



# HEALTHCARE EXECUTIVE FORUM, INC. (HEF)

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

## 2021 Q1 NEWSLETTER

### A MESSAGE FROM OUR LEADER



#### Happy Women's History Month!

This month we celebrate all of the women both past and present who through innovation, influence, and illumination, have had a significant impact on our lives. We are also reminded of how important it is to nurture and guide the women of the future. This passage cannot be supported by educational alone, rather demonstrated through acts of valiancy.

As a woman of the future myself, I am always reminded of how anything (and everything) is possible when I look to the women in leadership roles within our community. What I find most impressionable and admirable is how these women can demand and hold the attention of the room. Not because of how they look or what they're wearing- it's because people want to hear what they have to say. These women have earned that right, albeit not without struggle, and our community has a responsibility to uphold that momentum.

#### How Can You Support Women?

1. Listen **AND** be present: understand how being present makes all the difference.
2. Be encouraging **AND** respectful: words of affirmation go a long way, but beware of backhanded compliments that are steered towards a woman's age or physical appearance.
3. Be inclusive **AND** proactive: it's more than including women by default, its asking them how they want to be included and how they feel they can contribute.
4. Educate **AND** be informed: advocating for women's rights is not a pass/fail test- we're studying for the MCATs- it's going to take some time, facts, and effort.

Lastly, **thank you** to all of the women who have paved the way to make my role as President, possible.

*Brittney Carothers, MHA*

**President, Healthcare Executive Forum**

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#### Chapter Officers

##### President:

**Brittney Carothers, MHA**

##### President Elect:

**Michael Omoniyi Ayanbadejo, MBBS, MPH**

##### Treasurer:

**Roger Leising, MHA**

##### Secretary:

**Kathleen Curtin, BSN, MBA, EdD**

##### Regent:

**Kurt Calman , FACHE**

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## The HEF Blog

# Gender Equity, Leadership, and our WNY Community

**Kathleen Curtin, BSN, MBA, EdD Associate Professor Health Administration and Public Health**

It has been a great consolation to be a member of a group like the Healthcare Executive Forum (HEF) in this time of careful isolation. A time like this has not been a part of anyone's life experience since 1918, such a long time ago. Yet it seems that we are challenged by, or challenge ourselves, in every generation with illness, war, economic collapse, environmental problems, and most unfortunately, inequity among our fellow human beings.

Always, in these times, we seek solace in the comfort of family and community. With this comfort we are renewed, overcome, and with each challenge, we grow.

How does this happen? Certainly, the individual strength that we each must call upon is essential. This blog is intended to add our recognition of, and appreciation for, those that guide us. Leadership makes it possible for each of us to grow in ways that we could never have imagined without the models provided by those who come before us to achieve at exceptional levels.

With this appreciation, I am very pleased to represent HEF as moderator for our March 9, 2021 virtual event "Embracing a Dialogue on Gender Equity in Healthcare" with guest speakers Nancy Nielsen, MD Senior Associate Dean for Health Policy at the Buffalo Jacobs School of Medicine and Shirley Johnson, RN, MBA Senior Vice President and Chief Clinical Operations Officer for Roswell Park Comprehensive Cancer Center.

The topic of gender equity touches us all, as women and as partners and friends of women. Decades ago, as I considered my future, it was clear that earning a living was imperative. Given the alternatives that I was aware of, I chose nursing primarily because teaching and becoming a nun did not suit my taste at the time.

The limits of the alternatives that I was aware of came from a combination of my view of the role of women and my exposure to the possibilities of the future. I did have the good fortune to achieve that very early goal and as possibilities expanded over time, so did my professional options and choices.



**Kathleen Curtin,  
BSN, MBA, EdD**

*Kathleen is an  
integral part of our  
team: serving as  
Board Secretary and  
Programming  
Committee Member*

## The HEF Blog

And so, I am pleased to thank both Dr. Nielson and Senior Vice President Johnson for the way that they paved. Ms. Johnson began her career as a nurse in St Louis advancing through every respected administrative role in hospital nursing while acquiring advanced management degrees along the way. More recently, she came to Buffalo by way of California and has been at Roswell serving in the combined role of senior vice president and chief operation officer for clinical services since 2016.

Dr. Nielson is well known to us as a long standing member of our community. I was breath taken when she became President of the American Medical Association in 2008, an institution renowned for its view of the medical profession as the bastion of the male gender. And yet that was only one of many achievements. I came to learn later that she was a PhD and served as Chair of the Biology Department at D'Youville College, my alma mater. Little did I know that medical school did not even begin until after the birth of her fifth child.

These are our role models. We thank them as we continue to work to ensure that all women of all colors, shapes and preferences have the right to imagine any future with confidence. We remain committed to all women receiving equal support for their services and that all individual human gifts will be equally acknowledged.

# WNY Front Line Hero Winners



COLLEEN JORDAN, RN

**In-Service Coordinator-Education**  
Catholic Health Home and Community Based Care

**Every Day is a Different Challenge, But It's What She Loves**

"My goal is to always get staff to a place where they feel comfortable," notes Colleen. "They have been given a lot of information and read a lot of misinformation as well, but rules change every day..."



AMY HIARN, RN

**Registered Nurse, CCD**  
Father Baker Manor

**Above and Beyond Doesn't Event Begin to Cover it**

"For those patients, we are happy to just do everything for them, as they could no longer rely on their family members for help..."



LYNNE LAVERDI, RN

**Director of Nursing**  
The McAuley Residence

**A True Leader at the Front We Can All Get Behind**

"It is OK to voice frustration. As long as we listen to each other, support each other, and have hope." She emphasizes, "We have to have hope. We have to get through..."

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Read the full stories at <http://hef.ache.org>

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**Do you  
Know a  
Hero?**

*The Healthcare Executive Forum has implemented a campaign to recognize front line Heroes in Western New York. Nominations are accepted on a rolling basis, and can be submitted through our website, or [here](#)*

## From the Desk of...

# WNY Can Learn the Lessons, Make Changes, By Relying On Each Other

***Alan Kahn***

Western New Yorkers know that, in many ways, things simply don't happen here like they do in the rest of New York State. Just like the different timing and unique challenges faced when the Pandemic first hit, Western New York is now facing unique challenges when it comes to rollout of the State's COVID-19 vaccination program. With a concentration of population in cities like Buffalo, Niagara Falls, Jamestown and Batavia, coupled with a large rural population in counties like Genesee, Orleans and Wyoming (GOW), getting vaccines to those in need has been uneven at best and a hot mess at its worst. "It was a fiasco in terms of getting rural folks the shot in the arm," said New York Assemblyman Steve Hawley. He was referring to the State's opening of a vaccine site in early March at Genesee Community College that rural officials hoped was to vaccinate residents of the "GOW" counties with a shipment of the Johnson & Johnson vaccine. Instead, the pent up demand for vaccine from residents in the high population centers of Erie and Niagara counties spilled over, grabbing the open slots as soon as they were announced.

Erie County residents took nearly half of all the appointments, with 1,666 spots for 47.6% of all doses available, while Niagara County residents accounted for 446 spots or 12.74% of all doses. This doesn't even account for Chautauqua, Orleans, Cattaraugus and Allegany counties who also were grouped in to the Western New York region, even though they all present very different challenges in terms of care facilities, density and spread dynamics.

Another issue is the idea of making aging rural residents attain their vaccine appointments through the internet, something not always used so regularly by people in the elderly age groups who are most at risk. Likely more calls to grandkids from elderly grandparents have taken place in the past few weeks than ever before. Additionally, poor broadband access in the countryside limited the ability to sign up because, before people could call the state hotline and sign up, slots had filled up. "If you don't have broadband, or if you have it but it's not reliable, or you're not comfortable on computers, or you're a person that can't afford a computer... those are the most vulnerable," Hawley said.

Just as with healthcare disparities that saw COVID-19 case rates skyrocket in underserved communities, especially the African-American, Latino, and Native populations of Western New York, vaccinations also don't seem to be reaching those communities at the same pace. Based on New York State statistics, relative COVID-19 rates remain high in these communities as we head into the summer

## From the Desk of...

While the hope is still ever-present that Western New Yorkers will eventually coordinate effectively with the State, and its politically precarious Governor as well as new Health Department officials in ways that will improve access to life-saving vaccines ahead of the likely fourth wave, it is clear that nothing will come easy, nor is it assured in Western New York. Niagara County, for instance, was threatened in a sternly written letter with a \$100,000 fine by the State's top vaccination coordinator for the County's apparent slow rollout of jabs in arms compared with the amount of vaccine given. Caught off guard by this, Niagara and other counties similarly threatened sent back a message explaining why this wasn't the way to go about supposedly cooperating. The reply mentioned such threats from the State could send staff morale plunging at a time when local health departments are scrambling to meet public demand for vaccine supply, potentially forcing some providers to stop administering vaccines out of fear of penalties.

What all of this has exposed in Western New York—a microcosm for many similar areas of the country—is the tremendous difficulty in coordination when it comes to private organizations working with large public systems to provide critical healthcare access to those communities in need, in such detailed ways, especially at a time of such political division.

It is a uniquely American problem, and a glaring reason why the disparities in COVID cases, deaths, and vaccination discrepancy measured in this country far surpass others measured throughout the world. It is a perfect American storm, and Western New York seems to be a very representative 'lake effect' in this Pandemic that highlights how people here can easily be dumped on due to winds that blow from elsewhere. Yet just like in the real blizzards that come annually, we often find that Western New Yorkers pull out of danger, get moving out of disaster, and pull ahead to bright new opportunities only when we act on our own, for each other, in the unified spirit of the city (and region) of good neighbors that we all know is special to us here. The bright rays of hope shown by large and small healthcare organizations working together, and the heroes at the front line who don't see logos, but only see patients, must be reassessed when all this is through. The lessons must be learned and changes must be made, so that all Western New Yorkers have the same care, the same vaccines, the same chance to live long lives celebrating our sports teams, our food, and everything that is great about living here. Western New York has a chance to lead the way. When the final analysis comes on how we performed, let's hope the review committee is made up of all the best of us, working collectively in a non-political way, to never let these wrongs happen again, in a spirit of togetherness that makes us all proud.

# Upcoming Event

## Embracing a Dialogue On Gender Equity In Healthcare

**VIRTUAL EVENT**  
Tues, March 9,  
1pm – 2:30pm  
**FREE to Register**

Healthcare  
Executive  
Forum  
Of Western  
New York

AN INDEPENDENT CHAPTER OF  
 American College of  
Healthcare Executives  
*for leaders who care®*

**Virtual Panel Discussion - Qualified for 1.5  
ACHE Face-to-Face Credits**

Moderator:  
**Kathleen Curtin**  
Associate Professor,  
D'Youville College





**Nancy Nielsen,**  
MD, PhD  
Sr. Assoc. Dean for  
Health Policy  
Univ. at Buffalo  
Jacobs School of  
Medicine

- One of the nation's leading experts on health care policy and health care reform
- Past President, American Medical Assoc.
- Member of the Institute of Medicine of the National Academy of Sciences



**Shirley Johnson,**  
MBA, MS, RN  
Sr. VP, Chief  
Clinical Ops Officer,  
Roswell Park  
Comprehensive  
Cancer Ctr.

- Heads all Roswell Park clinical operations
- Deeply experienced in oncology patient care delivery, oncology program strategic planning and program facility design, as well as leadership development.

This informative discussion, on how best to promote and sustain practices of gender equity in healthcare settings, is led by WNY women who have risen to success despite numerous barriers. They will speak on their own unique circumstances, while sharing insights on how to avoid marginalizing others. The frank dialogue will center on issues relevant to those who have experienced barriers to career advancement based on gender, race, ethnicity and other biases.

Panelists will touch on constructive ways to actively promote gender equity and inclusion, predict future trends for achieving equity in healthcare, and engage audience members in an interactive Q & A session.

Attendance by Zoom is FREE, but limited, so please:

Register now at HEF website <http://hef.ache.org>, or  
At Eventbrite <https://bit.ly/2N1ueFc>, or scan QR Code->



Do you want to receive updates and additional information for upcoming events? **Join our mailing list!**

<https://mailchi.mp/6fcb54067221/mailling-list-subscription>

## A Message from Our Regent



Dear New York Healthcare Leaders.

I hope everyone had a nice holiday season, and you were able to spend time with those closest to you during a time of tremendous professional demand.

First of all, I'd like to mention the upcoming Virtual ACHE Congress on Healthcare Leadership on March 22-25. ACHE has shifted a tremendous amount of planning to a virtual offering that will not fall short of the industry standard of educational offerings you have come to expect. For those new to ACHE, I would highly encourage you to consider attending. Personally, Congress has always been something I've looked forward to where there have always been topics that have shaped my healthcare leadership style or redirected my research pursuits. For more information, please go to <https://congress.ache.org/>.

I'd like to start by recognizing that our chapters are continuing to offer value and recognition to our members while being flexible to the different environments we are now operating in. The Healthcare Executive Forum of Western New York (HEF) has established the WNY Frontline Hero Award. Four (4) outstanding local healthcare workers are selected on a quarterly basis and recognized by HEF. This has been extremely well received with an abundance of nominations that are truly inspiring in ways our local heroes have gone over and beyond their call of duty. HEF is also proud to be presenting two virtual panel discussions (with both to be qualified for ACHE 1.5 Face-to-Face Credits). The first one is scheduled for Tuesday, March 9th, 1 pm-2:30 pm, with the topic "Embracing a Dialogue on Gender Equity in Healthcare", and the second event planned in May. Information for HEF events can be found on <http://hef.ache.org/>.

The Health Care Management Association of Central New York (HCMACNY) chapter has been very active with a number of initiatives. The Canadian Chapter representative reached out to HCMACNY in an effort to collaborate for presenting contemporary educational programs that benefit each chapter's membership. In 2021, a number of ACHE credit-awarding offerings will be provided. HCMACNY has also kicked off a new initiative that includes podcasts that include timely interviews of health care leaders addressing current and potential challenges in health care. The endeavor is underway, and soon the podcast will be available on the HCMACNY website. The chapter is also proud to announce two new board members, Mary R. Zielinski, FACHE, and Erin Lemcke-Berno. Please go to <https://hcmacny.org/> for information on all HCMACNY activities.

I'd like to recognize a few of our members, not intending to exclude any other great achievements with our membership. Jeremy Essman, VP, FACHE, Hospital Operations at Kaleida Health-Buffalo General/Gates Vascular, started as a student member while pursuing his MHA and recently has achieved Fellow status within ACHE. From our HCMACNY chapter, Diane K. Bradley, PhD, RN, FACHE(R), James F. Janeski, LFACHE, Gary A. Mosher, LFACHE, Frank B. Panzarella, Jr., FACHE, and Andrew E. Peterson, LFACHE, have received ACHE Recognition Awards for their contributions to the membership and community through volunteer service. Congratulations to all!

Lastly, I'd like to encourage anyone interested in growing their participation with ACHE to reach out to their peer member, chapter leadership, or myself. There are many opportunities to network with local healthcare leaders, as well as participate in the planning of local activities or on Chapter boards.

Sincerely,

Kurt Calman, FACHE  
Regent for New York-Northern & Western  
VP, Operations  
Rochester Regional Health  
[Kurt.calman@rochesterregional.org](mailto:Kurt.calman@rochesterregional.org)

## Resource Guide

### ***COVID-19 Information***

#### **Western NY COVID-19 screening sites**

<https://www2.erie.gov/health/index.php?q=covid-19-testing-information>

### ***Donate Life***

#### **Connect Life:**

<https://www.connectlife.org/ways-to-give/donate-blood/become-a-donor/where-do-i-donate-blood>

#### **American Red Cross:**

<https://www.redcrossblood.org/local-homepage/location/union-road-american-red-cross.html>

### ***Staying Healthy***

#### **ECMC Mobile Mammography Unit Info/Calendar:**

<https://www.ecmc.edu/health-services-and-doctors/cancer-and-oncology/breast-oncology/mobile-mammography-unit/>

#### **Windsong Radiology Mobile Mammography Unit Info/Calendar:**

<https://windsongwny.com/radiology/mobile-screening-mammography/#mamcal>

### ***Helping the Community***

#### **Buffalo urban League:**

<https://www.buffalourbanleague.org>

#### **Buffalo City Mission:**

<https://www.buffalocitymission.org>

#### **St. Luke's Mission of Mercy:**

<https://www.stlukesmissionofmercy.org>

## Contact Us

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