



HEALTHCARE EXECUTIVE FORUM, INC. (HEF)

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

2017 Q3 NEWSLETTER

From Our Leader

Quarterly message from the chapter leader.

Message from Your ACHE Regent

Dear Colleagues:

I hope you have all had a wonderful summer, one of the most beautiful and enjoyable seasons in Western and Upstate New York, and the North Country. First and foremost, sincere thanks to Betsy Wright, FACHE, our immediate past Regent who has been an incredible support in helping me understand and step into the Regent role. I still have much to learn, but promise to invest all the time and energy required to serve all of you and advance the ACHE mission. My first few months serving as Regent have been educational and exciting, offering new introductions to leaders across our region who are truly engaged and making a difference in their organizations each and every day. I know I will meet many more of you in the coming months and years and look forward to each of those new connections with great anticipation!

Regent Awards

This July at the Healthcare Executive Forum's (HEF) Summer Networking Event held at the Marcy Casino in Historic Delaware Park, Recognition Program Service Awards were presented to Brian J. D'Arcy and Juan T. Santiago. Congratulations Brian and Juan.

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Chapter Officers

President:

Sudha Bommidi, MBA, CPHQ, CMRP, CSSBB, FACHE

Immediate Past President:

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

President Elect:

Momba Chia, MHA

Treasurer:

Rachael Nees, MBA, FACHE

Secretary:

Brittney Merritt, MHA

If there is a remarkable leader who you would like to nominate for a Regent's Award, please share that nomination with me or your local Chapter President.

Get Involved!

Looking for ways to contribute to ACHE's Mission and Vision, and help advance our strategic plan? Connect with your local chapter (HCMA or HEF). Each Chapter is always enthusiastically embracing members looking to get involved with the Chapter, whether for participation in networking events, committee membership, or potential Board position. HCMA's Nominating Committee is actively seeking candidates for election to their Board of Directors (please email Kenan Baldridge KBaldrid@Rochester.rr.com – Chair HCMA Nominating Committee, regarding interest or nomination of fellow ACHE member).

Healthcare Management Association of Central NY (HCMA)

HCMA's annual Fall Conference, providing a 9.0 credit Face-to-Face education session, is being held in the beautiful village of Saratoga Springs on September 29 and 30. Please visit the HCMA website events section for more information and to register!

Also, save the date for HCMA's Spring Conference, also offering 9.0 Face-to-Face credits, which will be held on April 12 and 13, 2018 in Watkins Glen, NY. Watch your email for more information on this event later this fall!

Healthcare Executive Forum (HEF)

HEF will host a 1.5 credit Face-to-Face education session in collaboration with the UB School of Management on November 3, 2017. The session "Improving the Health Status of the Community—Person-Centered Care for our Aging Population" will take place at the Templeton Landing Restaurant.

On September 19 HEF is also collaborating with P2 to co-sponsor P2's semi-annual PHIP awareness seminar titled "The Invisible Story and Cost of Homelessness" taking place at Templeton Landing Restaurant. Please visit the HEF website for more information and to register for these events.

Chapter Websites

Please check out these websites for events and additional information from your local Chapter:

<http://hcmacny.ache.org/>

<http://hef.ache.org/>

2018 ACHE Congress

It's never too early to start planning for ACHE's Annual Congress on Healthcare Leadership. The 2018 Congress will be held March 26 – 29, 2018 at the Hyatt Regency Chicago. Registration opens November 15, 2017 at ACHE.org/Congress. This event draws world-class speakers and more than 4,000 healthcare leaders each year. See you in Chicago!

Sincerely,

Frank B. Panzarella Jr., MHSA, CMPE, FACHE

Regent for New York - Northern and Western

Chief Operating Officer

Bassett Medical Group

Articles of Interest

Articles about leadership/management from ACHÉ.

Unique Behaviors That Earn Your Employees' Respect

Great entrepreneurs and well-known leaders tend to possess some “rather unusual behaviors not commonly seen in the corporate world,” according to Marcel Schwantes, a speaker, leadership coach, and the principal and founder of Leadership From the Core. In a recent article for *Inc.*, Schwantes said brilliant leaders do the following four things:

Tap front-line employees for new ideas. Success happens when leaders go down to the production floor to “engage with workers, ask questions and actively listen to truly understand current issues.”

Stay curious. Saying great leaders are naturally curious may sounds cliché, but the notion is backed by research. For instance, a *Harvard Business Review* report found people with a higher “curiosity quotient” are more inquisitive and generate more original ideas, which leads to higher levels of knowledge acquisition over time.

Display vulnerability. “There's immense power in being openly vulnerable,” says Schwantes. Vulnerability allows leaders to connect with and engage his or her employees. Being relatable helps build relationships, which is what many businesses are built on.

Have empathy. “The practice of empathy works in a business sense only if the end result is removing barriers and helping your employees succeed,” says Schwantes. “It's the feeling of safety and freedom employees get that releases them to do great work.”

Schwantes believes these four uncommon behaviors command great respect and unprecedented employee loyalty, and lead to clear, competitive advantage.

—Adapted from “[4 Rare \(and Brilliant\) Things Smart Leaders Do to Get Respect](#),” by Marcel Schwantes, *Inc.*, July 30, 2017.

Three Keys to a Great Pep Talk

The ability to speak in a manner that is both energizing and persuasive is important for any leader, yet most executives receive little to no formal training in motivational speaking, according to a recent *Harvard Business Review* study. Authors of the research found most skillful speakers use language that is:

1. Clear. Great speakers use “uncertainty-reducing language.” For instance, rather than being vague, these speakers provide precise information on how to accomplish a task, including simple instructions, straightforward definitions of tasks and clear-cut details on how performance will be evaluated.

2. Empathetic. “Empathetic language” demonstrates that the speaker is considerate of the audience members as actual human beings. Praise, encouragement, gratitude and acknowledgment of a task’s difficulty all fall into this category.

3. Inspirational. People who give great pep talks often use “meaning-making language,” meaning they explain why a task is important. Typically, they do so by telling inspirational stories about times when people who worked hard succeeded or when their efforts positively affected customers or the community.

—Adapted from “[The Science of Pep Talks](#),” by Daniel McGinn, *Harvard Business Review*, July–August 2017.

National News

Perfect Your Interview Skills With ACHE's Interview Prep Tool

Have you explored [ACHE's Interview Prep Tool](#)? When it comes to the interview process, preparation is key. Even the best candidates can be overlooked during the interview process if they fail to make a lasting impact.

This unique video interview preparation tool will help you develop a competitive edge. ACHE's Interview Prep Tool features:

- A platform with video recording capability to help you perfect your professional presentation
- Healthcare management expert-recommended interview questions
- Best practices for your responses to questions in pursuit of positions at various career levels
- Customized self-assessments to critique your performance
- The option to easily share interview recordings with others for feedback

Visit [ache.org/InterviewPrep](#) to learn more and get started!

Are You Due to Recertify Your FACHE[®] Credential in 2017?

Demonstrate your continued dedication and commitment to lifelong learning by recertifying your FACHE credential. Visit [my.ache.org](#) (login required) to learn when you are due to recertify. Please submit this application no later than

Dec. 31; include your Qualified Education credits and your community/civic and healthcare activities. For more information, please visit [ache.org/Recertify](#).

You may also contact the ACHE Customer Service Center at (312) 424-9400 Monday–Friday, 8 a.m.–5 p.m. Central time or email contact@ache.org.

Offering a Postgraduate Fellowship? ACHE Can Help

ACHE would like to know if your organization is offering a postgraduate fellowship for the upcoming year. If so, we encourage you to add it to our complimentary Directory of Postgraduate Administrative Fellowships at [ache.org/Postgrad](#).

As a healthcare leader, you know how crucial it is to attract and develop highly qualified professionals in your organization. Gain exposure and start attracting top-notch applicants by posting your organization's program on ACHE's Directory. You may add a new listing or update a previous one at any time by completing the [Online Listing Form](#).

Questions? Please contact Audrey Meyer, membership coordinator at (312) 424-9308 or email ameyer@ache.org.

Save Time and Money With ACHE Self-Study Program

Need to earn ACHE Qualified Education cred-

its? Earn six hours by completing a course through ACHE's Self-Study Program. Self-Study courses are portable and ready for you any-time—at home, in the office and more. Topics include finance, human resources, leadership and management.

Take advantage of ACHE's special offer: purchase one self-study course and receive a second course at a 50 percent discount. To review a list of available courses and corresponding Health Administration Press books, and to place an order, visit [the ACHE website](#).

ACHE Member Communities Can Enhance Member Experience

ACHE offers four community groups that align with our member's professional backgrounds and diversity inclusion.

ACHE Forums: [Asian Healthcare Leaders](#) | [LGBT](#)
| [Healthcare Consultants](#) | [Physician Executives](#)

Sign up today: Join or renew one or more of these groups for an annual fee of \$100 and receive benefits for the rest of 2017 *and all of 2018*. All benefits are accessible online and include a quarterly newsletter, an exclusive LinkedIn Group and special designation in ACHE's online Member Directory.

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.

Event Highlights

Great events happened in this quarter.



**WNY Roadmap for Interoperable Electronic Health Records
@ D'Youville College
on April 7, 2017**



**Financial Implications:
The push from Inpatient to
Outpatient
@ Templeton Landing
on June 20, 2017**



**Summer Networking Event
@ Marcy Casino
on July 20, 2017**



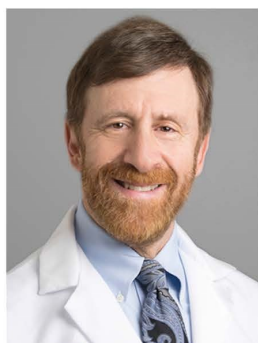
Upcoming Event

Improving the Health Status of the Community *Person-Centered Care for our Aging Population*

A panel discussion and Q&A, featuring:



Kathy Hagen
Project Administrator
The Eden Alternative



Bruce Troen, MD
*Professor of Medicine and
Chief, Division of Geriatrics
and Palliative Medicine*
University at Buffalo
Jacobs School of Medicine
and Biomedical Sciences



Nancy Nielsen, MD
*Senior Associate Dean for
Health Policy*
University at Buffalo
Jacobs School of Medicine
and Biomedical Sciences



Shirley Johnson
*Chief Nursing Officer and
Senior Vice President of
Nursing and Patient Care
Services*
Roswell Park Cancer
Institute



Moderator
Larry Zielinski
*Executive in Residence,
Health Care Administration*
University at Buffalo
School of Management



School of Law
School of Management
Center for Successful Aging

November 3, 2017 • 8-10 a.m.

Templeton Landing, 2 Templeton Terrace, Buffalo

Learn more and register: caringfortheaging.eventzilla.net

Earn 1.5 ACHE face-to-face education credits by attending this program

More details and Register at

<http://caringfortheaging.eventzilla.net/>

Career Pathways in Healthcare Management

Organized by HEF and D'Youville College

DATE: Thursday, November 2, 2017

TIME: 4:30 – 6:00 PM

LOCATION: D'Youville College (DYC)

First floor of the Madonna Hall, 334 Porter Avenue

Free and open to the public. No registration required.

Contact Us

Healthcare Executive Forum, Inc. (HEF)

Email us at info@hefny.ache.org

Website <http://hef.ache.org/>

