your colleagues through encouraging them to join or advance to Fellow status, you can earn points to obtain rewards such as gift certificates toward ACHE education programs, a polo shirt, backpack tote, water bottle, umbrella and even a chance to be entered into a raffle for a free Congress registration when three or more are sponsored.

Each time a person joins ACHE or advances to Fellow status and lists your name as a sponsor on the application, you earn a point. The more points you earn, the more rewards you can receive. Points expire on Dec. 31 of the year after they were earned (e.g., a point earned on Jan. 1, 2018, will expire on Dec. 31, 2019). You can check your available points and discount program coupon codes in the My ACHE area of ache.org. To

ensure colleagues reference you, [referral cards are available](#) that you can pass out so you receive the credit you deserve.

When you help grow ACHE, you make a strong statement about your professionalism and leadership in the healthcare field and also strengthen the organization. For more information on the program, go to ache.org/L2L.

Articles of Interest | Q2

4 Steps to Establishing Your Leadership Philosophy

Many leaders have a list of aspirational adjectives—inspiring, benevolent, collaborative—to guide them but little idea of how to exemplify those traits in practice consistently. Thinking about leadership in vague terms can lead to confusion not only for you, but for your employees as well.

The best way to prevent this confusion is to write a personal statement or “leadership philosophy” that includes how you think, act, react and work with others, according to Ed Ruggero, business writer and leadership teacher. These statements frequently include the following four parts:

- 1. Personal beliefs about leadership.** Start by writing your beliefs about the role of leadership and general leadership principles, such as “leaders serve others” or “discipline is the bridge between goals and accomplishment”.
- 2. What your team can expect from you.** Acknowledging that leadership is a two-way street will surprise and impress many employees. In the second section of your personal statement, outline your personal credos and aspects of your leadership that you are working to continuously improve.
- 3. What you expect of your team.** Consider how you would answer questions from employees such as “Is it OK to present you with a problem for which I have no proposed solution?” and “How long should I wrestle with a challenge before seeking help?” Most importantly, create an expectation around how employees should communicate their disagreements with you.
- 4. What attracts negative attention.** Listing your pet peeves may not dramatically improve organizational performance, but it can help reduce day-to-day stress.

Creating and disseminating your leadership philosophy “engages people in an ongoing conversation about how we can be a better team,” Ruggero explains. If you start to deviate from your commitments, the personal statement also enables peers or employees to help you correct your course.

—Adapted from [“4 Questions Every Great Leader Should Be Able to Answer,”](#) by Leigh Buchanana, *Inc.*, April 12, 2018.

Enhance Your Decision-Making Skills: 3 Tips

Good decision making requires a sense of prediction—how different choices change the likelihood of different outcomes—and a sense of judgment—how desirable each of those outcomes is—according to a *Harvard Business Review* article by Walter Frick.

Highlighted below are three ways to improve your ability to predict the effects of your choices and assess their desirability.

- 1. Avoid overconfidence.** Consider the fact that you may be more confident about each step of your decision-making process than you ought to be, and that’s OK. If you embrace being less certain, however you may be more likely to revisit the logic of your decision and prepare for dramatically different outcomes than your expected one.

2. Analyze how frequently predicted outcomes occur. Numerous studies demonstrate that the best starting point for predictions is to ask “How often does that typically happen?” Get away from the specifics of your particular decision or individual case, and look at the base rate and outcomes of similar cases first.

3. Learn about probability. Research suggests basic training in probability makes people more effective forecasters and helps them avoid certain cognitive biases. Brushing up on probability theory may help you better express uncertainty and think numerically about the question “How often does this usually happen?”

“Great decision makers don’t follow these rules only when facing a particularly difficult choice; they return to them all the time,” Frick writes. “They recognize that even seemingly easy decisions can be hard—and that they probably know less than they think.”

—Adapted from “[3 Ways to Improve Your Decision Making](#),” by Walter Frick, *Harvard Business Review*, Jan. 22, 2018.

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.