



HEALTHCARE EXECUTIVE FORUM, INC. (HEF)

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

2018 Q2 NEWSLETTER

From Our Leader

Quarterly message from the chapter leader.



Dear Colleagues,

Happy summer 2018! The first half of 2018 has been a great success with programs aimed at engaging and re-engaging the local HEF/ACHE membership and potential members while contributing to professional development. We are grateful to everyone who has been involved either in organizing and/or attending these events.

One key focus of Q2 was the development of Inclusion & Diversity Committee (I&D) with the goal of improving diversity in the composition of HEF membership to have a true representation of healthcare leaders in our chapter that represents the community we serve. In the coming weeks, we will continue to solicit the interest of our colleagues in the mental/behavioral health, developmental disability & social services sectors to become involved.

As outreach efforts continue, we strongly encourage current members who have not renewed their membership for 2018 to please consider doing so as soon as possible to prevent your membership from lapsing while taking advantage of all the outstanding opportunities ACHE membership affords.

Our annual "HEF Summer Networking Event" is scheduled for Thursday July 19th at the Marcy Casino located in Delaware Park. As always, this will provide yet another great opportunity for networking. Complimentary food and beverages will be served. Coming up later in the fall are other impactful programs with interesting topics relevant to today healthcare challenges such as Patient Safety Summit with opportunities for Continuing Education credits among others.

As you notice, there is truly a lot going on in 2018 and the extent of our success as chapter is dependent on your active involvement. So I encourage you to take advantage of all the educational & networking opportunities.

Thank you.

Best Wishes,

Momba C Chia, MHA

In this Issue

From Our Leader	1
Article of Interest	2
<ul style="list-style-type: none"> Four Steps to Establishing Your Leadership Philosophy Enhance Your Decision-Making Skills: Three Tips 	
National News	4
FACHE	6
Upcoming Event	8
<ul style="list-style-type: none"> Summer Networking Event Save the Date 	

Chapter Officers

President:

Momba Chia, MHA

Immediate Past President:

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

Treasurer:

Rachael Nees, MBA, FACHE

Secretary:

Brittney Merritt, MHA

Regent:

Frank B. Panzarella Jr., FACHE

Healthcare Executive Forum, Inc. (HEF)

Email info@hefny.ache.org

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

LinkedIn <https://www.linkedin.com/groups/4410582/profile>

Facebook <https://www.facebook.com/>

Articles of Interest

Articles about leadership/management from ACHÉ.

Four 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: Three 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.

National News

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](https://www.ache.org/FACHE).

The Thomas C. Dolan Executive Diversity Program—Now Accepting Applications

Please help spread the word to your members about the open application period (May 7–July 9) for the 2019 Thomas C. Dolan Executive Diversity Program by pointing them to [ache.org/ExecutiveDiversity](https://www.ache.org/ExecutiveDiversity).

During this year-long program, scholars benefit from specialized curriculum opportunities to develop strategies for successful navigation of potential career challenges and enhance executive presence, one-on-one interaction with a specially selected mentor, and participation in formal leadership education and career assessments. Enhanced self-awareness, critical leadership skills and an expanded network of leaders will help prepare scholars to ascend to C-suite roles in hospitals, health systems and other healthcare organizations.

Visit [ache.org/ExecutiveDiversity](https://www.ache.org/ExecutiveDiversity) for more information or to apply. If you have questions about the program, please contact Cie Armstead, director, Diversity and Inclusion, at carmstead@ache.org or (312) 424-9306.

The Foundation of ACHE's Fund for Healthcare Leadership accepts donations to the Thomas C. Dolan Executive Diversity Program. Gifts—no matter the amount—help shape the future of healthcare leadership. Visit [ache.org/ExecutiveDiversity](https://www.ache.org/ExecutiveDiversity) to make your donation.

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.

Deadline Approaching to Save \$200 on Board of Governors Examination Fee

ACHE is pleased to offer the Board of Governors Exam fee waiver promotion to eligible ACHE Members seeking to take the next important step for their healthcare management careers. Healthcare leaders who hold the prestigious FACHE credential are recognized for their commitment to lifelong learning, competence and ethical decision making. *In fact, more than 75 percent of Fellows feel better prepared to handle the challenges of the evolving healthcare management landscape.*

Qualifying for the \$200 Exam fee waiver is easier than you think! Just follow these simple steps:

1. Go to [ache.org/FACHE](#) and click "Apply for Board Certification."
2. Submit the application and \$250 application fee. Depending on your ACHE profile, many of the required fields may already be completed for you.

All required documents, including your application, fee and references, are due June 30, 2018 in order to qual-

ify for the waiver.

Forum on Advances in Healthcare Management Research 2019 Proposals Open

The American College of Healthcare Executives 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, March 4–7. The lead presenter of each selected proposal will receive a complimentary registration to 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**.

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](#).

FACHE

Fellow of the American College of Healthcare Executives

The Distinction of Board Certification

What is a FACHE?

FACHE is the Fellow of the American College of Healthcare Executives. When you become board certified in healthcare management as an ACHE Fellow (FACHE), you'll have the knowledge, skills and confidence to succeed.

Why should I become a FACHE?

Earning the distinction of board certification in healthcare management as a Fellow of the American College of Healthcare Executives (FACHE) signifies your expertise, experience and commitment to continuing education and professional development. Just as members of the medical staff are board certified, having the FACHE credential by your name indicates a level of achievement in the profession.

How can I become a FACHE?

Step 1: Meet the eligibility requirements.

Step 2: Submit your advancement application. Upon approval, you will have two (2) years in which you must take and pass the Board of Governors Exam.

Step 3: Prepare for your Exam.

Step 4: Register for the Exam and pay the \$200 Exam fee. Exam eligibility will be valid for the two year duration of the approved fellow application.

What are the eligibility requirements?

Fellow candidates must meet all of the following requirements prior to applying and sitting for the Board of Governors Exam:

1. Current Member with three (3) years tenure as an ACHE Member, Faculty Associate, or International Associate. Student membership does not count toward tenure.
2. Master's degree (or other post-baccalaureate degree). A copy of your diploma or final conferred transcript is required.
3. Currently hold an executive healthcare management position with a minimum of five (5) years of executive healthcare management experience. A copy of your job description, organizational chart and resume is required.
4. Demonstrate 36 hours of healthcare-related continuing education within the last three (3) years of submitting an application (12 hours must be ACHE Face-to-Face education).

5. Two (2) examples of community/civic activities AND two (2) examples of healthcare-related activities within the last three (3) years of submitting an application.
6. Two (2) references: One (1) Fellow reference (must be a structured interview), the second reference may be from a senior-level executive (VP or higher) in your organization, OR it may be from a second Fellow.
7. \$250 Application Fee (non-refundable).

*Your Fellow application will remain valid for two (2) years in which you must pass the Board of Governors Exam.

What are included in the **Board of Governors Exam**?

The Board of Governors Exam begins with a short biographical data questionnaire that takes approximately five minutes to complete. There are 230 questions—200 are scored and 30 are "trial", unscored questions. Candidates will have up to six (6) hours to complete the exam. Each question has four (4) possible answers, and a candidate's score is based on the number of scored questions on the examination. The "trial" questions do not affect a candidate's score—they are included so they can be evaluated for possible use as scored questions on future examinations.

There are ten core knowledge areas included in the exam: Business, Finance, Governance and Organizational Structure, Healthcare, Healthcare Technology and Information Management, Human Resources, Laws and Regulations, Management and Leadership, Professionalism and Ethics, and Quality and Performance Improvement.

Where **can I learn more about FACHE?**

To learn more about advancing your healthcare career and becoming a FACHE, please go to <https://www.ache.org/membership/credentialing/index.cfm>.

Upcoming Event

Healthcare Executive Forum, Inc. (HEF)

Presents

Summer Networking Event

Thursday, July 12, 2018

6 - 8 PM

MARCY CASINO

199 Lincoln Pkwy, Buffalo, NY 14222



*Please bring your friends and colleagues for food,
drink, fun activities, and great conversation.
Remember to bring your business cards!*

RSVP TODAY @

<http://summer2018.eventzilla.net/>

An Independent Chapter of



American College of
Healthcare Executives
for leaders who care®

Healthcare Executive Forum, Inc. (HEF)

Email: info@hefnv.ache.org

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



Save the Date

Patient Safety Summit

Thursday, September 27, 2018

Adams Mark Hotel

All-Day Healthcare Conference

Friday, October 26, 2018

Templeton Landing

Contact Us

Healthcare Executive Forum, Inc. (HEF)

Email us at info@hefny.ache.org

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

