



# HEALTHCARE EXECUTIVE FORUM, INC. (HEF)

The Western New York Chapter of the American College of Healthcare Executives (ACHE)

## 2016 Q2 NEWSLETTER

### From our President

*Quarterly message from the chapter president.*



Greetings HEF Members and Friends of HEF,

We certainly have had a productive 2016 spring season.

We had the opportunity to work with

a talented group of UB MBA students on a consulting project.

They conducted a chapter needs assessment and membership survey and provided us with some excellent recommendations on ways to increase our membership and volunteer engagement.

### Chapter Officers

#### President:

Sudha Bommididi, MBA, CPHQ, CMRP, CSSBB, FACHE

#### Immediate Past President:

Vi-Anne Antrum, RN, MSN, MBA, FACHE

#### Treasurer:

Rachael Nees, MBA, FACHE

#### Secretary:

Ashleigh Lamson, MA, MBA, CCRP, RAC

#### Program Committee:

Tauheedah Scott, MBA

Warren Marcus

#### Membership Committee:

Momba Chia, MHA

Warren Marcus

#### Communications Committee:

Ju Yi Chen

Momba Chia, MHA

Their suggestions will be included in our fall activities and long term strategic plan.

We look forward to further involvement with UB and other colleges. Our next plans include creating a HEF student intern program. HEF will seek to obtain an ACHE grant to help fund this project.

Our HEF "Conversation with an Executive" featured Eddie Bratko, who is COO at Mercy Hospital. This well attended program featured practical ideas on how to succeed in the challenging fast paced and constantly evolving world of 21<sup>st</sup> first century health care management.

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Warren Marcus reached out to Kris Principe at Niagara University on doing a cooperative ACHE F2F Program on [Population Health Management Arrangements: What's Working and Why?](#) In addition we have other program ideas to go with this topic. This event will take place in Spring 2017. We will have a slate of regional and national speakers on these topics. As always our goal is to offer you the educational opportunities that will help advance your knowledge of the healthcare industry.

Coming up is our next HEF networking event in July. Gerald Berish, ACHE Regional Director will be attending this event to inform us on the latest ACHE happenings and how HEF can be a proactive affiliate chapter as we strive for excellence in our varied roles as health care leaders. Also, ACHE awards and acknowledgements will be presented to some of our own outstanding leaders.

In addition to all of the above, there will be an excellent choice of food, wine, and beer all courtesy of HEF and a truly valuable opportunity to network with our chapter members, prospective members, and leaders. The ambience of networking venue with its excellent lake views and scenic sunsets and first class service in itself is a draw. Be sure to register! You don't want to miss this. More details about the summer networking event can be found on the page eight of this newsletter.

Thank you for your involvement and participation in our chapter activities.

Sudha Bommidi, FACHE

## Articles of Interest

*Articles about leadership/management from ACHÉ.*

### 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.

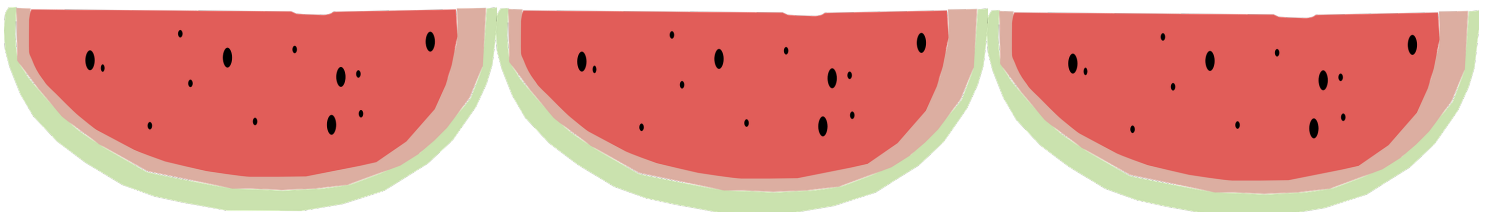
—Adapted from *Communication Solutions* April 2016 newsletter, [www.communicationbriefings.com](http://www.communicationbriefings.com)

## Listen With Intent to Strengthen Leadership Skills

Strong listening skills are essential to your success as a leader, but you can't just nod your head in assent when employees and customers are speaking. You must always listen with a purpose so both parties learn something from every conversation. Here are some tips:

- **Study your own listening style and habits.** Discover when you're most likely to actively listen. Is it the morning? The end of the day? Are your listening skills better walking through the workplace or in an office with the doors closed? Everyone has their own habits, strengths and gaps. Be aware of yours and play to your strengths.
- **Engage in active listening.** Your brain can think faster than anyone can talk. As such, your mind can easily wander while you're supposed to be listening. One way to make sure this doesn't happen is to give your brain something to do: evaluate information, obtain knowledge, understand the person better, etc. Enter into conversations with a specific goal, and then put your brain to work achieving that goal. In other words: Make your brain too busy to wander.
- **Offer continuous feedback.** Don't wait until the conversation is finished to respond to what you've heard. When your employee makes a key point, jump in and restate the point to make sure you understand it. Then offer your feedback right then and there. After that, move to the next point. This will keep you involved in the entire conversation and elicit better results from each meeting.

—Adapted from *Communication Solutions* April 2016 newsletter, [www.communicationbriefings.com](http://www.communicationbriefings.com)



## Career Corner

### Criteria for Understanding Employment Needs

In addition to the obvious factors, such as compensation and location, here are nine key potential criteria for better understanding your employment needs:

- My **primary responsibilities** should be ...
- The **organization's strengths/market position** should be ...
- My **bosses' style and approach** would ideally be ...
- The **culture of this organization** should be described as ...
- The **organization's core values** should be ...
- **Learning opportunities** should include ...
- The **opportunity for me to make an impact/difference** should be ...
- The **type of people I will work with** should include ...
- The job **positions me well for** ...

—Source: Broscio, Michael A., CMF, "Push vs. Pull," *Healthcare Executive*, March/April 2012.

## National News

*Articles about leadership/management from ACHE.*

### **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](http://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](mailto:carmstead@ache.org) or (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](http://ache.org/Innovation) to make a donation.

### **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](http://bogcommunity.ache.org).

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## **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](mailto:tsomrak@ache.org). For more information, visit [ache.org/Tuitionwaiver](http://ache.org/Tuitionwaiver).

## Upcoming Events

Two events are coming up:

**Summer Networking Event**

&

**Conversation with an Executive: Victor A. Filadora**

Don't miss out! Register today!

**Healthcare Executive Forum, Inc. (HEF)**  
Presents

# SUMMER NETWORKING EVENT

**Thursday, July 28, 2016**

**5:30 - 7:30 PM**

**Templeton Landing**

2 Templeton Terrace, Buffalo, NY  
14202

*Free hors d'oeuvres and two hours open bar!*

**RSVP TODAY @**

**<http://summer2016.eventzilla.net/>**

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American College of  
Healthcare Executives  
for leaders who care®

Healthcare Executive Forum, Inc. (HEF)  
Email: [info@hefny.ache.org](mailto:info@hefny.ache.org)  
Website: <http://hef.ache.org>







## Healthcare Executive Forum, Inc. (HEF)

### Conversation with an Executive

This event features eminent leaders and executives in healthcare, their career path, and tips on how to uncover and unleash your hidden potential towards a successful career.

featuring

## Victor A. Filadora

Chief of Clinical Services  
at  
Roswell Park Cancer  
Institute

**Thursday, October 6  
5:30 - 7:30 PM**

30 minutes networking  
followed by the talk

**Roswell Park Cancer  
Institute – Patrick P Lee  
Board Conference Room**

Elm & Carlton Streets, Buffalo, NY 14263

**Free and open to the public,  
RSVP TODAY @  
[ConvwithVictorFiladora.eventzilla.net](http://ConvwithVictorFiladora.eventzilla.net)**

As an independent chartered Chapter of the American College of Healthcare Executives, the Healthcare Executive Forum, Inc. is authorized to award 1.0 hours each of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.

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