



QUARTER 4
DECEMBER
2020

ACHENV.ORG

PRESIDENT'S MESSAGE



Bill Butcher, FACHE

President, ACHE-Nevada Chapter

Hello and Happy Holidays!

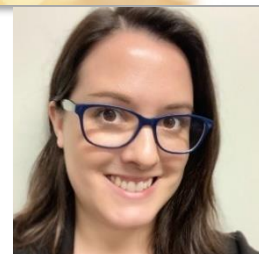
I know I don't have to write about what a challenging year 2020 has been. We've all experienced it with a mix of common and individual challenges. At this point I think it's fair to say we have a lot to look forward to in 2021.

As we head into the New Year, please take time for yourself. Healthcare leaders tend to put everyone else first. That's just what we do. I encourage you to do whatever promotes your well-being. Take some naps. Read some books. Give yourself permission to take something(s) off your to-do list. It's possible some of the items aren't as much a priority after all. Talk to someone

important to you with whom you've lost touch. Watch a movie you've been wanting to see. I'll stop now. You get the picture!

Expression of gratitude is more important today than ever, so I'd like to close with expressing my gratitude to all the healthcare leaders who support our chapter and the volunteers who keep it going.

- Thank you to all our committee member and to the co-chairs who lead their work.
- Thank you to the Board members who have served us well and are stepping away to focus on other priorities – **Lisa Barnes, Nicholas Carlisle and Greg Nainani, FACHE.**
- Thank you to **Jacquie Cheun, PhD** who has been the Board Secretary--she's staying on the Board but handing over the Secretary role.
- Thank you to the Board Directors who agreed to fill Board Officer appointments. **Peggy Ranke** will be our Secretary, **Mason Vanhouweling, FACHE** our Vice President, **Larry Preston** our Treasurer and **Chris Nicholas, FACHE** our President-Elect.
- Thank you to **Vick Gill, FACHE** our Regent for Nevada and Past President.
- Finally, I would personally like to thank **Crystal Reardon**, our Chapter Administrator who has been instrumental in keeping all of us on track and to **Taylor Borts**, our new Chapter Administrator who will take over in 2021.



Taylor Borts

It's been a privilege serving as your Chapter President and I'm looking forward to working with you again next year. Please be safe, stay well and take care those you love. We're going to get through all this craziness together!

REGENT'S MESSAGE



Vick S. Gill, FACHE

Regent for Nevada

Fellow ACHE Nevada Members,

As we enter this holiday season, there is much to be thankful for. Although it has been a difficult year for many, both personally and professionally, and one which will never be forgotten, we should reflect on the many positives we have witnessed. It may be the time you saw a team member spend a little more time with a sick patient, the moment you realized we are stronger as a community when we stand together for a common purpose or the warmth you felt when you saw a family member after months apart. In our lives, we will face adversity, and it is not the adversity that defines us. It is how we respond to the call of the moment that ultimately determines how the story is written.

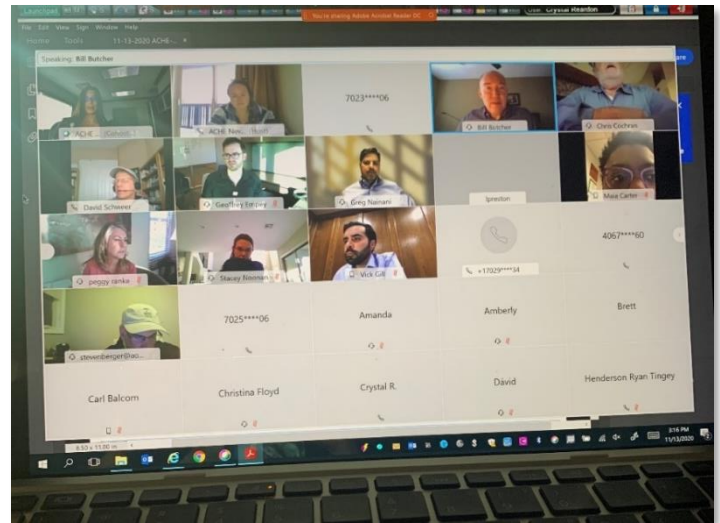
As we reflect on this year, we must also begin to look forward. ACHE will hold the **Virtual 2021 Congress on Healthcare Leadership from March 22-25**. You can join industry thought leaders- and your peers and colleagues- on a new innovative platform for engaging educational content and networking. Visit www.ache.org/congress for more information.

I would like to thank everyone that participated in **ACHE Nevada's 2020 Chapter Strategic Planning Session**. Your feedback was excellent and welcomed by the Board of Directors. Your unique perspective helped the chapter navigate the new challenges of the pandemic world and allowed us to continue to be one of the highest performing chapters in the country.



Crystal Reardon

Finally, I would like to thank the outgoing ACHE Nevada Chapter Administrator, **Crystal Reardon**, for all her hard work over the past few years. She is the MVP of the chapter and literally did anything which was needed on behalf of the officers, board of directors, and membership. Although we are sad to see you go, we look forward to seeing you at future ACHE Nevada events!



Virtual Strategic Planning Session

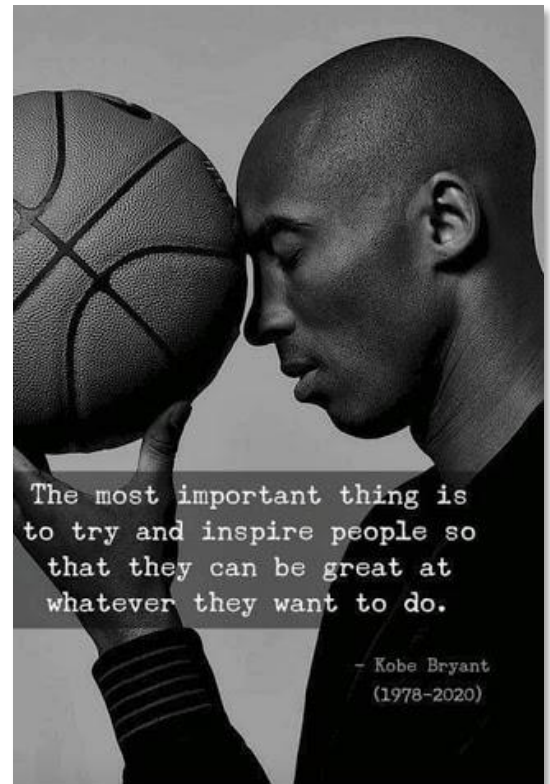
ACHE's Council of Regents' purpose is to advance the mission, vision, and values in the districts they represent. It is an honor and privilege to serve as your regent, and I'm proud to represent Nevada in this capacity to influence the greater good of ACHE. If there is anything I can do to help you, please do not hesitate to reach out to me at vickgill@gmail.com.

MENTORSHIP PROGRAM

MENTORS NEEDED

We are excited to kick-off our **4th year of the Mentorship Program in 2021**. The first step is recruiting mentors, which will determine the limit of mentees we are able to accept into the program. After we gather information from the mentors, we will send out another email for mentees to sign up.

If you are willing to mentor one (or more) mentees for this coming year, please complete the emailed **2021 Mentor Profile by Friday, January 29, 2021 and return to Nevada@achemail.net**. Mentees will subsequently be matched to you by mid-February. We appreciate your support and dedication to this influential program.



CERTIFICATION

FACHE

Fellow of the American College of Healthcare Executives
The Distinction of Board Certification

BOARD OF GOVERNORS EXAM PREP COURSE

Next course tentatively scheduled for
February 26th & 27th

More Information Coming Soon!

Welcome to our New ACHE-Nevada Members!

Anthony D. Hubbard
 Claudette Rhoades, DNP, RN
 Daniel P. Neumeister, LFACHE
 John W. Ruth
 Jonathan Cho
 Jonathan Walmsley
 Joseph D. Thrower, MPH
 Kiley Anderson
 Kimberly S. Rothenberg
 Kraig M. Smith
 Laura C. Shea, FACHE
 Lt Col Min-Yen Jung, JD, FACHE
 Lt Col Steve Fox, FACHE
 Mitchell Fong
 Morgan Lovato
 Robert F. Sparks, MS
 Sandra Pemberton
 Shivesh S. Kumar, MD, MBA
 Sue Bergmann
 Timothy A. Jobin, MSW, LCSW
 Travis Whitten, MPH
 Tyler Finlayson



Meet the 2021 Board!

Officers

William Butcher, FACHE	President 2021
Chris Nicholas, FACHE	President-Elect
Mason Van Houweling, FACHE	Vice President
Peggy Ranke	Secretary
Lawrence Preston	Treasurer

Directors

Khanh Andersen	Brett Lee
Maia Carter	Stacey Noonan
Jacquie Cheun, Ph.D	Bud Schawl, FACHE
Andrew Chung, FACHE	David Schweer, FACHE
Amberly Diets	Ryan Tingey, FACHE
Geoffrey Empey	Keenan Underwood, FACHE
Vick Gill, FACHE	Regent
Chris Cochran, Ph.D.	Faculty Rep-UNLV
Sameem Paikar	Student Rep-UNLV
Col. Chris Vaughn	Military/VA Rep
Taylor Borts	Chapter Administrator

We are your trusted partner.

We're here to help you achieve your personal best while making healthcare safer, more accessible and affordable to all. Together we are meeting today's challenges with bold, new solutions.



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.

HIGHER EDUCATION NETWORK



Handshake and UNLV Career Services

More than ever before, job searching is moving online, and in today's marketplace, it's necessary to have the best tools available. That's why UNLV is rolling out Handshake, one of the leading online employment portals on the web – (no actual handshakes required!).









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

DIVERSITY & INCLUSION

We are promoters of diversity and inclusion. We seek to close the leadership gaps in healthcare management. We embrace this priority as both an ethical and business imperative.

<https://www.ache.org/about-ache/our-story/diversity-and-inclusion/diversity-resources>



October	November	December
 Breast Cancer  Liver Cancer	 Pancreatic Cancer  Lung Cancer  Stomach Cancer  Carcinoid Cancer  Honoring Caregivers	 <div style="display: inline-block; vertical-align: middle;"> HIV AIDS AWARENESS MONTH </div>



LUNG CANCER AWARENESS
 By: Crystal Reardon

In early 2015, I began a journey of being an advocate for lung cancer awareness. This decision was unfortunately brought on by my father's diagnosis of Stage 4 Lung Cancer and his passing just a couple months later. I attended my first Lung Force Walk in November of that year and ever since then, my family and I have created the fundraising team - **Team Gunny, In Memory of Darrell Smith**. In those 5 years, we have raised over **\$8,500** through personal donations and hilariously entertaining fundraising events like the Karaoke Challenge and Lip Sync Battle. Those ideas came to me since I was brought up in a home that was always filled with music, mainly provided by my grandfather playing the piano, and singing was a natural daily pasttime. My grandfather also had lung disease and had part of one of his lungs removed. These musical fundraising challenges also tied into lung disease awareness as it is easier to breathe and sing with healthy lungs.



My father was the Memorial Hero for the Lung Force Walk in 2016 and I was chosen as one of the Mission Models for the Breathe Fashion Show in 2018. As many of my colleagues are aware, I am not a fan of speaking in front of an audience; as an assistant I prefer to be behind the scenes. Yet, somehow the American Lung Association in Nevada convinced me to record an emotional video about my connection to lung disease, ([Crystal Reardon 2018 - In Memory of Darrell Smith](#)) and then we have my most awkward moment... walk a runway in a designer dress for the fashion show fundraising event. The only reason I agreed to participating in these personally uncomfortable requests was to honor my father, share his story of strength, and to spread awareness of this horrible disease.

I hope that in return, I have made more people aware that early detection can help save lives. If you have lungs, you can get a type of lung disease or cancer, not only those who smoke. After sharing my connection to lung disease, I have heard from friends and co-workers who have also been affected. We have since then teamed up to participate in the annual Lung Force Walk and Scale The Strat.



Crystal Reardon, Executive Assistant at MountainView Hospital
Rebecca Lassiter, Orthopedic Nurse Manager at Centennial Hills Hospital



This year's Lung Force Walk was postponed to May 15, 2021, but registration is already open. [Lung Force Walk - Las Vegas](#)

Gather your friends, family and coworkers and join us at this year's **LUNG FORCE Walk**. (Postponed to 2021) We're coming together to celebrate our power to make a difference in a people's lives.

Now more than ever the American Lung Association needs your support! The Lung Association just launched the [COVID-19 Action Initiative](#), a comprehensive \$25M initiative to end COVID-19, fund research and defend against future respiratory virus pandemics.

We're getting ready for a morning of fresh air, healthy fun, and healthy lungs, and we would love to see you there. It doesn't matter whether you stroll, saunter or power-walk, everyone is welcome, regardless of age or athletic ability.

Register today and save your spot at the **LUNG FORCE Walk - Southern Nevada on May 15, 2021 at 10:00 AM (PT)**. When you make a self-donation of \$33 or more, you will receive an official American Lung Association Sports Scarf.

Be a part of the FORCE to not only help us find a cure for COVID-19 but to also defeat lung cancer and lung disease one step at a time.

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 | Q4 2020

Save the Date: Virtual Congress

We're excited to announce our first-ever **virtual Congress on Healthcare Leadership, March 22–25, 2021**, and invite you to save the date as we count down to a stellar education and networking opportunity.

FACHE® Membership Tenure Requirement Change

As a reminder, the Board of Governors made the decision to change the **membership tenure** requirement for initial Fellow advancement from three years to **one year** effective Jan. 1, 2021. We remain confident the change will make Fellow status possible for more of our Members who meet the requirements and wish to advance to this important leadership level.

Keep in mind that while the membership tenure requirement was adjusted, the other **requirements** for Members to obtain the FACHE credential remain the same.

If you have any questions about the FACHE requirements, the **deadline extensions** or the process in general, please reach out to our Customer Service Center at contact@ache.org or (312) 424-9400, Monday through Friday, 8 a.m. to 5 p.m., Central time.

Complimentary Career Resource Center Webinar Series

The career landscape continues to evolve, creating new expectations and requiring enhanced expertise while navigating the potential opportunities ahead. ACHE's Career Resource Center hosted a webinar series designed to support members covering such topics as "The NEW Networking Model", "Building Confidence and Defining Your Executive Presence", and exploring "The Role of an Executive Coach" in your ongoing career and leadership development pursuits. To view these webinars, please visit <https://www.ache.org/career-resource-center/career-resource-webinars>

ACHE Nominating Committee Slate

The ACHE Nominating Committee has agreed on a slate to be presented to the Council of Regents at the Council of Regents meeting in March. All nominees have been notified and have agreed to serve if elected. All terms begin at the close of the Council meeting.

The 2021 slate is as follows:

Nominating Committee Member, District 2 (two-year term ending in 2023)

Jhaymee Tynan, FACHE
Assistant Vice President, Integration
Atrium Health
Charlotte, N.C.

Nominating Committee Member, District 3 (two-year term ending in 2023)

John M. Snyder, FACHE
President
Sanford Health Plan
Sioux Falls, S.D.

Nominating Committee Member, District 6 (two-year term ending in 2023)

Lt Col Stephanie S. Ku, FACHE
U.S. Air Force

Governor (three-year term ending in 2024)

Carolyn P. Caldwell, FACHE
CEO
Dignity Health-St. Mary Medical Center
Long Beach, Calif.

Governor (three-year term ending in 2024)

Karen F. Clements, RN, FACHE
CNO
Dartmouth Hitchcock
Lebanon, N.H.

Governor (three-year term ending in 2024)

Michael O. Ugwueke, DHA, FACHE
President/CEO
Methodist Le Bonheur Healthcare
Memphis, Tenn.

Governor (three-year term ending in 2024)

COL Brett H. Venable, FACHE
U.S. Army

Chairman-Elect

Anthony A. Armada, FACHE
President/CEO
AHMC Seton Medical Center and
AHMC Seton Medical Center Coastsides
Daly City, Calif.

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 nominated 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, 300 S. Riverside Plaza, Ste. 1900, Chicago, IL 60606-6698) 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.

ACHE Call for Nominations for the 2022 Slate

ACHE's 2021-2022 Nominating Committee is calling for applications for service beginning in 2022. ACHE Fellows are eligible for any of the Governor and Chairman-Elect vacancies and are eligible for the Nominating Committee vacancies within their districts. Those interested in pursuing applications should review the candidate guidelines for the competencies and qualifications required for these important roles. Open positions on the slate include:

- Nominating Committee Member, District 1 (two-year term ending in 2024)
- Nominating Committee Member, District 4 (two-year term ending in 2024)
- Nominating Committee Member, District 5 (two-year term ending in 2024)
- Four Governors (three-year terms ending in 2025)
- Chairman-Elect

Please refer to the following district designations for the open positions:

- **District 1:** Canada, Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
- **District 4:** Alabama, Arkansas, Kansas, Louisiana, Mississippi, Missouri, New Mexico, Oklahoma, Tennessee, Texas
- **District 5:** Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington, Wyoming

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 Heather J. Rohan, FACHE, chairman, Nominating Committee, c/o Julie Nolan, American College of Healthcare Executives, 300 S. Riverside Plaza, Ste. 1900, Chicago, IL 60606-6698.

The first meeting of ACHE's 2021–2022 Nominating Committee will be held in spring 2021.

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. 28.

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.

Safer Together: A National Action Plan to Advance Patient Safety

ACHE joined members of the National Steering Committee for Patient Safety to author *Safer Together: A National Action Plan to Advance Patient Safety* to provide health systems with renewed momentum and clearer direction for eliminating preventable medical harm.

[*Safer Together: A National Action Plan to Advance Patient Safety*](#) draws from evidence-based practices, widely known and effective interventions, exemplar case studies and newer innovations. The plan is the work of 27 influential federal agencies, safety organizations and experts, and patient and family advocates, first brought together in 2018 by the [Institute for Healthcare Improvement](#).

The knowledge and recommendations in the National Action Plan center on four foundational areas deliberately chosen because of their widespread impact on safety across the continuum of care:

1. *Culture, Leadership, and Governance:* The imperative for leaders, governance bodies and policymakers to demonstrate and foster deeply held professional commitments to safety as a core value and promote the development of cultures of safety.
2. *Patient and Family Engagement:* The spread of authentic patient and family engagement; the practice of co-designing and co-producing care with patients, families and care partners to ensure their meaningful partnership in all aspects of care design, delivery and operations.
3. *Workforce Safety:* The commitment to the safety and fortification of the healthcare workforce as a necessary precondition to advancing patient safety; the need to work toward a unified, total system perspective and approach to eliminate harm to both patients and the workforce.
4. *Learning System:* The establishment of networked and continuous learning; forging learning systems within and across healthcare organizations at the local, regional and national levels to encourage widespread sharing, learning and improvement.

For ACHE resources on advancing patient safety, visit [ache.org/Safety](https://www.ache.org/Safety). There you will find

[*Leading a Culture of Safety: A Blueprint for Success*](#), which gives CEOs and senior leaders a tool to both assess and advance their organization's culture of safety.

ARTICLES OF INTEREST | Q4 2020

Hope in Action

By nature and necessity, healthcare CEOs spend much of our time thinking strategically about the overall health and well-being of our organizations. We make yearlong, five- and even 10-year plans. But as healthcare leaders across the United States and globally have faced the tremendous challenges brought about by the COVID-19 pandemic, we have all had to pivot. Today, CEOs are leading day-to-day, sometimes hour-by-hour, amid great uncertainty.

Here are lessons learned during this evolving experience.

Think Colleague, Not “Competitor”

Since the COVID-19 crisis began, our organization has actively collaborated with and learned from other health systems in our state, region and beyond. Being located some distance from the New York metro area, we did not receive the same sudden influx of COVID-19 patients as our colleagues in the northern part of the state. This gave us time to adopt social distancing and other safety measures that likely prevented our hospitals from becoming overwhelmed.

Though we are “competitors,” the health system leaders in our area view each other as colleagues, and that sentiment carried over into this crisis. A regional health coordinator, appointed by the governor of New Jersey, helped to coordinate obtaining equipment and making plans for patient surges, helping to ensure we had enough available critical care beds. Especially during a challenge like this pandemic, it is beneficial for CEOs to take a step back, look at the big picture and determine how—collectively as health systems—we can respond to our community’s needs.

Focus on Communication

Communication has always been one of the most important skills for CEOs, especially in times of uncertainty. I often refer to the three M’s of communication: (1) Leaders should establish themselves as credible messengers whom people trust; (2) they should ensure their message is rooted in truth and best practice, with data to support it; and finally (3) leaders should communicate the messaging in a way that is authentic and easily understood. These attributes are not only important when leading staff but also when interacting with the community.

My organization employed numerous communications vehicles during this crisis. For months, a daily news briefing went to all staff, which often included videos from senior clinical staff members providing important updates on topics such as changes to treatment protocols.

We also created a new variation of our CEO podcast. Over several weeks, I had one-on-one conversations with employees from across the organization—from clinical staff to support teams to call advisers—about their experiences on the front lines.

These discussions, called “Hope in Action,” were recorded and distributed—allowing the wider community to meet some of the front-line heroes helping to navigate this health crisis.

Be Visible and Present

During a crisis, it is so important for our front-line workers and the entire organization to know that senior leaders are in this with them. I still do rounds in our EDs and ICUs, and I make sure to listen more than I speak.

Visiting with staff during rounding has helped me better understand the resources and support staff need. It also inspires me. The most common thing I hear from staff members is the pride they feel knowing that their time and talent makes a major difference.

During one podcast episode, an environmental services colleague from one of our EDs talked about how the pandemic has made him realize just how essential his role is to infection control.

Hearing from the health system’s heroes like him has helped lift my spirits and motivated me.

Plan for What’s Ahead

We must look to the future and make plans that account for both current and future threats.

Many people are practicing medical distancing, putting off needed treatment due to fear of interacting with healthcare facilities. In the months ahead, this could result in influxes of more—and sicker—patients as we attempt to return to a “new normal.”

In addition, members of our community face daily challenges, such as food insecurity, lack of transportation and behavioral health issues, many of which have been heightened by the events of 2020.

When we eventually return to whatever new normal awaits, we are still going to be the force that’s needed to help this community heal and prosper.

--Adapted from “[Hope in Action](#),” *Healthcare Executive*, by Dennis W. Pullin, FACHE, president/CEO, Virtua Health, Marlton, N.J.

The Unexpected Side Effect of COVID-19: Collaboration

With the arrival of COVID-19 came chaos. And from that chaos rose innovations that have transformed healthcare delivery. Yet, according to healthcare executives, during the interim between the arrival of the pandemic and the innovations that followed, a remarkable phenomenon occurred: unprecedented collaboration.

Walls between soiled departments within hospitals tumbled down. Representatives from competing hospitals met to share information. Community organizations and public health departments exchanged data with health systems. Physicians, whose offices had closed, shared their personal protective equipment with colleagues on the front-line of the battle.

Innovation executives participated in roundtable discussions during the virtual [HealthLeaders Innovation Exchange](#) this summer to share experiences and ideas with other hospital and health system colleagues. One of the themes to emerge from that discussion was the value of collaboration in the innovation process and the many forms it has taken.

[Read more](#) about these five ways collaboration has helped change the healthcare landscape during the COVID-19 pandemic, along with the advantages this type of cooperation provides to the industry.

--Adapted from "The Unexpected Side Effect of COVID-19: Collaboration," *HealthLeaders Media*

CHAPTER NEWS

Virtual Engagement Continues – November/December 2020 Issue

Professional development, networking marches on despite COVID-19.

By Topic: Engagement Communication and Relationship Management

ACHE chapters continue to use technology to offer members virtual networking and education, as well as offer general support and care. Chapters also focused on offering events centered on diversity and inclusion. Below are examples from chapters on how they are keeping their members connected and engaged with their communities.

Healthcare Leaders of New York is leveraging digital capabilities to create new ways of engaging members such as offering webinars and collaborating with HIMSS to host a virtual "Fireside Chat on Leadership."

Healthcare Leaders of New York

New York was once labeled the epicenter of the COVID-19 pandemic, and Healthcare Leaders of New York's member engagement and retention practices were at risk, as the chapter historically was built and prided itself on offering exceptional in-person educational events. HLNy decided to leverage digital capabilities to create new ways of engaging members. In May, HLNy started offering webinars and collaborated with organizations such as HIMSS, hosting a virtual "Fireside Chat on Leadership" in lieu of the chapter's annual gala. The chapter also developed an educational podcast series supporting its sponsors.

Additionally, HLNy introduced a new role on the board, HEN Adviser, which supports early careerists and Higher Education Network members. This new role is responsible for ensuring the next generation of executives are prepared to meet the challenges of the future and ready to serve as CEOs. This year, HLNy offered HEN sponsorship opportunities, an info session on how to use ACHE resources and targeted events to support career development.

HLNy also focused its support back into the community at the peak of the pandemic, most notably with a donation made on behalf of its past presidents to NYC Health + Hospitals. The gift was used to purchase supplies to support healthcare workers, meeting the needs of first responders during the COVID-19 pandemic. In addition, HLNy has made a decision that all speaker gifts, starting in May and for the remainder of the year, will instead be donated on behalf of the speaker to ACHE's Fund for Healthcare Leadership.

Diversity has been a significant focus this year in support of the racial justice movement taking place nationally. Besides monthly diversity spotlights, HLNy hosted a timely webinar in collaboration with the National Association of Health Services Executives and the National Association of Hispanic Healthcare Executives.

Speakers provided insight on their career journeys that highlighted approaches to leadership in today's environment and addressed how to make healthcare more diverse and inclusive.

ACHE of Middle Tennessee has been working diligently this year on two strategic initiatives directed at physicians and military members.

A second webinar, "Understanding the Connection Between Health Equity & C-Suite Diversity," was conducted, and HLNy presented its annual Diversity & Inclusion Leadership Award.

ACHE—North Florida Chapter

Recent incidents of racial injustice reiterate the necessity for dialogue on this topic. To foster environments that are equitable and inclusive, uncomfortable conversations about topics like race are necessary.

In July, ACHE—North Florida Chapter collaborated with VA Sunshine Network, VISN 8, St. Petersburg, Fla., for a virtual panel discussion titled "Race ... Let's Talk About It."

The event commenced with Miguel Lapuz, MD, network director, VA Sunshine Network, VISN 8, providing spirited opening remarks, followed by comments from Shella Miller, business development officer.

The panelists included staff from the organization and board members from ACHE—North Florida Chapter and Western Florida Chapter.

The panel received questions from over 1,030 registered guests who attended the virtual forum on topics such as difficulties talking about race, microaggressions, fears and unconscious biases.

The premise behind the discussion was to begin exchanging dialogue on this important subject. Afterward, the organization's employees participated in smaller group café-style conversations. The chapter hopes to continue more of these talks.

ACHE of Middle Tennessee

ACHE of Middle Tennessee has been working diligently this year on two strategic initiatives directed at physicians and military members.

The first strategy is to better serve physician executives with a leadership program. The chapter is excited that it launched the first cohort of the Physician Leadership Academy in September. This has been a statewide effort initiated in the Nashville area, with help coming from multiple providers and chapter members across the state.

The second strategy ACHE of Middle Tennessee hopes to launch is a program in 2021 for soldiers transitioning out of the military and into the civilian world.

ACHE—MN Chapter

In June, ACHE—MN Chapter conducted a free online Fellow Advancement Program for Members who are preparing to become ACHE Fellows.

Richard J. Priore, ScD, FACHE, chapter board member and ACHE faculty member, led the 10-session Fellow Advancement Program in a lunch-and-learn format.

The goal of the program was to guide and support Members eligible to advance through the process to become a Fellow, typically within three weeks after completing the program. Participants attended weekly online sessions then prepared and presented one of the knowledge areas for the Board of Governors Exam. There were 20 program participants from five states.

Western Florida Chapter

When in-person events in Florida were canceled due to the COVID-19 pandemic, the Western Florida Chapter board knew that leadership, social connection and professional education were needed more than ever. The Western Florida Chapter started hosting a series of virtual networking events.

These events generated practical optimism and human connections, and they were well-rated by those who attended—4.8 on a 5-star scale. These collaborative events were held in late June and included more than 160 registered members.

The virtual networking events helped chapters with member retention and engagement.

One event attendee sent a note of gratitude, which read, "Thank you for doing such a great job hosting [the] ACHE virtual networking event yesterday. I was not looking forward to going to the meeting and almost bowed out. I am glad I did not, as I found a lot of value in networking. I also was going to let my membership lapse, but seeing the diverse group of folks on the phone yesterday made me rethink that."

The Western Florida Chapter plans to host other virtual networking events in the future to compliment a revised schedule of virtual education events.

ACHE NEWS
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/news/ttr/ENEWS/ENEWS.cfm>

ACHE
Professional Development Digest
Turning Learning into Results

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/news/ttr/pdd/pdd.cfm>

elevating leadership

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/news/ttr/Elevating_Leadership/index.cfm