



**QUARTER 3  
SEPTEMBER  
2020**

## PRESIDENT'S MESSAGE



**Bill Butcher, FACHE**  
**President, ACHE-Nevada Chapter**

Hello!

What a week, what a month, what year it has been. During these unprecedented times, I hope everyone is hanging in there as we navigate the impact of COVID-19 together. If this weren't enough to contend with, we now get to add in other considerations such as what flu season will look like as we head towards the end of the year.

This time around I want to share some information about **Senate Bill 4 (SB4)** that passed both houses during the second Nevada special legislative session and was signed by Governor Sisolak. If you had the opportunity to follow it, you know SB4 provides business liability protection for exposure to COVID-19 by third parties. Sounds great, right? Here's the problem. SB4 *excludes* medical facilities and also potentially excludes physicians and other clinicians.

What are the ramifications of this exclusion? Patient care could be affected in that visitors may not be allowed to visit hospitalized patients. Staff may be hesitant to come to work for fear of potential legal action. Access to hospitals by individuals who are not patients, including vendors, could be eliminated. Patient transfers to lower levels of care--think behavioral health, skilled nursing and rehabilitation, long term care--may not be possible.

This has been a surprising and disappointing move by Nevada's Legislature and Governor. Our medical community stepped up when COVID-19 arrived and worked tirelessly to care for those who contracted the virus and prevent the spread. They continue to put themselves at risk every day to keep Nevada cared for, safe and open.

It's a lot to think about as we continue dealing with both the unknown and ambiguous aspects of this pandemic experience. We have much to learn and much to do.

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

## NEVADA CHAPTER BIDS FAREWELL TO JEREMY BRADSHAW, FACHE



From all of us at ACHE-Nevada Chapter, we would like to wish the fondest of farewells to **Jeremy Bradshaw, FACHE** as he moves on to the next chapter of his career.

After serving as the CEO of Desert Springs Hospital and most recently as the CEO of MountainView Hospital for the last 4 years, Jeremy is moving back to his home state of Utah to take over the position of CEO at **St. Mark's Hospital** in Salt Lake City.

Jeremy has been a dedicated member of the ACHE-Nevada Chapter, serving as a Past-President and Board member for many years. In his time, he helped the chapter receive awards of continued excellence from the ACHE Nationals and served as a formal mentor through the mentorship program, and informally to countless individuals who continue look up to him.

Though we are saddened to see him leave, we are thankful for everything he has done for our community and wish him all of the best as he makes this new transition. St. Mark's Hospital is lucky to have gained a leader of his caliber and we know he will continue to do wonderful things in the future.

*Jeremy, thank you for being a wonderful leader, colleague, mentor, and friend. We will be sending you warm Vegas thoughts as you head into a cold, snowy Utah winter.*

**Best  
Wishes!**

# REGENT'S MESSAGE



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

**Fellow ACHE Nevada Members,**

As we navigate through these challenging times, it is important to practice self-care. Our professional obligations in healthcare will always remain, as will our personal obligations to our families and loved ones. Hence, it is important to shine a light on ourselves and understand our individual obligations. Self-care allows us to take care of our mind, body, and soul at all times, not only in times of illness.

How can we all accomplish this? Here are a few tips for practicing self-care:

- Get a good night's sleep
- Eat a well-balanced diet
- Exercise daily
- Spend time outdoors
- Organize a self-care trip with loved ones, including pets

If we can do these things on a regular basis, we can be a better father, mother, brother, sister, colleague, or loved one.

I would like to thank all those with ACHE Nevada, who helped put on a successful Board of Governors exam review course last month. This is one of the final steps for members to achieve the FACHE credential.

Please take a moment to visit [www.ache.org](http://www.ache.org) and [www.achenv.org](http://www.achenv.org) to register for an upcoming webinar or local virtual event. ACHE had a successful kick-off of Virtual Face-to-Face events last month using new virtual chapter templates. ACHE Nevada will use this platform to engage our membership and allow for education credit opportunities.

There have been many national conversations regarding race in recent weeks, and I would encourage you to visit the ACHE Nevada website and participate in the following:

Community Conversation: Social and Racial Disparities in Healthcare

September 29, 2020 @ 8:30 am - 10:00 am

Presented in collaboration with ACHE of Central Florida.

*How do social and racial disparities influence health outcomes? What are we doing to address disparities in our communities?*

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](mailto:vickgill@gmail.com).

## CERTIFICATION

# FACHE

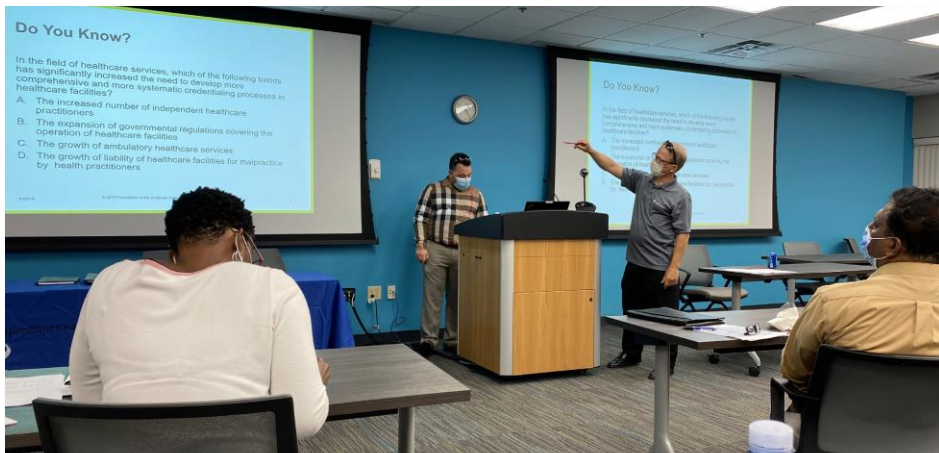
Fellow of the American College of Healthcare Executives

*The Distinction of Board Certification*

## BOARD OF GOVERNORS EXAM PREP COURSE

Nevada Chapter hosted another successful 12 hour **BOG Exam Prep Course** on July 31 – August 1 at University Medical Center. There were 9 future fellows who attended the course.

***Another course is tentatively planned for early November.***



## DIVERSITY & INCLUSION

**By: Alma Rodriguez (Multicultural Outreach Coordinator - Nevada Donor Network)**

**National Minority Donor Awareness Month** is a national observance held over the month of August. Nevada Donor Network raised awareness for the importance of more registered organ, tissue and cornea donors within in the diverse population of our beautiful state of Nevada. Currently, there is more than 110,000 patients for a life-saving gift and more than 600 are from our very own state.

Thank you so much for your support during this time. I want to encourage you to learn more [www.NVDONOR.org](http://www.NVDONOR.org), follow us on FB: Nevada Donor Network and FB Spanish: Nevada Donor Network en Español, or reach out with questions or concerns, [arodriguez@nvdonor.org](mailto:arodriguez@nvdonor.org).

## HIGHER EDUCATION NETWORK

**By: Dr. Chris Cochran, Co-Chair**

This is a busy time for the **UNLV Department of Healthcare Administration and Policy (HCAP)** with reaccreditation and recertification of its graduate and undergraduate programs. The department is finalizing its self-study for re-accreditation for the **Commission of Accrediting Healthcare Management Education (CAHME)**. Their site visit is planned for **October 21-23, 2020**. They are also starting their self-study for **Executive Master of Healthcare Administration (EMHA)** in preparation for a site visit in fall 2021. At the same time, the undergraduate program will be submitting a self-study at the end of November for recertification by the **Association of University Programs in Healthcare Administration (AUPHA)**. The program greatly appreciates the assistance it has received from the Nevada Chapter of ACHE. The UNLV program provides the only accredited and certified healthcare administration degrees in Nevada.

With all of these activities going on during the difficult times brought about by the COVID 19 pandemic, the program recognizes the challenges programs may have in providing their UNLV students with real world experience opportunities for internships, practicums, and capstone consulting experiences. In the spring, most students were forced to either conduct their projects remotely or had to have their projects cut short. Projects for the upcoming academic year remain in limbo. But based on the experiences of the spring projects, remote internships and capstone project provided students the opportunity to continue to gain some experience. One of the opportunities remote learning provides is expansion of student experiential learning in other parts of Nevada. The program is seeking assistance in providing experiential learning and mentoring either in person or remotely and hope our Nevada ACHE partners will give students an opportunity to learn from their organizations.

The program's faculty have been continuing their research projects with new ideas that have been brought upon the industry as a result of the pandemic. The program is interested in studying the economic and emotional impacts that the pandemic has had on the healthcare industry. It is also working on research projects examining how telehealth and telemedicine have been expanded to supplement in person patient care.

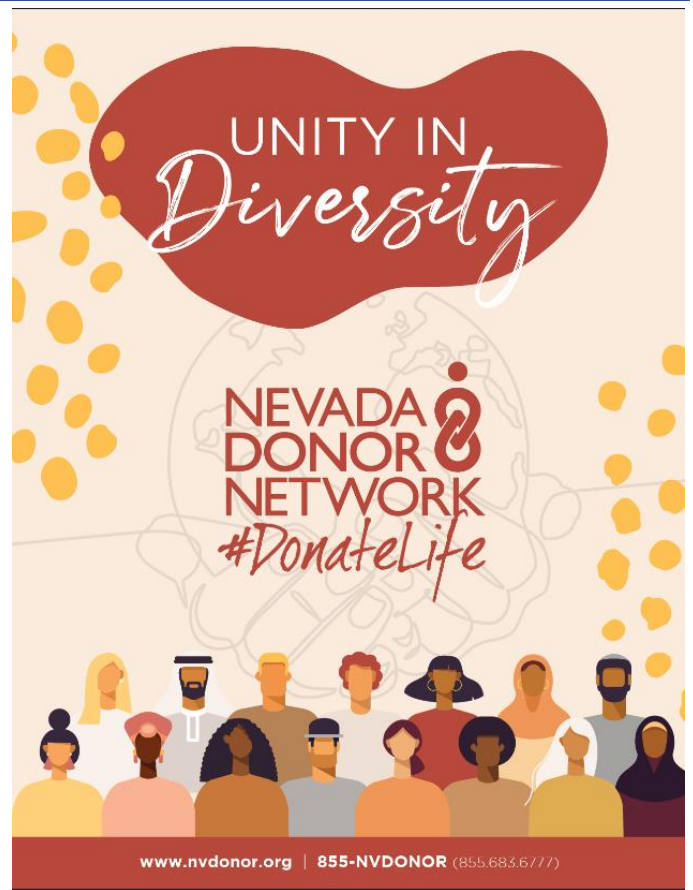
If you have a project that a student can complete either in person or remotely, or are interested in participating in any of our research projects, please contact **Dr. Chris Cochran**, Professor and Chair, at [chris.cochran@unlv.edu](mailto:chris.cochran@unlv.edu). He can also be reached at 702-895-1400.

## PROGRAM & SOCIAL

### QUALIFIED EDUCATION WEBINARS

<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 QE credit.  
Webinars prior to January 1, 2020 are 90 minutes in length, worth 1.5 ACHE QE credits.

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



# MENTORSHIP PROGRAM

By: Kate Kawamoto (Mentee)

On June 25th, our chapter was able to successfully hold our first **Mentoring Mix Up** this year with appropriate social distancing in place. Thank you to **University Medical Center** for hosting and special thanks to our executive panel: **Patience “Pat” Walker**, Chief Nursing Officer at Valley Hospital Medical Center, **Wayne Cassard**, Market Director of Human Resources for The Valley Health System, **Lawrence “Larry” Barnard**,

Nevada Market President at Dignity Health, and **Geoffrey Empey**, Assistant Administrator at Valley Hospital Medical Center as the moderator. Both mentors and mentees were able to ask questions to the panel and mentees then had the opportunity to connect with several mentors, one-on-one, during speed networking.



Here are some key takeaways from the event:

1. Instead of just submitting a job application online, consider dropping off your resume in person.
2. Go into an interview believing you're the best candidate and don't be afraid to show your personality.
3. In a new role, "your orientation period is one year". Use this time to showcase your best work in this position then polish your skills for career development.
4. As a healthcare leader, it is important to take care of your team and build trust.
5. Recommended reads: "Leaders Eat Last" by Simon Sinek, Becker's Hospital Review, and success stories about companies in other industries besides healthcare such as Southwest Airlines.



During these uncertain times, it was extremely refreshing to attend this event and feel some kind of normalcy, as well as receive such great advice from the mentors. If you would like to learn more about how you can become a mentor or mentee, please contact the Mentorship Committee at [ACHEmentorshipNV@gmail.com](mailto:ACHEmentorshipNV@gmail.com).



## MEMBERSHIP

### Welcome to Our New ACHE-Nevada Chapter Members!

Jamescia M. Hambrick, JD, RN  
LT Lester Vidal  
Casey Gillham, Esq.  
Marsha Park, MSN, RN  
Andrea Highfill, DNP, MSN, RN  
Adley W. Millican  
Michael Gardner, MD, MPH  
Lisa M. Cooper, MBA  
Rodrigo Santos  
Kolina Babauta  
Te' Janae Collins  
Paxton Horiuchi  
Jon Nicole Ocate  
Matilda Thompson

Sammantha Caruso, BS, MHA  
Amy L. Cercone, RN, BSN  
Alexis Lea L. Deguzman  
Julie R. Malonzo  
Monica J. Ritchie  
Jacob R. Spina  
Kiara Nazareno-Nicdao  
Ma Luisa Benicarlo  
Renee Polci  
Sienna Gillespie  
Hyunwoo Kim  
Tiffany Zhang  
Marc E. Tolentino  
Madeleine Cook-Baker

Danawit S. Demeke  
Gabriella Haddad  
Sterling Jones  
Rizza Loveranes, MBA  
Antonette Rolda  
Yamna Nasir  
Justin Peruchini  
Sydney Foley  
Cameron Z. Olson, BS  
Bruce Prince  
Paula Carlisle  
Michael J. Noble

# 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.*

## SPONSORSHIP

Nick Carlisle, Co-Chair

### 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.

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

YOUR  
LOGO  
HERE

# Thank You!

## to our Sponsors

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 | Q3 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.

### New and Improved ACHE Leadership Mentoring Network

Mentoring is one of ACHE's highest priorities. We believe that no matter where you are in your career, mentoring others—and being mentored—is an integral part of professional growth and leadership development. To that end, ACHE's new digital mentoring platform is designed to enhance the mentoring experience and broaden the reach for mentoring experiences and support overall. The first cohort will launch Oct. 1. For more information on the program, please visit the [LMN area](#) on [ache.org](#).

### Exam Authorized and Recertification Extensions

Any individual who is currently Exam Authorized with an application expiration date occurring in 2020 are extended through Dec. 31, 2020 to take and pass the Board of Governors Exam.

FACHE® Recertification deadlines are extended for the 2019 and 2020 classes. Each recertification class must have met all of the requirements, submitted their application and paid the recertification fee by the new mandatory deadlines.

- 2019 Recertification Class Extension is **Dec. 31, 2020**
- 2020 Recertification Class Extension is **March 31, 2021**

### Board of Governors Exam at Pearson VUE Testing Centers

Pearson VUE Centers continue availability for taking the Board of Governors Exam. The company is following recommendations from the CDC and World Health Organization for preventing the spread of COVID-19 and protecting testing candidates and staff. As such, availability is limited at this time due to social distancing guidelines and government guidance and candidates for the Board of Governors Exam are encourage to scheduled their appointments well in advance. Some test centers are extending their hours to be open nearly 24 hours a day.

Candidates must bring and wear a face mask while at a Pearson VUE test center and throughout the Exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as the nose and mouth are fully covered. Candidates without a face mask will be denied testing services.

*Additional health and safety measures at Pearson VUE test centers include:*

- Hand sanitizer available in the waiting area and prior to entering the testing room.
- Increased cleaning and disinfecting regimens in between all testing appointments.
- Tissues provided to candidates upon arrival at the test center.
- Candidates permitted to wear disposable gloves if they choose.
- Candidates reminded to wash their hands or utilize hand sanitizer upon arrival at the test center.
- Enforcement of local social distancing requirements.

## A CEO Dialogue on Empowerment and Equity

On July 21, ACE President/CEO Deborah J. Bowen, FACHE, CAE, was joined by two CEO panelists—Nancy H. Agee, president/CEO, Carilion Clinic, Roanoke, Va.; and Wright L. Lassiter III, president/CEO, Henry Ford Health System, Detroit, for a conversation about the role of leaders in advancing racial empowerment and working toward health equity. Listen and share the [recording](#) with your colleagues.

## ARTICLES OF INTEREST | Q3 2020

### What Seniors Can Expect as Their New Normal in a Post-Vaccine World

Experts say that in the aftermath of the COVID-19 pandemic, everything will change for older Americans, from the way they receive healthcare to how they travel and shop. This also includes their work life and relationships with one another. Older adults are uniquely vulnerable because their immune systems tend to deteriorate with age, making it so much harder for them to battle not just COVID-19 but all infectious diseases. They are also more likely to have other health conditions, like heart and respiratory diseases, that make it tougher to fight or recover from illness. Even with a potential vaccine, most seniors will be taking additional precautions.

Here's a preview of post-vaccine life for older Americans:

#### Medical Care

- One in three visits will be telemedicine.
- More regular remote care will be bolstered by a team of doctors to see more patients more efficiently.
- Drugstores will do more vaccinations to avoid the germs in doctors' offices.
- Older Americans may have special devices at home to regularly analyze urine and fecal samples.

#### Travel

- Many trips of 800 miles or less will likely become road trips instead of flights.
- Regional and local travel will replace foreign travel. The most popular trip for seniors: visiting grandchildren.
- Demand for business class will grow. When older travelers (who are financially able) choose to fly, they will more frequently book roomy business-class seats because they won't want to sit too close to other passengers.
- Older couples who fly together, and have the money, will pay for all three seats, so no one is between them.
- Hotels will market medical care. Medical capability will be built into more travel options. For example, some hotels will advertise a doctor on-site or one close by.
- Disinfecting will be a sales pitch. Expect a rich combination of health and safety "theater," particularly on cruises that host many older travelers. Employees will be wiping everything frequently.
- Cruises will require proof of vaccination. Passengers as well as cruise employees will likely have to prove they've been vaccinated before traveling.

#### Eating/Shopping

- Local eateries will gain trust. Neighborhood and small-market restaurants will draw loyal customers because patrons know and trust the owners.
- To appeal to older diners, restaurants will prominently display safety-inspection signage and visibly signal their cleanliness standards. They will hire employees exclusively to wipe down tables, chairs and all high-touch points. These employees will be easy to identify and very visible.

#### Home Life

- More seniors will leave assisted living facilities and nursing homes to move in with their families.
- Home delivery of almost everything will become the norm for older Americans, and in-person shopping will become much less common.
- Older workers will stay home. The 60-and-up workforce increasingly will be reluctant to work anywhere but from home and will be very slow to re-embrace in-person grocery shopping.

#### Gatherings

- There will be forced social distancing. Whenever or wherever large families gather, people exhibiting COVID-like symptoms may not be welcomed under any circumstances.
- Older folks will disengage, at a cost. Depression will skyrocket among older people who isolate from family get-togethers and large gatherings.
- Public restrooms will be revamped. For germ avoidance, they'll increasingly get no-touch toilets, urinals, sinks and entrances/exits.

--Adapted from "[What Seniors Can Expect as Their New Normal in a Post-Vaccine World](#)," Kaiser Health News

## Community Partnerships More Important Than Ever

*Gracias. Mèsi. Thank you.*

It's the simple words I both heard and said over and over during my visits to Beebe's four COVID-19 testing sites in Georgetown during the end of April and first week of May.

This tremendous multi-day event could not have been accomplished without our many partners: First State Community Action Agency, La Esperanza, La Red Health Center, Town of Georgetown government and police department, Veterans Affairs medical center in Georgetown, Nemours, Delaware National Guard, Westside Family Healthcare. Of course, we could not have led this multi-agency coalition without the guidance, support and partnership of the Governor's Office and the Delaware Division of Public Health, which were right beside us serving our community during each day of testing. This tremendous partnership offered a centralized location in our county for COVID-19 testing, allowing access to all and ensuring no language or transportation barrier would prevent someone from getting the information they need to better protect themselves and their families.

One thing I continue to learn about this community—and I am continually grateful for—is the robust relationship that Beebe Healthcare has with our state and community partners. It's a partnership that stretches back long before COVID-19 rocked our everyday life. Our Population Health Team, through their extensive and long-standing work serving Sussex County in many ways alongside many of the partners I named above, has paved the way for the collaboration that was needed to make testing events successful.

These strengthened bonds will continue to help us all better serve our community as we look ahead to our expected peak in the coming weeks, and the long road to recovery after this virus has subsided.

We are all working toward the same goal: Keeping our community safe and healthy now, and when this pandemic passes, continuing to help everyone maintain their health and wellness.

Safety is at the core of everything we do at Beebe. When we collaborated with our state and community partners to expand COVID-19 testing in Sussex County, it was done to help prevent the spread of the virus and care for those who have been infected.

Safety is also why we opened the COVID Positive Care Center. Patients with the virus or who are suspected to have the virus can be safely treated and cared for – with the goal of taking care of their medical needs and keeping them out of the hospital. Beebe Medical Group also offers expanded telemedicine services to conduct virtual visits with patients from the safety of their home, and continues to operate a COVID-19 screening line for anyone to call if they have questions or need nonemergency help related to the coronavirus.

That focus on safety extends to the Margaret H. Rollins Lewes Campus, where the proper protocols are in place to protect both team members and patients while we continue to care for all patients, including those who are COVID-19 positive.

This relentless focus on safety is why Beebe just received our second consecutive A Grade from the Leapfrog Group, the independent national watchdog organization which is committed to healthcare quality and safety. The Safety Grade is a letter grade assigned to all general hospitals across the country and updated every six months, assessing how well the hospital prevents medical errors and other harms to patients.

We take a moment to celebrate that accomplishment and then get back to work during this pandemic. Our patients deserve nothing less than our best, and I am proud of my team for their daily dedication to quality and safety.

--Adapted from "[Community partnerships more important than ever](#)," Cape Gazette, by David A. Tam, MD, FACHE, president/CEO, Beebe Healthcare, Lewes, Del.

## CHAPTER NEWS

### Support During the Pandemic

*Innovative services offered during these unprecedented times.*

The COVID-19 pandemic is driving ACHE chapters to be more creative with their offerings. Many have taken advantage of technology to offer members virtual networking and education, as well as general support and care. Below are some examples from chapters on how they are keeping their members connected as they serve their communities on the front lines. American College of Healthcare Executives—Wisconsin Chapter had its first virtual meetings on the topics of "COVID-19: Getting Back to the New Normal in Healthcare" and "COVID-19: Leading a Team Through the Pandemic."

### Focusing on Mentorship, Changing Times Through Webinars in the Garden State

The concept of "Jersey Strong" began after Hurricane Sandy ravaged the state in 2012. Now, ACHE—NJ has banded together to be just as strong as ever. Recently, the chapter's attention has shifted to growing the mentorship program so that early careerists are on the right path through these trying times, according to Michael A. Pizzano, the chapter's president. The goal of the mentorship program is to assist members in developing careers in healthcare administration,



networking with other healthcare professionals, expanding knowledge of healthcare issues and promoting ACHE membership. The chapter is slated to begin the program in September, and it will run through June 2021.

Additionally, the chapter offered a free COVID-19 webinar dedicated to resiliency for healthcare heroes and giving them the strength and courage to overcome the pandemic. This sold-out event provided the comfort and support that was needed. The chapter moved forward with a quickly sold-out meet-and-greet webinar in June with its new board, and a webinar series that began in mid-June and will run through September. This series was presented by local healthcare executives and focused on COVID-19, including best practices for telehealth, mental health and preparation for another wave.

### **Virtual Offerings in Wisconsin**

American College of Healthcare Executives—Wisconsin Chapter has been supporting its members through virtual meetings and webinars. The chapter had its first virtual meetings on the topics of “COVID-19: Getting Back to the New Normal in Healthcare” and “COVID-19: Leading a Team Through the Pandemic.” These are informal after-hours, small-group discussions of 15–20 members. Chapter sponsors continue to provide members with education on “Business Continuation—The Rules Have Changed” and “Key Considerations in Structuring Compliant Real Estate Arrangements for Healthcare Entities.” The Career Development Academy continues to offer its quarterly webinars. The most recent topic was “Finding Your Career Path.”

### **Enthusiastic Committees and Engaged Members in North Carolina**

Triangle Healthcare Executives’ Forum had a busy start to the year before the events of COVID-19. A two-panel event that was held in collaboration with the other chapters in North Carolina kicked off 2020, and it brought together over 160 attendees. It was a great opportunity to network with peers, recognize members from the chapters for their outstanding contributions, and thank THEF’s sponsors. In conjunction with International Women’s Day celebrations, THEF partnered with the local chapter of Healthcare Businesswomen’s Association and held its first diversity and inclusion event.

When the lockdown started, events were cancelled for the foreseeable future. Several THEF members were on the front lines of the pandemic. Safety was a priority, along with member needs, so the chapter transitioned to virtual platforms. For example, a virtual orientation was offered to participants in its mentorship program. THEF’s collaboration with Greater Charlotte Healthcare Executives on a Board of Governors Exam prep course continued, tapping into local expertise for faculty roles. The membership committee hosted a virtual career workshop for experienced professionals, helping them with tips for job searches, virtual interview skills and finessing resumes. Monthly board meetings went virtual, too, to discuss plans for the future. THEF hopes to conduct in-person events under prescribed safety guidelines. These include several education and networking sessions, a diversity and inclusion program in the fall, and its annual care transformation event.

The local convocation ceremony to celebrate the chapter’s new Fellows from 2019 was cancelled this past spring, but their successes and accomplishments are expected to be honored this year, along with achievements of other members in the chapter, with help from the Awards and Recognitions Committee. The final event of the year will be a well-deserved celebration.

### **Virtual Services in Minnesota**

While the pandemic has changed tactics for ACHE—MN Chapter, its commitment to engaging members and cultivating professional growth remains the same. The crisis has served as an opportunity for the chapter to be creative and innovative. Thanks to the chapter’s bold members and crafty use of technology, that is just what the chapter is doing. ACHE—MN Chapter has offered several free virtual webinars as well as a free Fellow advancement program. In addition to offering these webinars to Minnesota members, ACHE—MN Chapter has reached out and extended invitations to its neighboring chapters in Iowa, Michigan, North Dakota, South Dakota and Wisconsin to participate.

### **Networking and Education in Tennessee**

ACHE of Middle Tennessee conducted several unique webinars during April and May to keep members engaged. In April, the chapter conducted a virtual happy hour that included an open chat and a town hall feel with over 20 members in attendance. In May, the chapter conducted a virtual book review that had four members give a short synopsis of books they have read recently, many on healthcare leadership. With over 30 in attendance, this was well received and something that will be repeated.

The chapter will launch its physician leadership program this fall, using a virtual format.

*To find your chapter or search the [chapter directory](#). To discuss your ideas for chapters, contact Jennifer L. Connelly, FACHE, CAE, vice president, Department of Regional Services, at (312) 424-9320 or [jconnelly@ache.org](mailto:jconnelly@ache.org).*

## **Programs and Services at the Local Level**

*Chapters continue to be a source of value for members.*

Whether you want to volunteer, strengthen your leadership skills or become a Fellow, your local chapter is an excellent place for networking, professional development and career advancement opportunities.

During today's unprecedented events, chapters are providing valuable services and programs, including many that are conducted virtually. Below are examples of chapters small and large from across the nation that are offering their members exceptional experiences.

### **Exam Preparation in Central New York**

Health Care Management Association of Central New York has been focusing on preparing its members to take the Board of Governors Examination in Healthcare Management. The chapter has developed an Exam prep course. The complimentary prep course is composed of monthly, 60-minute webinars that cover one section of the Exam and is facilitated by the chapter's volunteers. The chapter's board members developed the program based on what they learned from other chapters that had successful prep courses.

### **Connecticut Association of Healthcare Executives Pivots to Virtual Events**

Connecticut Association of Healthcare Executives had just hosted two in-person events before the COVID-19 pandemic flooded Connecticut. The chapter quickly realized members serving on the front lines would still need support and education and pivoted to a virtual platform to provide them. CTAHE scheduled a series of virtual networking sessions. The first one, Virtual After 5, was held April 1, and there were over 30 participants, who were so excited to see, connect and learn from each other. Everyone noted that even though they were so busy, this hour provided a refresh to connect with their fellow leaders and see that they were not alone. The chapter also hosted a successful virtual coffee chat, "Leading from a Distance," which offered coaching tips to those who were managing remote workforces. The chapter is partnering with neighboring chapters in Rhode Island and Massachusetts, as it was determined that COVID-19 education, lessons learned and best practices via webinar were necessary. The first webinar, "Digging Deep: Lessons Learned from the Field to Care for Yourself and Your Colleagues During Times of Prolonged Stress," hosted by American College of Healthcare Executives— Rhode Island Chapter, had over 300 registrants.

### **Lots of Variety in North Carolina**

In 2020, Sandhills Healthcare Executives Forum is working to add one or two Student Associates to the board—the chapter would allow them to attend its meetings/events at no cost. SHEF created a new website using association management software, which is also used to more efficiently set up its meetings and store all chapter documents. The chapter now has the capability to send out notifications of any events, announcements and links to its new Facebook and LinkedIn accounts. SHEF is also on Twitter and Instagram. The chapter did not have a website or a social media presence prior to the board's annual strategic planning session. SHEF is also pushing to enhance its role in helping its members take the Board of Governors Exam by adding an Exam workshop. The chapter's goal is to increase the number of members who take and pass the Exam in 2020.

### **Engaging, Collaborating in the Sunshine State**

ACHE of South Florida has been focusing on rebranding, engagement and collaboration strategies. This effort began with a name change, a new logo and a redesigned website. Formerly known as South Florida Healthcare Executive Forum, Inc., the chapter wanted to better align itself with ACHE so the affiliation was clear to members. The redesigned website will enhance the user experience with a more professional image and ease of navigation.

ACHE of South Florida will continue to collaborate with other organizations, such as the National Association of Health Services Executives, on appropriate educational topics and networking events. This collaborative effort will help achieve diversity among chapter members and the topics and panelists it offers. This strategy can also help the chapter recruit members by increasing its visibility in the community. ACHE of South Florida has committed to greater membership engagement in 2020, which it plans to achieve through sending monthly email communications to all members, highlighting important information. The chapter is also enhancing its visibility on social media to better engage members and share their stories. Additionally, its new website will allow members to interact with the chapter, obtain information and register for events. The chapter also plans on hosting events geared toward specific groups, such as Fellows, sponsors and students.

### **Virtual Mentor Relationships in Utah**

Utah Healthcare Executives has refreshed its mentoring program so members can sign up and connect with mentors through the chapter's homepage. Prior to this development, mentor participation was solicited on an annual basis by mentoring committee members, and mentors were matched with mentees via an overly cumbersome process. The new process allows for greater mentor flexibility and participation and a more diverse mentor pool for mentees to select from. UHE's mentoring committee will engage with participating mentors on an annual basis. Specific criteria related to willingness and frequency of engagement are in place for mentors who wish to post their profiles and allow mentees to engage with them in a mentoring relationship. Mentees must be members of ACHE to be considered for the program. It is up to the mentors to decide how many mentees they will engage, and the process is set up to be more automated than

previously. These updates to the mentorship program have only been in place since January 2020, and feedback thus far has been positive.

To find your chapter or search the [chapter directory](#). To discuss your ideas for chapters, contact Jennifer L. Connelly, FACHE, CAE, vice president, Department of Regional Services, at (312) 424-9320 or [jconnelly@ache.org](mailto:jconnelly@ache.org).

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