



East Texas ACHE Forum Newsletter

May 2017

Message from the President



Dear Colleagues,

On May 19, we had an incredible joint event in Terrell, which we co-hosted with the ACHE of North Texas chapter. Our own Programming Committee Chair, Erich Koch, FACHE, took the lead in organizing the combined event this year – turning it into an incredible opportunity, enabling 80 members to get 6.0 face-to-face credit hours at an extremely low cost and so close to home. Kudos to Erich on a job so well done! This was our second annual joint event with the North Texas chapter and based on the tremendous success of this program last year and again this year, we will certainly be offering it again in 2018.

Speaking of Erich, I would like to congratulate him on being elected to succeed me as our chapter President next year. We very much appreciate all the support Erich has been and will be providing

the chapter. Erich has proven his strong leadership skills and dedication to our mission, and on behalf of all of us, I would like to thank him for his unwavering support.

As a volunteer driven organization, I also wanted to reach out to see if others would like to help support the chapter as well. We have three committees focusing on our strategic initiatives and each of them would welcome any help you are able to offer. I know Erich and the Programming Committee are already working on more educational and networking events for this year and they could certainly use more support. We also have the C-Suite Engagement Committee (lead by Anthony Brooks) and the Volunteerism/Membership Recruitment Committee (lead by Paula Brandon, FACHE). If you would like to be a member of any of these committees, please inform our executive director, John Whitemore at info@easttexas.achechapter.org.

In addition to the support of our volunteers, our chapter would also not be able to provide the member offerings that we do without the backing of our sponsors. If you know of other organizations that would like to become an East Texas ACHE Forum sponsor, please let us know. If you do not feel comfortable making the ask yourself, please share the contact information of the prospective sponsor and someone on our chapter's Executive Committee will be happy to initiate that conversation. Please pass along your sponsor suggestions to info@easttexas.achechapter.org.

Thank you for all your support!

Joseph Ramos
President
East Texas ACHE Forum

East Meets North in Terrell

For a second year in a row, the East Texas ACHE Forum and ACHE of North Texas chapters joined forces to offer our members high quality educational programming.

Below is a summary of the four panels on May 19.

Summary contributed by Beau Gee (ACHENTX).

Panel 1: Sustaining a Vibrant Healthcare Organization





Excellent education summit with 80 members showing up from across North and East TexasACHE Chapters. Executives from both regions launched into the first panel on Sustaining Vibrant Healthcare. Keeping healthcare refreshed and renewed requires an emphasis on excellence and breeding dynamic teams with keen observations on productivity metrics and analysis. This panel addressed some of today's pressing financial concerns with Patient Safety as number one. Patient Satisfaction and Government Regulations and Reducing Costs were runner's up. Healthcare operators have got to become cost savvy.



Panel 2: Leading Successful Multigenerational Workforce

Healthcare administrators must focus on getting buy-in from millennials generation, while maintaining diverse work tools necessary for other generations still employed. Creating a culture where clinicians and administrators reinforce positive/desired behaviors. To keep today's workforce engaged, we have to get yearly dynamic career paths mapped out for current and perspective employees. Keep these new and existing employees motivated to maintain culture and to promote retention. As this process continues to unfold and develop, administrators must continually renew, refresh and reinvigorate millennials and Gen-Xers to maintain and drive up required care levels.



Panel 3: Interdependence of Public, Private and Federal

There are different types of partnerships that play significant roles with government reimbursement levels. Internally, we need to drive healthcare in the community to deliver necessary care to patients and implement costs controls. Operators need to focus on the necessary care delivery model that make sense for their specific demographic and community. Deliver their own health specific initiative goals according to their own beliefs/interests and not wait until these initiatives are government mandated and ineffective. Remember, that we are currently #1 in healthcare spending and #14 in rank results. One key maybe to develop standardized formularies.



Panel 4: Green Hospitals and Healthcare

Healthcare operators should determine actions to reduce costs through eliminating waste. Operators must monitor non-use of products, begin to evaluate electricity provider costs and monitor all waste that relates to all aspects of care. Evaluate the smallest aspect of care, from where bed linens are laundered to how many gallons of water the commode utilizes when flushing. As expansions occur, seek best value and best fit with architectural firms. Look for green certifications and operational efficiencies to drive decision selections. Experts in efficiencies and green efforts will deliver savings to patients and generations to come. Look at incorporating alternative care methods and new evolving therapies to accept, such as biophilia. Care has been shown to be increased and/or more successful when patients are exposed to nature as well as traditional medicine.



**Thanks to
Henry Schein
for hosting
this event!**



Member Spotlight: April Ezell

April Ezell is new to the East Texas area. She is originally from Los Angeles, CA. She's been a Certified Surgical Technologist for the past 17 years. April currently works for Longview Regional Hospital as a Certified Surgical Technologist. Her specialty area is the O.R. She has been on various teams such as cardiac, liver transplant, spine and joint, organ procurement, neurology, and DaVinc robot just to name a few. At her previous employer, Loma Linda University Medical Center, her role was an Orthopedic Direct Technologist – a new position that some organizations are opting to do for cost saving measures. Essentially she was the orthopedic representative for instrumentation for scoliosis surgical cases. She would scrub with the surgeon and assist with instrumentation as well as maintain implants directly through the manufacturer. In her time there in that particular program the hospital saved over one million dollars.



In September of 2016 she was in a BS/MBA program at Capella University where she has completed her bachelor's in healthcare management while also completing 16 credits towards her MBA in healthcare management. She graduated from Capella University and is due to complete her MBA this September.

She is very interested in many areas such as supply chain, process improvement, compliance, health information management, strategic sourcing and auditing just to name a few. She is hoping to get further involved with our chapter's committees so she may gain insight and further her career as a healthcare executive. She looks forward to interacting with everyone so she may learn from the various experiences.

Member Spotlight: Q&A with George T. Roberts, Jr.

1. What are you doing now?

Chief Executive Officer, Northeast Texas Public Health District



2. In your opinion, what is the most important issue facing Healthcare today?

Our health care expenditures are the highest in the world. But our health outcomes are worse than many other countries. Of the health care dollar, we spend 98% on medical care and only 2% on prevention. We must start spending more on prevention if we want to get a handle on health care costs.

3. How long have you been a member of ACHE?

I became a Student Affiliate in 1979, a Nominee in 1982, a Member in 1987, and a Fellow in 1998.

4. Why is being a member important to you?

ACHE is the preeminent health care leadership organization. I take great pride in my ACHE membership as well as my 19 years as an ACHE Fellow.

5. What advice would you give early careerists or those considering membership?



Member Spotlight: Q&A with Kenneth Wuerch

1. What are you doing now?

Practice Director at Texas Oncology Tyler/Palestine.

Oversee all operations for two community-based comprehensive oncology/hematology practices.



2. In your opinion, what is the most important issue facing Healthcare today?

Balancing cost, quality and access to care. This is especially difficult when not knowing the fate of the ACA, adjusting to value-based payment modules, and avoiding burning out physicians in the process.

3. How long have you been a member of ACHE?

Since December 2013.

ACHE membership is a great way to obtain useful and practical continuing education, and to establish friendships and even mentorship opportunities with fellow health care administrative colleagues.

6. Tell us one thing that people don't know about you.

I grew up in Memphis, Tennessee and my first job after college graduation was at Baptist Memorial Hospital in Memphis.



The Future of Healthcare Leadership

**Watch your emails
for upcoming
East Texas ACHE Forum
events**

4. Why is being a member important to you?

Keeping up to date with what is going on in healthcare, networking, mentorship opportunities, and personal development.

5. What advice would you give early careerists or those considering membership?

Do it! I started as a student member, which helped broaden my perspective on many important challenges in healthcare. Even more importantly, I have established many long-lasting relationships through the ACHE network.

6. Tell us one thing that people don't know about you.

I like staying active in my free time, but what I enjoy most is spending quality time with my wife Lesley, daughter Willow, and son Crosby.

Affiliate Event

Click on the event title to access registration page/more information.

[Leadership and Accountability in Project Management and Programs](#)

Hosted by Southeast Texas ACHE Chapter

Offering 6.0 Face-to-Face Credits

Date: June 16

Time: 7:30am-2pm

Location:

The University of Texas Medical Branch at Galveston, Galveston, Texas



**News
from
ACHE**

Introducing [Executive Diversity Career Navigator!](#) See It ... To Be It! Specifically for diverse healthcare professionals, the Executive Diversity Career Navigator Version 1.0, which launched April 27, features an array of career development tools and resources (the vast majority are complimentary) designed to empower diverse healthcare professionals through every stage of their careers.

ACHE is pleased to announce its latest member benefit exclusive to Healthcare Consultants Forum members... The new [Healthcare Consultants](#)



**Tapping Community
Physicians for
Innovation Ideas**

Community physicians who work outside major medical centers represent a wealth of expertise that could guide innovation efforts, if mobilized, according to Adam O. Kadlec,

[Forum Member Directory](#) is intended to serve as a resource for healthcare executives and organizations seeking the services of a healthcare consultant with a specific area of expertise.

Deadline Approaching to Save \$200 on Board of Governors Examination Fee

ACHE is pleased to offer the Board of Governors exam fee waiver promotion to eligible ACHE Members seeking to take the next important step for their healthcare management careers. Healthcare leaders who hold the prestigious FACHE® credential are recognized for their commitment to lifelong learning, competence and ethical decision making. *In fact, more than 75 percent of Fellows feel better prepared to handle the challenges of the evolving healthcare management landscape.*

Qualifying for the \$200 Exam fee waiver is easier than you think! Just follow these simple steps:

1. Go to ache.org/FACHE and click "Apply for Board Certification."
2. Submit the application and \$250 application fee. Depending on your ACHE profile, many of the required fields may already be completed for you.

All required documents, including your application, fee and references, are due June 30 in order to qualify for the waiver.

MD, a board-certified urologist at Western Michigan Urological Associates. Kadlec provided tips to help inspire community physicians to get more involved in a recent blog for *NEJM Catalyst*.

Learn the process. "Many physicians are simply unaware that innovation is a process and that entrepreneurship is a discipline ... Teaching community clinicians that there is a process—and that they can play a part—is the first step toward engagement," wrote Kadlec.

Look for meaningful partnerships. Many major healthcare and academic medical centers have launched innovation hubs in recent years. Community clinicians should be intentional about finding opportunities for innovation, and that may mean creating partnerships where innovation is already underway.

Network with like-minded physicians. Physicians who don't have access to major medical innovation hubs can check out virtual opportunities, like online matching programs, and conferences, such as Medicine X and TEDMED, to network with other passionate clinicians.

—Adapted from "[Engaging Community Physicians in Innovation](#)," by Adam O. Kadlec, MD, *NEJM Catalyst*, April 26, 2017.



6 Tips for Working With a Poor Team Player

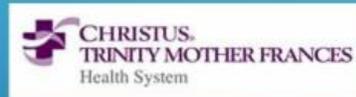
Working with someone who isn't a team player is not just frustrating, it can also negatively affect an entire group's performance, according to a recent *Harvard Business Review* article. Susan David, founder of the Harvard/McLean Institute of Coaching, and Allan Cohen, a professor of management at Babson College, provided the following strategies for working with someone who isn't a team player.

1. **Avoid making assumptions.** It may seem natural to jump to conclusions about the reasons behind someone's actions but, the truth is, you never really know why people do the things they do. Instead of assuming someone is a slacker or has a bad attitude, explore first.
2. **Be open talking.** Rather than making accusations, ask friendly questions. Working with someone who isn't a team player is an opportunity to practice your leadership skills and gain others' perspectives.
3. **Promote friendly group relations.** Problems can arise when team members turn on a colleague who isn't pulling their weight. To foster cohesion and discourage ostracization, consider taking your colleague out to coffee or lunch with a few teammates.
4. **Focus on the team's shared mission.** When working with a poor team player, leaders should take the opportunity to "have a conversation with the entire team about what the group's shared vision should be and the best methods for getting there," according to David.
5. **Define duties and deadlines.** Sometimes, people who seem like poor team players are simply confused about what their role entails. Take time to review your expectations and your colleague's responsibilities, which eliminates ambiguity.

6. **Play to your colleague's strengths.** "People are highly motivated by not wanting to let their team mates down," says Cohen. "Get them into the game, and they'll go to great lengths to perform better for the team."

—Adapted from "[How to Work with Someone Who Isn't a Team Player](#)," by Carolyn O'Hara, *Harvard Business Review*, April 21, 2017.

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