



**QUARTER 4  
2023  
DECEMBER**

**ACHENV.ORG**

**PRESIDENT'S MESSAGE**



**Khanh Andersen, FACHE**

**President, ACHE-Nevada Chapter**

Greetings, ACHE-NV colleagues!

As we bid farewell to another year, I want to take a moment to express my deepest gratitude to each of you for your dedication, hard work, and unparalleled commitment to advancing our Chapter. We welcomed over 100 new members to ACHE-Nevada in 2023, maintained a 77% retention rate over 2022, and increased our Member Satisfaction Score every year for the past 3 years. We could not have done this without your input and your engagement. I encourage all of you to volunteer on a committee to help continue this trajectory.

In the spirit of continuous improvement, many of you have embraced the opportunity for ongoing education and professional development. Your commitment to staying abreast of the latest advancements in healthcare is commendable and reflects your dedication to providing the highest standard of care. As we look ahead to the coming year, I encourage you to seize every chance for learning and growth. It is through our collective knowledge and expertise that we usher in positive change. Requirements for achieving your FACHE credentials will change in 2024, but our Certification and Programming & Education Committees are dedicated to ensuring that you will be able to meet the new requirements right here in Nevada.

We have many changes happening next year. First, please join me in welcoming our incoming board members: **Emily Denson, Ron Loweke, Kyle Underwood, and Uvette Francis**. Deepest gratitude to **Andrea Davis, Michael DiSalle, Sanda DeLeon, and Kate Kawamoto** who have completed their terms as board members. Additionally, I want to congratulate and send my best wishes to **Dr. Maia Carter** who will be stepping in as your new Chapter President in 2024 and to **Mitchell Fong**, who will serve as President-Elect to take the reigns in 2025. I am confident that you, dear friends, will be in good hands under their leadership. Additionally, I want to **thank Jacquie Cheun-Jensen and Larry Preston** for their continued service as Secretary and Treasurer and extend my appreciation to **Vick Gill**, our Regent whose term will end in March of 2024, for his guidance and expertise these past four years. Finally, in closing, I extend my heartfelt appreciation to you, my colleagues, for allowing me to be your ACHE-Nevada Chapter President for the past 2 years. I am so proud of the things we have accomplished together.

As leaders, you have been the beacon for your teams and your contributions have undoubtedly made a difference. Let us not forget the importance of self-care and spending quality time with our families and loved ones. The bonds we nurture outside the workplace are the foundation upon which our professional achievements rest. Take this time to recharge, rejuvenate, and return in the new year with renewed vigor and determination to tackle the challenges that lie ahead.

Wishing you and your families a joyous holiday season and a prosperous New Year!

All the best,  
Khanh



# 2024 Chapter Board & Committee Chairs

## OFFICERS



MAIA CARTER, MD, MPH, FACHE  
PRESIDENT



MITCHELL FONG  
PRESIDENT-ELECT



VACANT  
VICE PRESIDENT



LAWRENCE M. PRESTON,  
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TREASURER



JACQUIE CHEUN, PH.D.  
SECRETARY

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FACHE



UVETTE FRANCIS



RON LOWEKE



CHELSEA MONTERVINO



CHRIS NICHOLAS, FACHE



BUD SCHAWL,



DAVID SCHWEER,



MADHU



KYLE



TJ VON NIEDA



STACEY NOONAN



VICK GILL, MD,  
FACHE  
REGENT



CHRIS COCHRAN,  
PH.D.  
UNLV FACULTY  
REPRESENTATIVE



TRISHA SANTOS  
UNLV STUDENT  
REPRESENTATIVE  
HCASA President



SANDRA DELEON,  
MSHA, MSW,  
FACHE, CMPE,  
SHRM-CP

UNR FACULTY  
REPRESENTATIVE



VACANT  
UNR STUDENT  
REPRESENTATIVE



CRYSTAL  
REARDON  
NEVADA CHAPTER  
ADMINISTRATOR

## COMMITTEE CHAIRS



CHELSEA MONTERVINO  
CERTIFICATION



MADHU SHETTIAN  
CERTIFICATION



TJ VON NIEDA  
MENTORSHIP



ELLIOTT ASARCH  
MENTORSHIP



UVETTE FRANCIS  
DIVERSITY, EQUITY &  
INCLUSION



KYLE UNDERWOOD  
DIVERSITY, EQUITY &  
INCLUSION



FELISA MANDUJANO  
COMMUNICATIONS



ADAM HAAS  
COMMUNICATIONS



RON LOWEKE  
MEMBERSHIP



BRITTANY RICCIARDO  
MEMBERSHIP



TRISHA SANTOS  
MEMBERSHIP  
HCASA President



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HIGHER EDUCATION  
NETWORK



CHRIS COCHRAN, PH.D.  
HIGHER EDUCATION  
NETWORK



THOMAS BLOODGOOD  
III  
HIGHER EDUCATION  
NETWORK  
HCASA Vice Pres



EMILY DENSON  
PROGRAM/SOCIAL  
(SOUTH)



SANDRA DELEON, MSHA,  
MSW, FACHE, CMPE,  
SHRM-CP  
PROGRAM/SOCIAL  
(NORTH)



CONGRATS

Uvette Francis

ACHE-NEVADA DIVERSITY,  
EQUITY & INCLUSION COMMITTEE  
CHAIR

MASTER IN HEALTHCARE  
ADMINISTRATION  
GRADUATE  
ABILENE CHRISTIAN  
UNIVERSITY



**Leading a Successful Multigenerational Organization:**

**A Comprehensive Summary Article by Mitchell Fong**

On October 5, 2023, the **Nevada Healthcare Forum** hosted a panel discussion titled **"Leading a Successful Multigenerational**

**Organization."** The panel was sponsored by the Diversity, Equity, and Inclusion (DEI) committee, and it focused on how to create workplaces that are welcoming and supportive for employees of all ages. Here are highlights and key topics discussed in the engaging and informative panel.

The panelists were:

- **Adam Haas**, Administrative Program Coordinator, Cleveland Clinic Nevada
- **Sara Levinson**, MBA, SPHR, Vice President – People, Culture & Development, Nevada Donor Network
- **Karen Rubel**, President and CEO, of Nathan Adelson Hospice
- **Kyle Underwood**, Project Manager, Cleveland Clinic (Moderator)

### **Benefits of a Multigenerational Workforce**

A multigenerational workforce brings together employees with different perspectives, experiences, and skills. This diversity of thought can lead to more innovative and effective solutions.

The panelists shared several examples of the benefits of having a multigenerational workforce. For example, they discussed how older workers can provide mentorship and guidance to younger workers, while younger workers can bring new ideas and perspectives to the workplace.

### **Creating an Inclusive Culture**

One of the key themes that emerged from the discussion was the importance of creating an inclusive culture. An inclusive culture is one where everyone feels valued and respected, regardless of their age, race, ethnicity, gender, sexual orientation, or other identity factors. When employees feel included, they are more likely to be engaged and productive.

The panelists discussed several ways to create an inclusive culture, including:

- Developing and implementing DEI policies
- Providing training and education on unconscious bias and inclusive leadership
- Celebrating diversity and promoting understanding of different cultures and perspectives
- Creating employee resource groups for different identity groups

### **Managing Generational Differences**

One of the challenges of leading a multigenerational workforce is managing generational differences. Different generations have different communication styles, work preferences, and values. Even within generations, each individual is unique and may have different preferences. It is important to be aware of these differences and to create policies and practices that are fair and equitable for all employees.

The panelists discussed several ways to manage generational differences, including:

- Providing training and education on generational differences
- Creating opportunities for employees of all ages to collaborate and learn from each other
- Offering flexible work arrangements that meet the needs of employees of all ages

### **Developing and Mentoring Employees of All Ages**

It is important to provide employees of all ages with the resources and support they need to succeed and grow in their careers. This includes providing training and development opportunities, as well as mentorship programs.

The panelists discussed several ways to develop and mentor employees of all ages. For example, they discussed the importance of creating mentorship programs that match employees with mentors who have similar goals and interests. They also discussed the importance of providing training and development opportunities that are relevant to the needs of employees of all ages.

### **Conclusion**

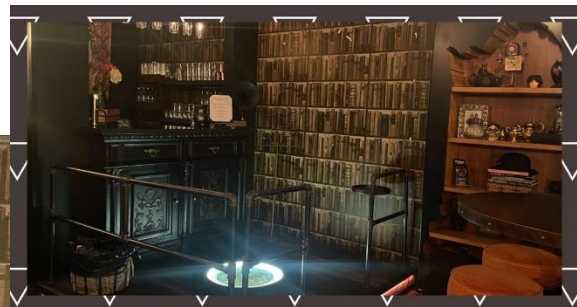
Leading a successful multigenerational organization in healthcare requires creating an inclusive culture, managing generational differences, and developing and mentoring employees of all ages. By taking these steps, organizations can create a workplace where everyone feels valued and respected, and where everyone can thrive.

## MENTORSHIP

### Mentorship Program Closing Ceremony!

In November, we closed the 2023 Mentorship Program with 13 pairs of participants!

Always a proud moment to hear success stories from both mentees and mentors. **Born And Raised (B.A.R.)** was an awesome speakeasy type venue with a private room (The Bungalow) and patio seating.



The **2024 Mentorship Program** will begin accepting mentees in January! If you are a student or early careerist interested in participating in the program, please prepare your Why statement expressing why healthcare and mentorship is important to you.

We have all had mentors who have helped us along our personal and professional journey. If you would like to give back and be a Mentor in the program, be on the lookout for the 2024 Mentor Profile that will be emailed mid-January. The number of mentees we are able to accept will depend on how many mentors are able to volunteer.

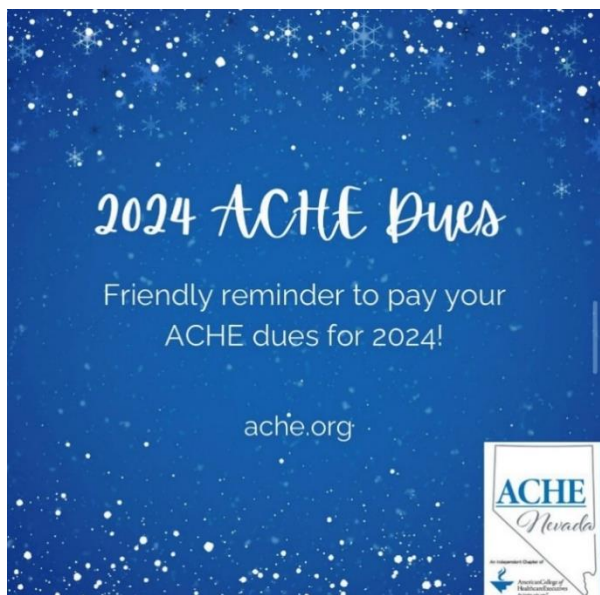
*More information to come!*

*A great mentor teaches you how to think, not what to think.*



New members that joined the Nevada Chapter in Q4 2023!

Adnan Akbar, MD, MHA	Nicoli Byers
Anika Massell-Bubb	Nikolas Gatski
Careshia J. Larmond, BS	Olivia P. Diaz
Cody Canon, MHA	Pearl Angela Pinera
Cristina Suciu Vleju	Robin Hager, PharmD
Gabriel Eck	Samantha L. Payne
Jonathan Price, MHA	Samuel K. Weller
Keisha Palafox	Shakila Stahl
Larry A. Penry, II, FACHE	Sisinyous Mengesha, MD
Michael V. Kennedy	SPC Ronald Sanchez Fu
Michelle Lopez Madera, BS	Troy Treanor
Mopelola Agboje	Walter Ray, III, FACHE



Be more active with your Chapter!

- Join or Co-Chair a committee
- Attend networking events
- Host an event at your facility
- Volunteer to be on a panel or as moderator

# ROAD TO FELLOWSHIP

## ARE YOU READY TO SIT FOR THE EXAM?

- ✓ **MEMBERSHIP**  
Current Member - 1 year Tenure
- ✓ **Advanced Degree**
- ✓ **Healthcare Management experience**  
5 years healthcare management experience and current role
- ✓ **Volunteer experience (4 activities)**
- ✓ **2 References**  
one needs to be a Fellow.
- ✓ **Apply for fellow and apply to take the BOG exam**

**BECOME A FELLOW**

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

# Member Spotlight

**Derrick Glum MBA, FACHE**  
**Chief Executive Officer**  
**Saint Mary's Regional Health Network**  
**1 year, 3 months**



**Alma Mater(s): Weber State University, Western Governors University**  
**Hometown: Ogden, UT**

Prior to graduation from Weber State University, I was hired as the administrator for a small assisted living facility in Brigham City, UT. Once I graduated, I transferred with the same company to run a SNF in rural Oklahoma. For the first 11 years of my career I ran post-acute facilities, was part owner of a home health and hospice company and held regional VP roles. In 2013 I came to Reno to run the LTACHs and was a system VP for Renown Health. After overseeing an integrated rural health system in Southern AZ as COO and CEO, I oversaw 4 acute care hospitals as regional COO for Steward Healthcare in Mesa, AZ. The opportunity then presented itself to come back to Reno to head up Saint Mary's.

**Why did you join ACHE and how long have you been a member?** I joined ACHE in 2014. I joined in order to become acquainted with like-minded individuals, gain exposure to the acute care executives to learn and network. I've immensely enjoyed the learning and education opportunities offered by ACHE and it's helped develop my personal career growth and learning.

**What would you tell other professionals who have not joined ACHE as to the benefits of membership?** I would say that if someone is considering joining, to just do it. The networking, infrastructure, and learning opportunities really are second to none for healthcare executives. There are a lot of other benefits belonging to the ACHE with the chance to serve the community.

**What would your words of encouragement be to early careerists about pursuing healthcare leadership positions given the ever-changing healthcare environment?** For anyone who is striving to grow their career, I would encourage you to just keep going. If you are looking to work in healthcare at any level you have a personal reason for doing so. As we all strive to ensure the best care is being delivered, and trying to have a great environment for our staff and providers, healthcare executives are really the leaders working to ensure those things exist. Don't give up, keep learning and striving to do better every day. Whether you're early in your career or more tenured, we all lean on each other for implementing best practices and working on solutions to solve for delivering better healthcare.



**Chelsea Montervino**  
**Chief Financial Officer**  
**Encompass Health**  
**Current role for 3.5 years**  
**Rider University and WGU**  
**Ewing, NJ**

I have over 20 years finance and accounting experience. I always appreciated Healthcare at a young age, from my pediatrician to my elementary school nurse. I always wanted to help the community in some capacity. The opportunity came up to move to Las Vegas in 2012. With the assistance of leaders and mentors, I found what I wanted to do and decided to stay in Nevada. I love my current role at Encompass Health as I get to wear many hats and help the community and staff. I love Healthcare as no day is ever the same and this community has a lot to offer and be offered.

**Why did you join ACHE and how long have you been a member?** I joined during my capstone of my master's program, and have been a member since 2021.

**What would you tell other professionals who have not joined ACHE as to the benefits of membership?** Networking and educational resources. This chapter listens to suggestions for topics that our members want to hear and work behind the scenes to try and accommodate them. While also keeping CPE guidelines in mind. Some professional organizations don't have that luxury.

**What would your words of encouragement be to early careerists about pursuing healthcare leadership positions given the ever-changing healthcare environment?** Our industry is heavily regulated and ever changing. That can be stressful at times and we can become laser focused on certain metrics. Taking time to be compassionate to others and oneself can help remind us that we are here to help patients and the community.



ACHE-Nevada teamed up with UNLV HCASA for **Trunk or Treat** for the families at the Ronald McDonald House Charities!



**Strategically Mapping Your Early Career Development**  
 What a phenomenal evening of great programming from [ACHE Nevada](#)

We learned to be both humble and hungry, build relationships and bring results, seek feedback, bring solutions, study and keep learning and so much more. Great job [Sandra Ann DeLeon, FACHE, CMPE, SHRM-CP, MSHA, MSW](#) , [Ryan Tingey, FACHE](#) [Robert White](#) [Brian Hager, CMPE](#).

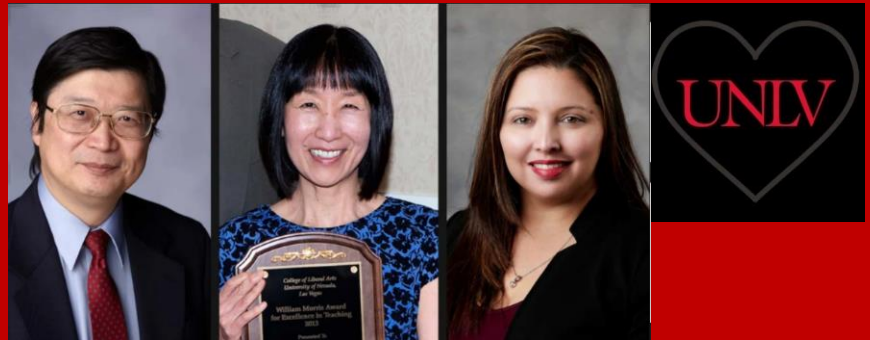
Have you joined ache yet? I just love this network. Come hang out with me. ~Maia Carter, MD, MPH, FACHE

**IN REMEMBRANCE**

A message from UNLV

[UNLV Strong | University of Nevada, Las Vegas](#)

UNLV is grieving for the victims of the Dec. 6 shooting, and we will forever remember and honor those we have lost and who were injured. We are sending our love and support to the victims, their families, and friends during this difficult time.



**Jerry Chang Ph.D.**  
 Professor  
[More About:](#)

**Naoko Takemaru, Ph.D.**  
 Associate Professor  
[More About:](#)

**Patricia Navarro-Velez, Ph.D.**  
 Assistant Professor  
[More About:](#)



Themed FUNdraiser for the ACHE-NV Scholarship Fund!

Thank you for your contributions to our first official ACHE-Nevada Scholarship Fundraiser benefitting the UNLV Health Administration program.

It was great to relax, kick back, and celebrate with each other in a joyous setting.

We were able to raise over \$1500!

We hope to see you at our next social event!





# Holiday Party



The **South Holiday Mixer** had 206 attendees with over 600 toys donated and \$1,500 towards gift cards for the older kids. **In total, \$6,000 in toys and gift cards to Nevada Childhood Cancer Foundation!**

A special donation of from Diagnostic Monitoring allowed this to be the biggest year yet!





Chapter Officers spent the day in

# Northern Nevada



School of Public Health

Making Health Happen

President, **Khanh Andersen** and Incoming President, **Dr. Maia Carter** sat with Dean Akpionar-Elci to discuss ways ACHE can support University of Nevada, Reno – School of Medicine.

**Muge Akpinar-Elci, M.D. MPH**  
Dean & Professor, School of Public Health

**Sandra DeLeon, MSHA, MSW, FACHE, CMPE, SHRM-CP**  
Lecturer  
ACHE-NV CHAPTER  
UNR Faculty Representative  
Higher Education Network Committee  
Program/Social Committee



## Reno Sparks



Saint Mary's Regional Medical Center  
Northern Nevada Medical Center – Sierra  
Northern Nevada Medical Center  
Veteran's Affairs  
Renown Regional Medical Center  
Renown South Meadows

We would usually see these two on the right at our Southern Nevada Holiday Mixer, but this year they are representing the North!

**Chris Loftus**

*Interim CEO Northern Nevada Medical Center – Sierra  
CEO West Henderson Hospital*

**Jessica Hensler**

*COO Northern Nevada Medical Center  
Interim COO NNMC - Sierra*



**UPCOMING**

# EVENTS



1/18	SOUTH: In-Person Panel: (1.5 Credits) Digital Health in the Healthcare Delivery System
1/25	SOUTH: Meet the Board
4/4	SOUTH: Women's Leadership Summit
TBD	NORTH: ACHE-101

Project ECHO Nevada and the Sanford Center for Aging present

# SETTING THE STAGE FOR PERSON-CENTERED DEMENTIA CARE

Project ECHO Nevada is introducing a 7-week educational series for outpatient primary care practices with the aim of improving provider strategies when communicating and treating persons with cognitive impairment and/or diagnosis of dementia syndrome.

**FREE CME/CEU Available (up to 14.5 hours)**  
NAC 630.155 allows practitioners to earn up to 4 *double credit* CME for participation in an Alzheimer's disease CME activity per biennial period.



**2ND AND 4TH TUESDAYS AT 3 PM PDT / 90 MIN**

**Setting the Stage for Person-Centered Dementia Care - An Orientation**

*January 9th at 3pm*

**Effective Communication Strategies for Patients with Dementia**

*January 23rd at 3pm*

**Behavioral Expressions - Proactive Approaches**

*February 13th at 3pm*

**Behavioral Expressions - Responding To Distress**

*February 27th at 3pm*

**Understanding the Intersection with Vascular Health**

*March 12th at 3pm*

**Best Practices for Appropriate Prescribing**

*April 9th at 3pm*

**Falls Prevention**

*April 23rd at 3pm*

**Register at <https://bit.ly/3RtZPMq>**



This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of two awards totaling \$3,900,109 with 0% of the federal award financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.

Event starts at 8:00 AM

**SAVE  
THE DATE**

**NEVADA SOUTH  
WOMEN'S  
LEADERSHIP  
SUMMIT**

VITICUS GROUP  
5810 S EASTERN AVE. 89119

**04  
04  
24**

**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/newsltr/ENEWS/ENEWS.cfm>

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>

**ACHE**  
**Professional Development Digest**  
*Turning Learning into Results*

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)

**elevating leadership**

*Insights and Strategies for Healthcare Leaders*