



**QUARTER 2  
JUNE  
2021**

**ACHENV.ORG**

**PRESIDENT'S MESSAGE**

**Bill Butcher, FACHE**

**President, ACHE-Nevada Chapter**



Hello!

A lot has happened since our last newsletter. The news about our progress fighting COVID-19 was becoming more positive as more people got vaccinated. Communities began to open up. Then the Delta variant arrived. I'm afraid we have a ways to go before the pandemic is consistently less of a factor in our daily lives.

At the beginning of the year, I set my sights on three primary objectives for our chapter:

1. Bring Diversity, Equity and Inclusion (DEI) front and center by infusing these principles into all aspects of Chapter and Board activities
2. Ensure our committees and their co-chairs have the support they need to get their work done
3. Get our Chapter through whatever the pandemic presented in an "unscathed as much as possible" manner

So far we're doing very well! Our DEI efforts continue to progress. I'd encourage you to join one of the upcoming DEI Committee's Courageous Conversations, a monthly video call with a focused DEI topic. I was able to attend the first one. It was a tremendous experience for learning and candid discussion. I understand the second one was just as powerful.

As for work by our other Committees, our Program & Social Committee has our first in person event of the year planned for July 15th with more events to come. Please attend! Our Membership Committee continues to look for ways to attract and retain members (ACHE membership took a hit across the country with the pandemic). Our Certification Committee is contemplating next steps for supporting members' advancement to Fellow after their successful BOG Exam Review course earlier this year. Our Communications Committee continues to get the word out about what we do and keep in touch. After a year-long recess, our Sponsorship Committee is firing back up again (asking for sponsorship funds didn't seem appropriate during the height of the pandemic). Our Mentorship Committee kicked off our latest Mentorship Program in May (if you have a mentor or mentee assignment and haven't gotten in touch with each other, now would be a good time!). Last but certainly not least, our Higher Education Committee continues to build and maintain our connections with universities and find opportunities for students planning careers in healthcare. Finally, the new approach implemented earlier this year at our Board meetings for reviewing and discussing the work being done by our committees has been a success.

On behalf of the Board, I'd like to thank our healthcare workers and leaders for their ongoing courage, compassion and commitment to getting through this pandemic. Please stay safe, stay well and take care of yourselves, your families and all those close to you.

**MISSION**

*The mission of the ACHE – Nevada Chapter is to be the professional membership society for healthcare executives; to meet its members' professional, educational, and leadership needs; to promote high ethical standards and conduct; to advance healthcare leadership and management excellence; and to promote the mission of ACHE.*

**REGENT'S MESSAGE**

**Vick S. Gill, FACHE      Regent for Nevada**



Fellow ACHE Nevada Members,

As we look around our state, we are beginning to see changes in our work and personal lives trending us back to what we were accustomed to a little over a year ago. We are caring for our patients with necessary precautions, but are doing so at greater volumes as patients begin to seek care they may have postponed. Our children are back at school in person, we are taking our families out to restaurants or Vegas Golden Knights games, and visiting friends and family members in other states we haven't seen in months. One of the main reasons we have been able to do so is through perseverance.

Perseverance is defined as the continued effort to do or achieve something despite difficulties, failure, or opposition. As we move forward past this pandemic, in both our work and personal lives, it is important to appreciate that this mentality was critical to our success. In our work lives, we saw obstacles and looked for solutions to care for our patients. In our personal lives, we saw difficulties, but remained optimistic and supported our families and our community through trying times.

The ability to persevere will be needed again. It may not be in a pandemic, but may present itself as a patient with a difficult diagnosis or a colleague who needs emotional support. Use the perseverance we know we have to help those around us. It may present itself in our own families or careers as well. Appreciate your own inner strength and channel it to support your loved ones and yourself. We can and will be able to conquer an impediment in life if we persevere.

It is an honor and privilege to serve as your regent and I'm proud to represent Nevada in this capacity. If there is anything I can do to help you, please do not hesitate to reach out to me at [vickgill@gmail.com](mailto:vickgill@gmail.com).

## DIVERSITY, EQUITY & INCLUSION

These last few months have been full of opportunities to learn more about each other. May was Asian/Pacific American Heritage Month. Did you know Asian American Pacific Islander covers over 20 different countries?! June is Pride Month. The Nevada Chapter is having a how to be a great ally event on June 24<sup>th</sup>. ACHE will also have a webinar called *Beyond the Rainbow– Healthcare Leadership and Allyship to Advance Equity for All*. (It is available to everyone through the Online Education Portal on ACHE.org) ACHE has a wonderful community, where you can find articles, books and discussions. Go to [Community.ache.org](https://community.ache.org) to find out more.

The Nevada Chapter DE&I Committee has been working hard to create a space where everyone feels welcome. They have created monthly Courageous Conversations where you can learn about diverse cultures (held on last Thursday of the month). They have also started writing book reviews that can help with having Courageous Conversations. This past month Dr. Jacquie Cheun wrote her review on [The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures](#).

Just this week, ACHE of NV passed the new DE&I statement that reflects our chapters mission to be inclusive. If you would like more information on any of these great resources or would like to attend a DE&I Committee please reach out to Maia Carter ([Maia.Carter@va.gov](mailto:Maia.Carter@va.gov)) and Khanh Andersen ([Khanh.Andersen@healogics.com](mailto:Khanh.Andersen@healogics.com))



## MEMBERSHIP

### Welcome Our New ACHE-Nevada Members!

Neeraj Bhandari  
Jeffrey Creedon  
Joy Reafs  
Jessica Rodriguez  
Nicole M. Blain  
Michelle Bookout  
Erika Luna  
Chester C. Whitley  
Troy M. Helgerson  
Edward C. Hoefler  
Brittany A. Opferman  
Shawn Tsuda  
Tammy M. Wray

## CERTIFICATION

**We set the benchmark for board certification in healthcare management.**

The FACHE credential brings continuous value to you as a healthcare leader, to your organization and to your community. The credential:

- Provides recognition as a leader among leaders in healthcare management
- Demonstrates your competency in all areas of healthcare management
- Signifies your lifelong commitment to change and improvement

### Earn My FACHE

Learn more about eligibility requirements for earning your FACHE. [VIEW REQUIREMENTS](#)

**Start Your Journey to FACHE.** [APPLY TODAY](#)

## HIGHER EDUCATION NETWORK

<https://www.unlv.edu/careerservices>

## MENTORSHIP

Written By: Mentee - Ashana Viswaruban  
Mentor - Andrea Davis

As an early careerist, I value every single learning opportunity that comes my way. Every experience I encounter is a chance for me to develop and grow as a future healthcare professional and the American College of Healthcare Executives Mentorship Program has already benefited me greatly. I am thankful for getting the chance to meet and work closely with my mentor, Andrea Davis. Not only is Andrea the CEO of an outstanding healthcare organization called Viticus Group, but she is a powerful example of a strong woman in leadership. With her unique work experiences, educational background, and overall wealth of knowledge, I feel as if I can easily look up to her and excel at a much quicker pace. Andrea always makes herself available when I have questions and she is able to give her full attention, which allows me to feel heard and encourages engagement. With similar passions, goals, and outlooks on life, it is easy to relate to one another and easily creates a positive working environment. This program has helped me better understand all the learning opportunities that come along with building a strong network and interpersonal relationships within the field. I am thrilled to continue this journey as a mentee and it is comforting to know that this will be an educational experience for the both of us! Thank you, ACHE-NV!

## MEMBERSHIP

### Recent Grads Can Transfer to Full ACHE Membership for Free

Now through Aug. 30, student members can transfer to full membership free of charge and experience all the benefits of being a member.

<https://www.ache.org/membership/student-resources>

### 2021 Membership Drive

Join Today and Save 50% on Membership

<https://www.ache.org/about-ache/join-ache/member>



**AJ Wagner**

**Position/Organization:**  
Practice Manager at Renown Health  
**Number of years in your position:** >1  
**Alma Mater(s):** Nevada State College, BS; UNLV, MHA  
**Hometown:** Phoenix, AZ

**Bio:**

AJ Wagner is early in his healthcare administration career in his first leadership position where he manages 3 urgent cares, a primary care, and sports medicine clinic for Renown Health in Reno. Prior to that, he spent 10 years as a Medic for AMR and Naphcare in Las Vegas. He has a passion for quality and compliance and has aspirations to start his own healthcare system one day after gaining enough experience in acute care facilities. In his free time, at least prior to the pandemic, AJ enjoys playing softball, training in martial arts, and striving to maintain his record as the worst golfer in history. He has a passion for chicken wings and all things inhumanly spicy—including collecting unique, torturously hot, hot sauces. AJ has been a member of ACHE for 4 years—each year being involved with various committees, including co-chairing the communications committee, helping start the sponsorship committee, and he is currently co-chairing the programming committee.

**Questions:**

**Why did you join ACHE and how long have you been a member?**

I joined ACHE in the first semester of my master’s program at UNLV as the program director at the time strongly recommended it for networking with local leadership.

**What would you tell other professionals who have not joined ACHE as to the benefits of membership?**

The ability to connect with and learn from healthcare professionals from a huge variety of backgrounds and experiences is extremely beneficial and insightful. There are ample opportunities to participate in unique panel discussions and hear from industry experts on relevant healthcare issues.

**What would your words of encouragement be to early careerists about pursuing healthcare leadership positions given the ever changing healthcare environment?**

As a current early careerist myself who struggled to break into the industry, I can attest to the fact that persistence and dedication pay off. Work hard, get your name known in the market, and never be afraid to try something new. And never tie yourself down with specific career intentions that cause you to miss out on great opportunities that you may not have considered before. And be geographically flexible!

**Ashana Viswaruban**

**Position/Organization:**

- Student Member of ACHE-NV
- Student Representative on Mentorship Committee Executive Board
- Mentee in ACHE-NV Mentorship Program
- Member of Sigma Phi Omega Honor Society

**Number of years in your position:**

- Less than 1 year

**Alma Mater(s):**

- Bachelor’s Degree in Community Health Sciences; Public Health & Minor and Certification in Gerontology - completed Spring 2020
- Current Masters of Healthcare Administration Student - completing Fall 2022

**Hometown:**

- Born in Toronto, Canada - 2 years
- Lansdale, Pennsylvania - 3 years
- South Lyon, Michigan - 8 years
- Las Vegas, Nevada - 4 years
- Reno, Nevada - 4 years
- Las Vegas, Nevada - Current

**Bio:**

Tell us about your career journey.

I have been working in the healthcare industry for a little over three years now. I originally had plans to go the clinical route, but after working as a Volunteer Program Coordinator for the Retired Senior Volunteer Program at the Sanford Center for Aging in Reno, NV, I fell in love with the field of Administration. I was able to combine my love for healthcare, administration, and aging into one position. I was granted a position at Renown Health where I worked as a Business Intern in the Service Excellence department. I directly supported the three branches of Service Excellence; Patient Experience, Patient Relations, and Language Access. Throughout this role I acted as a leader and point person for projects such as organizing the Patient Family Advisory Committee, managing complaints and grievances while practicing positive service recovery, and collecting and presenting nurse rounding quality metrics. Because of the impactful work I was doing, my internship was Renown’s first ever internship that was extended from the usual 6-month term to 10 months. I worked through the midst of the COVID-19 pandemic where I designed and launched trainings to ensure accessibility to virtual communication methods for patients and their families. I also organized and lead the community-wide mask drive, which allowed for distribution of thousands of handmade masks to the Reno/Sparks community. After completing my internship, I was admitted into UNLV School of Public Health Masters of Healthcare Administration Program and I was working full-time as a Provider Contract Specialist in the Networking department of a population health management company called P3 Health Partners. Now, I am currently studying part-time and working full-time as a Graduate Medical Education Coordinator, specifically for the Psychiatry department at the Valley Health System. My future goals include becoming an Executive Director or even a Chief Operations Officer of an acute care hospital.

**Questions:**

**Why did you join ACHE and how long have you been a member?**

I joined ACHE because I am always striving to look for new opportunities within the field to network and expand my knowledge. I have been a member for less than one year, but within the last 6 months, I’ve met so many amazing healthcare professionals who I have built connections with that have guided me in the right direction and went out of their way to provide beneficial advice. It’s great to be able to ask questions, shadow and continue to have a better idea of what I want my future to look like.

**What would you tell other professionals who have not joined ACHE as to the benefits of membership?**

Some benefits of joining ACHE are the resources that it can provide you. I have made sure that I follow ACHE on all social media, signed up for newsletters and regularly check their website for any updates or news. I have been able to be so much more “in-the-know” when I am surrounded by other like-minded individuals who also take the time to share valuable information. Another benefit would be the accessibility to creating new friendships and professional relationships. I have met other students who I am able to relate to and it has been beneficial to be able to learn about opportunities through one another. Specifically, the Mentorship Program through ACHE, has introduced me to healthcare executives that I now can reach out to at any point in time with questions or concerns.

**What would your words of encouragement be to early careerists about pursuing healthcare leadership positions given the ever changing healthcare environment?**

Something I always like to share with others is that they should never be afraid to step outside of their comfort zone. Stepping outside your comfort is the best way to grow as not only a healthcare professional, but as a leader and person overall. This is when the most change happens, and I think that the best lessons are always learned after failure. If you are ever feeling like you’re in a comfortable space in life, that’s when you know that you should be doing a little bit more to step outside that comfort zone and reach your goals.





## PROGRAM & SOCIAL

### FACE-to-FACE EDUCATION EVENTS

Each event qualifies for 1.5 ACHE Face-to-Face Credits

## F2F Events are in the planning process! Stay tuned!

To register for virtual F2F events, you must follow a 2 step process.

1. Purchase a \$25 ticket on Eventbrite
2. Register through ACHE's Learning Management System. Instructions will be sent via Eventbrite order confirmation.

## UPCOMING EVENTS



### Improving the Image of Quality Healthcare in Nevada – Education & Networking (Non-F2F)

Panel discussion on how we as a healthcare community can start to change the narrative of having to leave Nevada to find quality healthcare.

Please join us for our first in-person ACHE event of the year, sponsored by MountainView Hospital! ACHE and MountainView Hospital are partnering to provide an educational and networking event that will bring together many healthcare professionals in the area. The educational piece of the event will be a panel discussion with distinguished leaders from across the Las Vegas healthcare community. They will be discussing ideas on how to improve the current perception of quality healthcare in the Las Vegas market. After the panel discussion from 6-7pm there will be an opportunity to continue the discussion at the social hour to follow.

**Thursday, July 15 6:00 pm – 8:00 pm**

**Location:**

Leticia's Cocina & Cantina, 1949 North Rancho Drive, Las Vegas, NV 89130

**Purchase Ticket: [Improving the Image of Quality Healthcare in Nevada](#)**

**Moderator:**

Julie Taylor – CEO of MountainView Hospital

**Panelists:**

Patricia Scott – Quality, Safety and Regulatory Officer at UMC

Sam Kaufman – CEO/Managing Director of Henderson Hospital



Register Now!

On Thursday, April 1st, the ACHE-Nevada Chapter hosted its first event of the year - a virtual panel discussion on the topic of, "Workforce Management - Lessons Learned from Covid-19." The event was moderated by Chris Marlin, VP of HR at MountainView Hospital and the panelists included:

Dr. Paul Sierzensk, VP and CMO Acute Care Division of Renown Health

Tony Marinello, COO of UMC

Wayne Cassard, Market Director of HR for The VHS

The panelists discussed their organizations responses to the ever changing conditions brought on by the pandemic and how staffing was an important aspect in their planning. With a variety of backgrounds and experiences in different healthcare markets, Chris guided the panel through multiple questions and scenarios that highlighted each individual's expertise and how that was able to benefit the organization, employees, and ultimately the patients affected. For being the first virtual panel discussion held by the chapter, the event went extremely well with 28 total people participating in the event. A huge thank you to everyone who participated and especially to our distinguished moderator and panelists who truly made the discussion engaging, entertaining, and informative.

-AJ Wagner



## SPONSORSHIP

### Tap Into Our Network... Gain Visibility

The American College of Healthcare Executives (ACHE) is an international professional society of more than 40,000 healthcare executives who lead hospitals, healthcare systems, and other healthcare organizations. ACHE-Nevada Chapter (ACHE-NV) is our local chapter of the national American College of Healthcare Executives. We encompass a group of healthcare leaders from all 16 counties in the State. Our growing chapter consists of over 400 members including senior-level leaders who drive purchasing decisions in hospitals and healthcare facilities in the Nevada market.



**Our vision is to be the premier professional society dedicated to advancing healthcare leadership and management excellence.** As a Board, our mission is to meet the professional, educational and leadership needs of members; to promote high ethical standards and conduct; and to promote the mission of ACHE.

ACHE-NV offers many marketing and public relations opportunities to official sponsors. These sponsorships allow organizations a benefit by building strong relationships with our chapter members. In return, these sponsorships allow ACHE-NV to continue to provide unique services and programs to members. ACHE-NV sponsors help to underwrite the costs of our many educational and networking events. Sponsors may be corporations, suppliers, groups or individual consultants.

**Thank You!**  
**to our Sponsors**



We are also pleased to be sponsored by several organizations that share our commitment to Leadership.

SPONSORSHIP OPPORTUNITIES	ANNUALLY			SINGLE EVENT	
	\$5,000 Platinum	\$2,500 Gold	\$1,000 Silver	\$350 Education	\$500 Networking
Sponsorship Corner – Submit article for quarterly newsletter	✓				
Booth/table display at all/single event(s)	✓			✓	✓
Company hyperlink on all/single event(s) registration sites	✓			✓	✓
Verbal mention at all/single event(s)	✓	✓		✓	✓
Logo and hyperlink on all e-blasts	✓	✓			
Logo and hyperlink on quarterly newsletter	✓	✓	✓		
Logo and hyperlink on ACHE - Nevada Chapter website	✓	✓	✓		
Spotlight on Sponsors – Social media thank you on rotating basis	✓	✓	✓		
2 tickets to all/single event(s)	✓	✓	✓	✓	✓

## NATIONAL NEWS | Q1 2021

### Connect With Your Peers

New in 2021, we are pleased to offer members three free online communities for physician executives, Asian healthcare leaders and LGBTQ healthcare leaders. The communities platform makes it easier than ever for peers to connect in real time, tackle issues together and ask important career-related questions. Members can participate in discussion threads, share resources and best practices, and crowdsource innovative ideas and solutions.

To join, follow these steps:

1. Log in to [my.ache.org](https://my.ache.org).
2. Under “Helpful Links” on the right-hand side, click the last option, “My Communities.”
3. Click the “Add” button to choose the online communities you wish to join. *An MD or DO degree is required to join the Physician Executive Community.*
4. Watch your inbox for your welcome email and instructions to access your new community! The email will arrive within 24 hours.

We hope you will join these communities. If you have any questions, please email [communitymanager@ache.org](mailto:communitymanager@ache.org).

### Save \$225 on the Exam Fee

The FACHE® credential is the standard for board certification in healthcare management. Obtaining this prestigious credential signifies hard work, dedication and commitment. To thank you for your efforts, when you submit your completed application by June 30, 2021, along with the \$250 application fee and all supporting documents, we’ll waive the \$225 Board of Governors Exam fee for approved applications.

[Learn more about](#) the requirements to sit for the Exam and the resources available to help you prepare.

### 2021 IHF Awards Open for Entries

The International Hospital Federation is currently accepting submissions for the [2021 IHF Awards](#), including the American College of Healthcare Executives Excellence Award for Leadership and Management.

As ACHE is a premier association member of IHF, this award is open to all ACHE members (and their hospitals or health service providers) who demonstrate excellence or outstanding achievements in leadership and management.

Hospitals and healthcare organizations are invited to submit their entries by **July 2** for a chance to be recognized internationally.

The winners of the [IHF Awards](#) will be announced during the [44th IHF World Hospital Congress](#), scheduled for Nov. 8–11, 2021, in Barcelona, Spain.

### Healthcare Consultants Forum Member Directory: Connecting Executives to Consultants

The [Healthcare Consultants Forum Member Directory](#) offers a robust search functionality to help you identify a consultant who meets your needs. And if you are a consultant looking to gain visibility with decision-makers, consider joining the [Healthcare Consultants Forum](#). The forum also offers resources tailored to a healthcare consultant’s specific career development needs.

### Forum on Advances in Healthcare Management Research

ACHE is inviting authors to submit proposals to present their research at the 14th annual Forum on Advances in Healthcare Management Research. This session will take place during ACHE’s 2022 Congress on Healthcare Leadership, which will be held **March 28–31**. The lead presenter of each selected proposal will receive a complimentary registration to Congress. [Learn more](#) about the selection criteria and submission instructions. Submit your up-to-400-word abstract by **July 12, 2021**.

### Leading Growth in Lean Times

There is no doubt the pandemic has challenged even the strongest hospitals and health systems, exhausting staff, destabilizing finances and putting growth plans firmly on the back burner.

Though McLaren St. Luke's is not immune to these challenges, the 300-bed community hospital is also primed for growth. With strong quality outcomes, engaged employees and tremendous community support, St. Luke's has served the growing Toledo, Ohio, suburb of Maumee for more than 100 years.

In August, the hospital was acquired by McLaren Health Care, an integrated health system with 15 hospitals and health plan operations across three states. The partnership provides additional resources to support the hospital's long-held vision of expanding services to allow more people to receive care close to home. By seeking out partnerships with small, independent hospitals and large physician groups, McLaren St. Luke's senior leadership is working to expand services to fill unmet community needs in a fiscally responsible manner.

#### People First

A hospital's success for achieving growth in uncertain times hinges on its ability to earn and maintain the trust and support of its employees and physicians. This is even more important during the pandemic, as caregivers make significant sacrifices to care for patients and one another.

Employees and physicians need to know that the administration is in their corner and that growth will not come at their expense. Clear and decisive leadership communication builds consensus quickly and shares not only the organization's broader vision but also a road map for getting there. McLaren St. Luke's values empowering leaders and using their knowledge to form a complete picture that allows leadership to make informed decisions and effectively communicate with their teams as they navigate uncharted waters.

#### Clinical Excellence as a Cornerstone

While it may not be a typical growth strategy, McLaren St. Luke's is making the standardization of clinical practices a cornerstone of its expansion plans. Anchored by the belief that adherence to evidence-based protocols produces better outcomes, the hospital is pursuing several important designations to support staff in their efforts to deliver a higher level of care, safely and reliably. In addition to becoming one of only 13 hospitals across the country to earn certification from DNV GL Healthcare as a Primary Plus Stroke Center, McLaren St. Luke's will be pursuing national verification of its trauma program from the American College of Surgeons. These certifications ensure caregivers have received rigorous training in care protocols proven to yield the best patient outcomes. Our leadership team regards these designations as not just an opportunity to expand key service lines but, more importantly, an opportunity to strengthen core competencies to meet vital and often time-sensitive patient needs.

#### Responsibly Meeting Community Needs

As part of McLaren Health Care, McLaren St. Luke's now has the ability to leverage the system's collective size and scale to reduce expenses and improve efficiencies. This allows the hospital to achieve greater purchasing power, improve supply chain operations and add technology.

These advantages cannot be underestimated in today's environment, but looking beyond the balance sheet to achieve growth amid limited resources is a wise strategy. For McLaren St. Luke's, that means a focus on enhancing (not duplicating) services that already exist in the market. By seeking out partnerships with small, independent hospitals and large physician groups, McLaren St. Luke's senior leadership is working to expand services to fill unmet community needs in a fiscally responsible manner.

For example, the hospital is leveraging clinical resources available through the McLaren Health Care network to explore adding of needed oncology services and rebuilding its cardiovascular program. Though no organization can be everything to everyone, concentrating expansion efforts in areas where McLaren St. Luke's can add clinical value allows the hospital's leadership team to make the most of limited resources.

As the pandemic tests the limits of many organizations, the crisis does not have to be a deterrent for growth. With a strong vision and a commitment to the fundamentals, McLaren St. Luke's is seizing this moment to execute strategic growth opportunities and find new ways to fulfill its mission.

--Adapted from "[Leading Growth in Lean Times](#)," *Healthcare Executive*, Jennifer Montgomery, RN, FACHE, president and CEO, McLaren St. Luke's, Maumee, Ohio.

### How Providers Can Continue to Support Mental Health Services Post-Pandemic

While the pandemic is subsiding, provider organizations can continue to focus on expanding behavioral health service access through telehealth. The behavioral health services space experienced heightened attention as people suffered from greater levels of stress, anxiety, and depression during the pandemic. Urvashi Patel, PhD, chief analytics officer, Brighton Health Plan Solutions, a healthcare enablement company based in New York, said there was a shortage of behavioral health workers prior to the pandemic, and it has only underscored the importance of adequately supporting mental health services. She added the need for greater access to pediatric behavioral health services will be evident over the next year.

When asked what hospital executives can do to address the issue, Patel said provider organizations can continue to focus on expanding behavioral health service access through telehealth. She added telemedicine apps that offer mental health services through text or chat features can provide convenient access for patients and lead to improved appointment compliance.

Hospitals and health systems should also explore models of integrated care that coordinate treatment with behavioral health specialists and primary care doctors. She also said another opportunity exists for health systems in states where advanced practice nurses can practice psychiatry on their own, noting tapping into this workforce can meet patient demand.

While there has been a significant drop-off from the record-high overall utilization of telehealth at the start of the pandemic, Patel said behavioral health utilization through virtual care has only seen a slight decline.

Patel added that behavioral health services might have a longer staying power when delivered through telehealth and could aid in removing the stigma for patients when seeking mental health treatment.

—Adapted from "[How Providers Can Continue to Support Mental Health Services Post-Pandemic](#)," *HealthLeaders*, by Jack O'Brien, April 27, 2021.

## CHAPTER NEWS

Healthcare Executive's Chapter News spotlights chapter initiatives. The following are the most recent columns:

- [Online Engagement Continues](#) from May/June 2021 issue
- [Technology Enables Local Offerings](#) from March/April 2021 issue

The logo for ACHE NEWS features the word "ACHE" in a large, blue, sans-serif font, with a stylized white "E" that has a blue outline. To the right of "ACHE" is the word "NEWS" in a smaller, blue, sans-serif font.

The one-stop source **exclusively** for ACHE members

ACHE-news is delivered to all members biweekly and features the latest ACHE news and resources, as well as an aggregate of current articles from leading publications. See link below.  
<http://www.ache.org/newclub/newsltr/ENEWS/ENEWS.cfm>

The logo for the ACHE Professional Development Digest features the word "ACHE" in a blue, sans-serif font, followed by "Professional Development Digest" in a bold, blue, sans-serif font. Below this is the tagline "Turning Learning into Results" in a smaller, italicized, blue, sans-serif font.

The Professional Development Digest is delivered to all members biweekly and each issue features in-depth information about an upcoming ACHE program or event, a Career Corner that offers tips and resources and a calendar of upcoming face-to-face and online programs. See link below.

<http://www.ache.org/newclub/newsltr/pdd/pdd.cfm>

The logo for Elevating Leadership features the words "elevating leadership" in a white, serif font, set against a blue background with a white, wavy, topographic map pattern.

*Insights and Strategies for Healthcare Leaders*

Elevating Leadership is a digital publication that provides high-level perspectives on the top challenges facing healthcare leaders like you. See link below.

[http://www.ache.org/newclub/newsltr/Elevating\\_Leadership/index.cfm](http://www.ache.org/newclub/newsltr/Elevating_Leadership/index.cfm)