



HEALTHCARE EXECUTIVE FORUM, INC. (HEF)

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

2017 Q4 NEWSLETTER

From Our Leader

Quarterly message from the chapter leader.

Message from Your ACHE Regent

Dear Colleagues:

I trust this message finds you well and enjoying the holiday season! This Fall, in the midst of us all enjoying the colorful foliage woven throughout our Upstate New York landscape, our local ACHE Chapters were quite active delivering great networking and educational opportunities for us. I hope that a number of you had an opportunity to participate in one of these events, and if not, please plan to do so in the near future.

This past September I attended my first Chapter Leaders Conference and met amazing healthcare leaders from across the United States, Canada and U.S. Territories, all dedicated to the ACHE mission and passionate about advancing healthcare leadership and health in the communities, regions and organizations they serve. I was particularly struck by leaders in attendance from Puerto Rico who displayed an amazing sense of calm and resolve knowing that a devastating hurricane was approaching their homeland and families. Amid their intense desire to get back to do everything possible to help others, they continued to invest mental and emotional energy in the work of the Chapter Leaders Conference which was inspiring to witness. There was also a remarkable sense of “family” and an outpouring of support from others at the conference serving as poignant reminder of the core values we share as healthcare leaders. The crisis and challenges our colleagues face in Puerto Rico is far from past, so please keep them in your thoughts and prayers.

Celebration!

This Fall Sudha Bommidi, FACHE, Chapter President for HEF, was recognized by the University of Buffalo School of Management receiving their Service to the School award. Additionally, Sudha was named to Buffalo Business First’s “40 under 40” list for 2017! Two wonderful recognitions for a dedicated and passionate healthcare leader in Western New York.

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.

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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

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.

Healthcare Management Association of Central NY (HCMA)

HCMA hosted a very successful annual Fall Conference in Saratoga Springs this past September, continuing to build on its efforts to expand educational and networking opportunities throughout Central New York. Looking ahead, HCMA will be hosting a Spring Conference 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, as registration should be opening up very soon!

In November, the HCMA Board came together in Rochester for a strategic planning retreat that I had the opportunity to be a part of. Engagement and enthusiasm throughout the day was outstanding and resulted in a commitment to several key areas of focus for the Chapter that will drive 2018 strategic plan priorities. As the updated HCMA strategic plan is finalized, greater detail will be communicated to all HCMA Members. Thank you Nancy Daoust, FACHE for organizing the day including arranging to have Gerry Berish, our ACHE Regional Director join us, and having Ahern, Murphy & Associates facilitate the day!

Healthcare Executive Forum (HEF)

HEF held two very successful events this Fall, one in collaboration with the University of Buffalo School of Management which was a panel discussion on "Improving the Health Status of the Community—Person-Centered Care for our Aging Population", and a second which was a Career Conversation Round Table at D'Youville College featuring 6 panelists from myriad healthcare management career backgrounds. HEF has several events in the active planning stages for the winter months through early spring, so be sure to keep an eye on your email and check the HEF website for updates!

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

The 2018 Congress is just around the corner now! The dates for this year are March 26 – 29, 2018 at the Hyatt Regency Chicago. Registration is open at ACHE.org/Congress. This event draws world-class speakers and more than 4,000 healthcare leaders each year, and is an outstanding forum for networking and re-invigorating your innovative spirit! Hope to see you in Chicago.

Sincerely,

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

Regent for New York - Northern and Western

Network VP and COO of Bassett Medical Group Bassett Healthcare Network

Articles of Interest

Articles about leadership/management from ACHÉ.

Bring Out the Most in Your Employees: 10 Tips for Managers

One of the biggest responsibilities managers have is to inspire others to be the best versions of themselves. “If done well, everyone on your team will not only be more productive and efficient, but also happier with their jobs,” according to entrepreneur and speaker John Rampton. Here are 10 ways managers can effectively lead others to produce high-quality work:

1. **Be authentic.** Behaving in a way that aligns with your beliefs and values helps build trust with your employees and encourages them to be genuine as well.
2. **Encourage transparency and feedback.** Admitting when you are wrong is crucial to creating an honest and transparent culture where everyone can feel free enough to be their best at work.
3. **Create connections with individuals.** Get to know each person on your team. This will allow you to understand what motivates your employees, what they enjoy doing and what they are working toward.
4. **Give recognition.** Be the one to applaud and appreciate good work and can keep motivation levels high.
5. **Leverage technology.** Spend time finding solutions that can automate or speed up monotonous tasks to help make your team more productive and happier.
6. **Support risk taking.** Encouraging risk taking not only builds employees’ confidence and autonomy, but it yields more output within a culture of innovation.
7. **Keep mission at the forefront.** When people are excited about the work they are doing, their output is going to be exponentially higher.
8. **Promote autonomy.** Don’t make people feel like they have to be doing their work in a particular way, let them take a goal or idea and run with it. Giving people freedom can create momentum in the office.
9. **Challenge your employees.** Inspire your team to ask questions like “why am I working on this particular thing? Is what I’m doing the best use of my time right now, and is there a way to do this more efficiently?”
10. **Hire the best.** Great managers bring superstar qualities out of normal people. That said, it’s crucial to know when a person isn’t a good fit and when to cut ties with someone who doesn’t fit.

—Adapted from “[10 Ways to Make Your Employees 10x More Productive](#),” by John Rampton, *Entrepreneur*, Nov. 10, 2017.

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.

National 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.

Access Complimentary Resources for the Board of Governors Exam

For Members starting on the journey to attain board certification and the FACHE® credential, ACHE offers complimentary resources to help members succeed so they can be formally recognized for their competency, professionalism, ethical decision making and commitment to lifelong learning. These resources, which include [the Board of Governors Examination in Healthcare Management Reference Manual](#) and [quarterly Advancement Information webinars](#), are designed to be supplements to other available Board of Governors Exam study resources, such as [the Board of Governors Review Course](#) and [Online Tutorial](#).

- The *Reference Manual*, found at [ache.org/FACHE](https://www.ache.org/FACHE), includes a practice 230-question exam and answer key, a list of recommended readings, test-taker comments and study tips.
- Fellow Advancement Information webinars provide a general overview of the Fellow advancement process, including information about the Board of Governors Exam, and allow participants to ask questions about the advancement process. An upcoming session is scheduled for Dec. 14. Register online at [ache.org/FACHE](https://www.ache.org/FACHE).

List Your Postgraduate Fellowship With ACHE

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](https://www.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, Monday through Friday, 8 a.m. to 5 p.m. Central time.

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 nom-

inated 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](https://www.ache.org/CandidateGuidelines). If you have any questions, please contact Julie Nolan at (312) 424-9367 or jnolan@ache.org.

Event Highlights



**Improving the Health Status of the Community
– Person-Centered Care for our Aging Population
at Templeton Landing
on November 3rd, 2017**

Upcoming Event

Healthcare Executive Forum, Inc. (HEF)
Presents

WINTER NETWORKING EVENT

Thursday, Feb. 22, 2018

5:30 - 7:30 PM

The STATLER

**107 Delaware Ave,
Buffalo, NY 14202**

**Bring your friends and coworkers for food, drinks,
great conversations, and fun activities such as:
Human Bingo, Business Card Collection Challenge,
and Student Membership Giveaway**

Admission is free, compliments of HEF

RSVP NOW @

<http://winter2018.eventzilla.net/>

An Independent Chapter of



American College of
Healthcare Executives
for leaders who care®

Healthcare Executive Forum, Inc. (HEF)

Email: info@hefny.ache.org

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



The Health System of the Future

April 11, 2018

4:30pm – 7:00pm

D’Youville College, Blue Lounge

Keynote Speaker

Josh Luke, PhD

Award Winning Healthcare Futurist

Hospital CEO, USC Faculty & Champion for Alzheimer’s Disease

CSO/Sr. Health Policy Analyst for Nelson Hardiman

Featured Guest Panelists

Thomas Quatroche, Jr., PhD, President and Chief Executive Officer, ECMC

Nora O’Brien-Suric, PhD, President, The Health Foundation for Western & Central New York

CJ Urlaub, President and Chief Executive Officer, Mercy Hospital

Jody Lomeo, President and Chief Executive Officer, Kaleida Health

Sponsored by

Health Foundation for Western & Central New York

For more Information, please visit www.dyc.edu/PD.

Contact Us

Healthcare Executive Forum, Inc. (HEF)

Email us at info@hefny.ache.org

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

