



QUARTER 2
JUNE
2020

PRESIDENT'S MESSAGE



Bill Butcher, FACHE
President,
ACHE-Nevada Chapter

Recent Events and How We Can Work Together

Note: This was an important topic discussed at our June Board meeting and I want to thank Dave Schweer and Andrew Chung for taking the lead in crafting this month's President's message.

The events of the last few weeks including George Floyd's death in Minneapolis and subsequent protests, violence, reform movements, and more are signs of a critical moment in time for our nation. There are numerous calls to action to improve race relations, diversity, inclusion, law enforcement, community investments, and more. These extend to our healthcare industry and profession as healthcare leaders.

Deborah Bowen, FACHE, CAE, ACHE's President and CEO, recently issued a statement on these events. Included in this she states "...We know discrimination extends to many other marginalized groups and inequities still exist throughout our organizations and communities, but ACHE remains committed to standing against racism, racist beliefs, injustice and violence of any kind. ACHE believes in the fair and equitable treatment of all people—and our commitment to this goes back decades. We hold diversity and inclusion as a core organizational value that has driven much of our strategy, operations and accomplishments over the years. We also understand that our progress as an organization and profession has not yet yielded the best results." Please see her full statement at: <https://www.ache.org/about-ache/our-story/leadership-and-team/the-events-of-this-week>

Our **ACHE Code of Ethics** also provides a good moral compass to guide us and outlines the healthcare executive's duty to prevent discrimination and promote diversity and inclusion. It states: "The fundamental objectives of the healthcare management profession are to maintain or enhance the overall quality of life, dignity and well-being of every individual needing healthcare service and to create an equitable, accessible, effective and efficient healthcare system." You can review ACHE's entire Code of Ethics at: <https://www.ache.org/about-ache/our-story/our-commitments/ethics>

The ACHE - Nevada Chapter wants you to know that we unequivocally denounce racism and injustice of any kind. We are working hard to improve diversity and inclusion in our state and chapter. Our past efforts have included a diversity and inclusion committee, annual diversity forums, and ensuring diversity on the chapter board, all of which have led to recognition within ACHE. These are positive steps. Yet there is so much more we can do in our chapter and the organizations we serve. This starts by listening to you - our members - and harnessing your ideas and enthusiasm. We are committed to working with you to improve diversity and inclusion and expand education, networking, recruiting the next generation of healthcare leaders, improving our organizations, and more.



Please feel free to reach out to our Diversity Committee Chair, **Khanh Andersen** at Khanh.Andersen@uhsinc.com or contact me at bill.butcher@dispatchhealth.com with your ideas or insights. We look forward to working and moving forward together.

Thank you for your time and commitment to ACHE.

Bill



Vick S. Gill, FACHE
Regent for Nevada

Fellow ACHE Nevada Members,

In the past few months, I have been amazed by the strength and determination of our healthcare workforce. When the moment necessitated their skills, their unwavering determination and compassion for our patients has been the silver lining in the dark cloud. Together, we have kept Nevada safe and strong through these trying times. Please take a moment to thank all those we work with for all they have and will continue to do to keep our patients and our community healthy. This includes our fellow colleagues who have worked countless hours to support the mission of our organizations. To this end, ACHE has created the **COVID-19 Resource Center** (www.ache.org/COVID) to assist healthcare leaders during this pandemic.

"What lies behind us and what lies ahead of us are tiny matters compared to what lies within us."

-Ralph Waldo Emerson

As you already know, the **2020 Congress on Healthcare Leadership** was cancelled. ACHE regretted that they were compelled to cancel the event, but they recognized that our priority was to take care of patients and communities, as well as ourselves and loved ones. The **2021 Congress on Healthcare Leadership** will be held on March 22-25, 2021 at the Hilton Chicago/Palmer House Hilton in Chicago.

I wanted to take this opportunity to update the membership on various **ACHE National** activities and how this may affect you:

- **2020 Chapter Member Needs Survey:** ACHE sends out an annual survey in May to all those who have been a member of their chapter for more than one year. The vital information gathered in this survey gives the chapter robust data that can help us better serve your needs. The 2020 Chapter Member Needs Survey is sent annually in May to all ACHE members that have been a member of their chapter for more than one year. We are committed to ensuring that this survey gives chapters robust data that can help inform their strategies. We do not believe we can achieve this goal given that many chapters were not able to operate efficiently and effectively due to COVID-19. As a result of the pandemic, the 2020 survey will be suspended.
- **2020 Dues Payment Extension:** Starting June 1, members who have been dropped for nonpayment of their dues can pay 50 percent to reinstate. This great deal will last until Aug. 31, 2020. If you have not renewed your membership, please call ACHE Customer Department at: 312.424.9400 and renew over the phone, so you can continue to receive your membership benefits.
- **Recertification:** For those in the 2019 recertification class that received an extension to complete the requirements by March 31, this extension has been continued for the class to complete all requirements and submit recertification application and fees by Dec. 31, 2020. For those who are due to complete their recertification requirements in 2020, ACHE has extended the deadline to complete requirements, submit recertification application and pay recertification fees until March 31, 2021.

Board of Governors Exam Prep Course: ACHE Nevada will be hosting our **2nd Annual Board of Governors Exam Prep Course on July 31 and August 1** at University Medical Center. See the Certification section for more information if you are interested in registering for the course, receiving **12 F2F credits**, and obtaining your **FACHE Credential**. In addition, the **Board of Governors Exam fee waiver offer** (a savings of \$225), has been extended through July 31. Fellow applicants must submit their completed Fellow application, \$250 application fee and all required documents, such as their references and organization chart, by July 31.

ACHE Nevada Scholarships: ACHE Nevada was proud to announce the recipients of our endowed scholarship with the **UNLV School of Public Health**. In recognition of their professional and personal commitment to promote public protection through personal advocacy, philanthropy, and community service, the members and leadership of ACHE Nevada have sought to make higher education in healthcare administration more attainable to students of remarkable promise. **Congratulations to UNLV undergraduate student Verna Tabladillo and UNLV graduate student James Smith** as recipients of the scholarships and we look forward to you continuing to demonstrating these principles in your careers in healthcare.

Finally, I would like to thank our **outgoing Regent, Teresa Conley**. She represented the state admirably for the past 3 years and actively advocated for us, worked tirelessly on ACHE's CareerEDGE, and created a strong partnership with the University of Nevada, Las Vegas. ACHE and ACHE-Nevada thank you for your service.

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 look forward to representing 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.

Vick S. Gill, FACHE
Regent for Nevada

WELCOME OUR NEW PRESIDENT-ELECT



Chris Nicholas, MHA, LNFA, FACHE

As a new graduate student in the University of Texas at Arlington's Healthcare Administration program, I was energetic and excited for this new chapter in my life. Having recently left law school after only a short time when realizing it wasn't the right path for me, the healthcare industry seemed ripe for new blood and different ways of thinking. The president was close to signing ACA, with a goal to transform the healthcare industry in the United States.

On the first day of my masters degree program, the professor, who happened to be a COO of one of the larger hospitals in Dallas, said, "If you take one thing from this class, take my recommendation to join and be involved in ACHE." I of course followed his direction like most of the class and joined. Growing up, my father taught me the importance and value of networking from an early age. He excelled at it, but I knew

I needed to sharpen my skill set, and thought ACHE could be an opportunity do so.

I tell the story of my first event often when speaking to a new healthcare executive about joining ACHE, because it was one of those interactions that stays with you. It was a breakfast with the CEO event in a large auditorium of one of the hospitals. There must have been 50-75 people attending and I was by far the youngest, least experienced, and most nervous. An older gentleman sitting next to me introduced himself and began inquiring about me. After explaining to him that I was working on my masters degree in healthcare administration and currently looking for positions to begin gaining experience in hospitals, the speaker started. Following the presentation, the gentleman began again inquiring about why I chose healthcare and what my ultimate goals were. **I wanted to be a CEO of a hospital, of course.** At this point, I didn't know the difference between a community hospital and a trauma center. As we finished our conversation, he handed me his card and told me to reach out to him if I ever needed anything. Talk about impactful networking!

It was at that point - after my first event - that I realized the value that ACHE could provide for young, aspiring healthcare leader. I had just spent 10-15 minutes in a one to one conversation with the CEO of one of the larger health systems and had no idea. ACHE created the opportunity to be in the room with executives that had achieved what I aspired to be someday, and gave me the opportunity, consciously or unconsciously to network with them. Although, I had missed one key part of the networking equation..... inquiring about the other person.

Since that day, I have taken the opportunity to be as involved as possible with ACHE, not only for my own value, but to ensure others receive the same value from the organization. As first a member, then Social Committee Chair, and a Board member of the Nevada Chapter, I have truly enjoyed being part of a Chapter dedicated to the development and improvement of healthcare leaders. I am

incredibly excited for the opportunity to assume the President-Elect position and continue to support ACHE and the Nevada Chapter. Most importantly, I am excited to continue to work with the members of the Board and Chapter to expand the opportunities for networking, education, and philanthropy that have been so valuable to my growth and career.



PROGRAM & SOCIAL

CONGRATULATIONS AND GOOD LUCK to Ron Loweke who has recently been promoted to an Associate Administration for Encompass Health in St. Louis, MO. Ron recently served as Director of Quality and Risk for Encompass Health Rehabilitation Hospital of Desert Canyon for the past 3 years. Ron has been a very active ACHE member and has helped the Chapter obtain many education and social events as Program & Social Co-Chair / Party Planner.

We thank **Nick Carlisle** and **AJ Wagner** for stepping up to the plate and taking on the role of Co-Chairs for Southern Nevada events. Nick & AJ were Co-Chairs for the Communications Committee last year and did an amazing job updating the social media pages along with our new and very much improved website ACHENV.ORG. We are excited to have Nick & AJ lead the team in event planning along with **Kelly Pagineg** in the North.



RECENT EVENTS

UMC Hosts COVID-19 Educational Forum

By: Lisa Barnes, MHA



Photo by: Scott Kerbs/University Medical Center

University Medical Center of Southern Nevada hosted a **Coronavirus Educational Forum** on May 14, 2020 to promote the exchange of information among local healthcare leaders and other key stakeholders. The meeting covered updates from the **Southern Nevada Health District**, widespread community testing, medical treatments, elective procedure updates, and preliminary plans to re-open the city.

As of May 13th, Las Vegas seemed to be slowly getting past the peak in COVID-19 cases. Our hospitals have had sufficient numbers of beds and ventilators to accommodate patients. Staffing levels have been adequate and there has been a moderate amount of PPE available. **UMC** has partnered with **MGM, Caesars,**

Boyd Gaming, and the **Culinary Union** to provide COVID-19 testing. This testing partnership will help prevent the spread of the virus and provide peace of mind for the community. Another top priority that was discussed during the meeting was the importance of educating patients on the importance of seeking essential medical care. Many people have been foregoing necessary medical treatment because they fear that they will be exposed to the virus if they leave their homes. In these situations, patients are at risk of worsening health condition and this puts a bigger strain on the healthcare community.

It was great to see a diverse group of leaders at UMC for this educational forum being patient advocates and proactively helping to keep everyone safe.

“The antidote for fear is knowledge and preparedness.” -Mason VanHouweling, CEO of UMC

ACHE RECORDED WEBINARS

Addressing Mental Health and Provider Burnout

By: Lisa Barnes, MHA

ACHE has been offering very valuable free educational webinars. One of the webinars that I particularly enjoyed was titled **“Proactively Addressing Clinician Mental Health During the COVID-19 Pandemic”**. It was presented by **Dr. Stephanie Simmons**, Vice President of Patient and Clinician Experience at **Envision Physician Services**. This presentation addressed the very important topic of the mental health of clinicians. Provider burnout was already a big issue and the COVID-19 pandemic has undoubtedly exacerbated the problem even more.

Prior to the pandemic, 40-50 % of healthcare providers displayed symptoms of severe burnout. Provider burnout can lead to depression, anxiety, and in severe cases suicidal ideation. The pandemic is complicating this problem even worse. Healthcare professionals are on the front lines risking themselves their own health. They experience physical discomfort and bruising from PPE. Some providers are also experiencing financial struggle due to decrease in patient volume as patients fear seeking essential medical care during this time.

Many healthcare providers avoid seeking help because there has been a longstanding stigma around mental health. Many of them worry that if they seek treatment then they will have problems with licensing and credentialing. In an effort to help reduce this stigma, **the Joint Commission** has started to strongly encourage healthcare organizations to refrain from asking questions about past history of mental health conditions or treatment. Alternatively, they support the **Federation of State Medical Boards** and the **American Medical Association** to limit inquiries to conditions that would impair a clinician’s ability to perform the functions of their job.

As healthcare leaders, it is important to find creative ways to help improve the mental health of clinicians. Healthcare providers may be likely to participate in peer support groups where there is less stigma when everyone shares their experiences together. Some of the providers battling the pandemic on the East coast got together for a debriefing session with a clinical psychologist specializing in trauma and it seemed to be a nice outlet for them. Other ways to decrease stress is through fun team building activities, yoga, and/or meditation. Lastly, be generous with giving thanks. Many healthcare professionals dismiss thanks and praise because we are “just doing our job”. Thank often and make it personalized for the person you are speaking to.

Thank you ACHE for providing such wonderful educational resources. Check out www.ache.org for more webinars and educational events.



2020 CHAPTER LEADERS CONFERENCE

ACHE National recently informed that given the evolving situation with COVID-19, the **2020 Chapter Leaders Conference** will now be a virtual event. The event is said to be an interactive and engaging experience that will help chapter leaders connect and learn. Stay tuned for more details on dates and registration.



Social distancing has put a hold on presenting Face-to-Face opportunities, but educational webinars are a great alternative to get your remaining credits!

Missed one of our live webinars? No problem! Catch up in the convenience of your home or office with an online streaming recording of any of the webinars ACHE has presented in the past. Recordings include the audio presentation, audience participation questions and comments. Learners will view the recordings in ACHE's learning management system. Upon completion, a certificate of completion will be generated and CEUs will be distributed automatically.

<https://www.ache.org/learning-center/education-and-events/e-learning/on-demand>

Webinars as of January 1, 2020 are now 60 minutes in length, worth 1.0 ACHE Qualified Education credit.

Webinars prior to January 1, 2020 are 90 minutes in length, worth 1.5 ACHE Qualified Education credits.

All webinar recordings are \$99 for members and \$119 for nonmembers.

MONTEREY, CA
AUG 20 - 21, 2020

CAHL CONGRESS & ANNUAL AWARDS

COLLABORATE. INNOVATE. ELEVATE.

Join **California Association of Healthcare Leaders** for the first annual **CAHL Congress (CAHLCon)** in beautiful **Monterey, CA**. CAHLCon, will bring together healthcare professionals from all disciplines for two days full of education and networking. Current and prospective ACHE fellows can earn **12 Face-to-Face** education credits.

Built on the theme of **Collaborate, Innovate** and **Elevate**, CAHLCon will encourage powerful discussions and the sharing of ideas in improving the lives of our patients and workforce. In an era of unprecedented competition and demand for transformation, CAHLCon attendees will reimagine the future of healthcare in America.

Congress attendees, CAHL members, and guests are cordially invited to attend 2020 CAHL Annual Awards Gala and evening reception on Thursday, August 20th.

Full two-day CAHLCon agenda and registration options are available at <https://ache-cahl.org/congress>.

**By registering to this CAHL event, you give your permission for photos taken of you at the event to be archived as a matter of record and memorization of the event, and/or marketing purposes.*

CAHL
California Association
of Healthcare Leaders

An Independent Chapter of

American College of
Healthcare Executives
The American College of Healthcare Executives

CERTIFICATION

FACHE

Fellow of the American College of Healthcare Executives

The Distinction of Board Certification

BOARD OF GOVERNORS EXAM PREP COURSE

July 31st & August 1st

Is achieving certification as an ACHE Fellow one of your career goals? Are you in the process of completing the requirements or considering the possibility?

Whether you have completed all the necessary requirements that must be done in order to take the Board of Governors Exam or are curious about what the exam entails as you chart your course to achieve FACHE certification, our upcoming Board of Governors Exam Review Course may be just for you!

Scheduled on **July 31 from 12pm – 5:00pm** and **August 1 from 8am - 5pm**, the BOG Exam Review Course covers all the topic areas of the exam. It's a great way to review and confirm that you're ready to take the exam or to get a sense of what the exam covers as you embark on your preparation.

The course is worth **12 Face-to-Face credits and the cost is \$600**. As an incentive for our Nevada members to participate, the Chapter will reimburse up to \$300 of the course registration fee. Reimbursement eligibility is for those without access to full reimbursement from their employers. ACHE offers the same prep for \$1500 over a course of 3 days. Our Chapter bought the rights to offer this course to our members.

COURSE PRESENTERS

- **Board of Governors Exam – What to Expect** - Bill Butcher, FACHE Chapter President
- **Management & Leadership** - Jeremy Bradshaw, MHA FACHE Board Director
- **Business** - John Betancourt, MBA, RCFE, ACHE, CTALA
- **Healthcare Technology and Information Management** - Jacquelyn Cheun, PhD
- **Governance and Organizational Structure** - Vick Gill, FACHE Nevada Regent
- **Finance** - Keenan Underwood, CPA, MBA, FACHE, CHFP
- **Human Resources** - Sandra DeLeon, FACHE, CMPE, MHA, MSW
- **Professionalism & Ethics** - Michelle Joy, MHA, FACHE
- **Healthcare** - Dave Schweer, FACHE, and Carl Balcom, RN, BSN, MHA, CHE, FACHE, NEA-BC
- **Quality & Performance Management** - Dr. Tiffany Love, PhD, APRN, FACHE, GNP, ANP-BC
- **Laws & Regulations** - Susan Pitz and James Conway

[SAVE A SEAT & REGISTRATION FOR BOG EXAM PREP IS NOW OPEN! Click Here](#)

HIGHER EDUCATION NETWORK

Updates to be announced

MENTORSHIP PROGRAM

By: Geoffrey Empey, MHA and Mentorship Committee Co-Chair

This year has brought on many new challenges during this unprecedented time, and with every challenge there is a new opportunity to learn and grow. That being said, the ACHE-Nevada Mentorship Program has also adapted to the new status quo and is working to connect mentors and mentees through online platforms and other events to make this a valuable experience for mentors and mentees.

Due to social distancing requirements we canceled the traditional “Mentoring Kick-off” earlier in the year, but is glad **Medical Center of Southern Nevada**. This event is open to all program participants to attend and will include community healthcare executive panelists including **Mason VanHouweling, CEO of UMC, Patience Walker-CNO at Valley Hospital and Wayne Cassard-Market Director of Human Resources for The Valley Health System** and a 30 minute round of speed mentoring. Later in the summer, we hope to hold another Mentoring Mix-Up with more panelists and a round of speed interviews.

For those professionals looking to grow in their careers the ACHE mentoring program is a great way to network and build lasting relationships. At a national level, ACHE will be launching a new **digital mentoring platform** in late summer of 2020.

[Sponsors vs Mentors - How to Find Them and Why Both Are Critical For Your Career](#)

MEMBERSHIP

Welcome to Our New ACHE-Nevada Chapter Members!

Elliott Asarch, PharmD, MBA	Misty D. Martin, RN
Ibrahim Bhatti	Domenic Martinello, MD, MBA
Christopher D. Bishop	Marie Elizabeth Medastin Turner
G. Rodney Buzzas, MD	Maj Jason Mouritsen, PsyD
Michael DiSalle	Steven E. Peralta
Timothy Hargrove	Patience E. Walker, RN
Kent Haythorn	Christine Zack, JD
Joi Jones	
Kate Kawamoto	Mathew Zumoff

**Why
Join?
CLICK HERE
TO VIEW VIDEO**

Welcome

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.



In March, **VEGAS INC** released their list of the valley's 40 most auspicious and prominent professionals under the age of 40.

Matt Frye, Chief Operating Officer at Centennial Hills Hospital, has recently served as a ACHE-Nevada Chapter Board Director and led the way as Mentorship Committee Chair for the inaugural year of the Mentorship Program in 2018.

See the full list of professionals here [40 Under 40 - 2020](#)

DIVERSITY & INCLUSION

ACHE Asian Healthcare Leaders Forum (AHLF)

By: Jacquie Cheun, PhD

I am so excited to be on the **ACHE AHLF Committee**. As one of the core values, Diversity and Inclusion is very important to ACHE. We advocate inclusion and embrace the differences of those with whom we work and the communities we serve. This committee is here to help build collaborative initiatives, be a connector across the leadership community, foster engagement and support our leaders. Our aim is to increase representation in healthcare executive management, policy and administration.

If you are interested in being a member of the **Asian Healthcare Leaders Forum** the benefits include \$100 off ACHE programs, exclusive access to the LinkedIn Group and free forum webinars. This forum is here to serve you. Please let us know how best we can serve you message us on LinkedIn!

Be on the look out for our upcoming webinars!

Asian Healthcare Leaders Forum
Increasing the representation of Asian-Americans in healthcare executive management, policy and administration.



MATT FRYE

CHIEF OPERATING OFFICER, UNIVERSAL HEALTH SERVICES/CENTENNIAL HILLS HOSPITAL

Age 33	Hometown PAHRUMP, NEVADA	Years in Las Vegas 5
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After years of owning a successful pool construction business, Matt Frye had an unexpected experience that completely changed the trajectory of his future.

"A close friend was in a life-altering car accident, and I watched as those closest to him who were caregivers and medical professionals were able to truly help him," Frye said. "That became a moment of reflection for me that I needed to do my part to help and improve the lives of others."

Frye entered the health care field and quickly advanced into senior leadership with his ability to drive business through physician and EMS engagement, and in turn, expand community access to care. Now, he is responsible for the day-to-day operations at Centennial Hills Hospital and is currently heading a \$95 million tower project that will add 56 patient beds and expand key departments, including inpatient pharmacy and surgical services.

As the administrator on call at Desert Springs Hospital during the October 1 shooting, Frye immediately jumped into action to do what he could to help those involved. He initiated the incident command system and then personally helped carry in victims and tend to families. In the following weeks, Frye served as the point person for all matters related to the event, including managing the influx of donations and support from the community and arranging events to help lift patient and staff spirits. Although Frye has managed several large-scale projects in his career, he feels that experience was his most significant accomplishment.

Frye serves as the president-elect for the local chapter of the American College of Healthcare Executives, a youth leader for his church and a coach for youth sports.

"I feel it is my duty to help mentor our nation's future leaders and help aspiring leaders learn and grow," Frye said.

(Photographs by Christopher DeVargas/Staff)

SPONSORSHIP

Nick Carlisle, Co-Chair

We at ACHE-Nevada Chapter are excited to have the **UNLV School of Public Health** as an official chapter sponsor!

The UNLV School of Public Health was established in 2004 with the goal of improving the health and well-being of people worldwide. More than fifteen years later, its departments, programs, and research units are growing and still working to provide a diverse education, practical training experience, and numerous community involvement opportunities to prepare students to become leaders and professionals in the field of public health. We appreciate the support of UNLV's leadership and students who will help shape the future of healthcare for years to come.

To learn more about UNLV and the School of Public Health please [CLICK HERE](#)



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 | Q2 2020

COVID-19 Resources

Thank you for the work you are doing in your healthcare organizations and communities to manage the impact of COVID-19 and take care of patients. We are well-aware these are extraordinary times for you as leaders.

Now more than ever, it is important to remain connected to your professional society and fellow healthcare leaders. Our [COVID-19 Resource Center](#) is updated regularly with perspectives from front-line leaders, documents, and downloadable webinars and podcasts. We are here to support you.

ACHE Job Center

Recognizing that employment and hiring needs continue to evolve amidst the landscape of COVID-19, we encourage all ACHE members, associates, registered employers, and recruiters to leverage the [ACHE Job Center](#) in support of recruitment efforts and job search needs during these unprecedented and uncertain times.

Save \$225 on the Exam Fee

Obtaining the prestigious FACHE® credential signifies hard work, dedication and commitment. To thank you for your efforts, the \$225 Board of Governors Exam fee will be waived for approved applications when you submit your completed application by July 31, 2020 (including the application fee and all supporting documents).

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

Coming Soon: New and Improved ACHE Leadership Mentoring Network

Mentoring is one of ACHE's highest priorities. We believe no matter where you are in your career, mentoring is an integral part of professional growth and leadership development. We are currently working on launching a new digital mentoring platform designed to enhance the mentoring experience and broaden the reach for mentoring experiences and support overall. Watch for more information coming later this summer.

Run for ACHE Regent

The Council of Regents is the legislative body representing ACHE's more than 48,000 members. Serving as an elected official is a unique opportunity that allows you to exercise your leadership ability, share innovative ideas and act on behalf of ACHE members.

Any Fellow who wishes to run for election to serve on the Council of Regents must submit a [letter of intent](#) to elections@ache.org by Aug. 21.

The Council of Regents elections will be held in the following jurisdictions:

Alabama	Hawaii/Pacific	Maine	Oklahoma	Utah
Alaska	Idaho	Massachusetts	Oregon	Wisconsin
Colorado	Kansas	Mississippi	Rhode Island	
Delaware	Louisiana	New Hampshire	Texas—Northern	

Visit the [Official Notice for the 2020–2021 Council of Regents Elections](#) for more information, or contact Caitlin E. Stine, content marketing specialist, Department of Marketing, at cstine@ache.org.

Forum on Advances in Healthcare Management Research

We know this has been an unusual year with so many efforts directed toward responding to the COVID-19 pandemic. In preparation for ACHE's 2021 Congress on Healthcare Leadership, we are moving forward with the call for proposals for the Forum on Advances in Healthcare Management Research. ACHE is inviting authors to present their research at the 13th annual Forum on Advancement in Healthcare Management Research. This session will take place during the 2021 Congress, March 22–25. The lead presenter of each selected proposal will receive a complimentary registration to Congress. Please visit ache.org/Congress/ForumRFP.cfm for the selection criteria and submission instructions.

Submit your up-to-400-word abstract by July 10, 2020.

ARTICLES OF INTEREST | Q2 2020

How to Use Virtual Visits to Connect Coronavirus Patients With Loved Ones

AdventHealth is connecting hospitalized patients and families with virtual visits, including coronavirus patients. To curb the spread of COVID-19, hospitals across the country have placed strict limits on visits to hospitalized patients. Visitation restrictions have been troublesome for COVID-19 patients, with families unable to see their loved ones for many days or weeks, and seriously ill patients dying without contact with their families.

For COVID-19 patients, virtual visits at AdventHealth have generated significant benefits, says Pam Guler, MHA, vice president and chief experience officer at the Altamonte Springs, Florida-based health system. "This has been meaningful for our patients, their families, and our caregivers. Many caregivers have told stories of creating a moment that has deep meaning not only for families and patients but also has touched their hearts."

AdventHealth features nearly 50 hospitals in nine states. During the COVID-19 pandemic, physical visits to hospitalized patients have been limited to a single loved one in the case of an end-of-life situation, childbirth, and a child in the hospital.

VIRTUAL VISIT BASICS

AdventHealth recently launched virtual visits for hospitalized patients with the distribution of 1,000 Chromebooks and some iPads throughout the health system's hospital campuses, Guler says. The cost of the initiative was minimal because the Chromebooks were already in hand for another project, which has been delayed, she says. "The investment has been more about helping our team members to understand what they need to do."

With help from the health system's information technology staff, Guler has a team of 65 experience leaders who facilitate the virtual visits. In one recent week, the health system conducted 1,350 virtual visits. "Our information technology staff loaded the Chromebooks in a way to make it as easy as possible to use Google Hangouts, Facebook Messenger, and Facetime. We are using Google Hangouts quite a bit for video chats."

CORONAVIRUS PATIENT VIRTUAL VISITS

AdventHealth has put protocols in place for hospitalized COVID-19 patients to have virtual visits with loved ones, including for end-of-life situations, Guler says.

There are three primary considerations for virtual visits with all COVID-19 patients:

- To limit the number of people in a patient's room for infection control, a bedside caregiver in full [personal protective equipment](#) brings a Chromebook or other device into the room
- The device can be held by the bedside caregiver or placed on a bedside table if the family requests privacy for the virtual visit.
- After the virtual visit, a disinfectant is used to sterilize the Chromebook or other devices.

The protocols for end-of-life situations are more involved, she says. "We have to facilitate calls more when there is an end-of-life scenario and the patient is not able to be an active participant."

The first step is for an experience leader to contact the family and to see whether they want to have a virtual visit. Then the family is asked whether they want to have a hospital chaplain included in the virtual visit.

Once a virtual visit has been arranged, an experience leader initiates the call to the family and hands off the device to a bedside caregiver outside the patient's room. In most cases, the bedside caregiver holds the device, so the family gets a full view of the patient.

Although ICU bedside caregivers are experienced in working with the families of dying patients, they have received training to help them facilitate virtual visits, Guler says.

"This is a very deep and meaningful situation and interaction, and we have shared some words the caregivers might say. They may ask the family whether there is anything they can do to be the family's hands as the family is talking with their loved one, such as, 'Can I touch your loved one's hand?' They have protective equipment on, but they can be the hands of the family. The caregivers try to do anything they can to bring a human touch to this virtual experience." Many family members can participate in an end-of-life virtual visit, she says.

"In one end-of-life situation, we had 15 family members on the virtual chat, along with their family pastor. The patient could not respond, but the family was able to say some last words. They said how much they loved the patient. Their pastor prayed with them. It was deeply meaningful and facilitated by a caregiver who held the device. In that situation, the caregiver did not need to say anything."

THE NEW NORMAL

AdventHealth plans to continue providing virtual visits for hospitalized patients after the COVID-19 crisis is over, Guler says.

"We want to continue virtual visits in the future. Even in a non-COVID-19 scenario, we often have patients who have family across the country. With this platform now in place, contact does not just have to be through telephone. We are already exploring ways that we can have virtual visits in the future in a non-COVID-19 world."

—Adapted from "[How to Use Virtual Visits to Connect Coronavirus Patients With Loved Ones](#),"

HealthLeaders, by Christopher Cheney, May 1, 2020.



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