



# ACHE of East Texas February 2019 Newsletter



## A Message from Our President

Dear Healthcare Executives and Leaders,

The Board of Directors, Officers, and Chairs all met for a Chapter Retreat in Tyler on February 6 at Brook Hollow Country Club from 10am to 4pm. The day was extraordinarily productive as the leadership set forth the vision for 2019. We began the retreat with a session to bridge connections amongst team members where everyone revealed personal information in their FORMA (Family, Occupation, Recreation, Motivation, and Area). We presented awards to members that gave their exceptional volunteer service in 2018 and graciously thanked our 2018 President Erich Koch. We were joined by ACHE District 4 Regent Ken Hutchenrider, President of Methodist Richardson Medical Center, who provided valuable insight into national ACHE's objectives and offered his support to help us engage area hospital leadership. As was noted in my comments in the January newsletter, our mantra for 2019 is "Reflect, Reframe, and Recommit."

### Reflect

We challenged our leadership to **reflect** on our mission, which is to advance our members' healthcare management excellence and our vision of being the preeminent professional society for leaders dedicated to improving health in East Texas. In so doing, we were reminded of the Code of Ethics that all ACHE members possess and charged each other to perform our jobs with a vow to our ACHE core values of integrity, lifelong learning, leadership, and diversity and inclusion.

### Reframe

We were also able to **reframe** both the short-term and long-term priorities for the chapter. The chapter is currently presented with challenges in the areas of organizational structure, obtaining panelist, and most importantly financial sustainability. Therefore, key objectives for the year include organizing and staffing the chapter, an increased emphasis on networking events, and greater member and community engagement. We are executing this strategy through the establishment of several new committees, the revision of our bylaws, and the creation of a board manual which sets forth how the chapter will be run in the future. We also endeavor to create relationships with many of major hospitals in the region. Our plan is to explore the formation of a Local Program Council in the Northeast Texas area to include Paris, Atlanta, and Texarkana so we may help offer greater service to our members in these geographically separated remote areas.

### Recommit

Finally, all members signed a declaration pledge to **recommit** to our mutual purpose of being part of a renewed movement as leaders in our industry to do all in our scope of responsibility to advance our members and healthcare management excellence in East Texas. We have set an ambitious agenda, but we are off to a good start so far. On behalf of our leadership team for 2019, we welcome you to a new era for ACHE of East Texas.

Jean-Paul Puryear  
President  
ACHE of East Texas

## Recognition

#### Silver Sponsorship

- University of Texas Health Science Center at Tyler

#### Certificates of Outstanding Service

- Joe Woelkers
- Kenneth Wuerch
- John Whittemore
- Sherri Gould
- Brandon Hollis
- Sarah Lang
- Ekta Pathare
- Jean-Paul Puryear

#### Brian T. Kirk Presidential Service Award

- Erich Koch, FACHE

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### ACHE of East Texas & HFMA Lone Star Chapter Tyler Roadshow

**Date:** Friday, March 15

**Location:** Center Ballroom, The University of Texas at Tyler, 3402 Old Omen Rd. Tyler, TX, 75707

Note: The 9am-10:30am education panel, entitled, Financial Implications: The Push from Inpatient to Outpatient Care, has been **preapproved by ACHE to qualify for 1.5 ACHE Face-to-Face credits.**

Agenda:

7:30-8am Registration/Opening Remarks

8-9am **Worker Comp Update**

*Speaker:* **Angie Box**

Chief Financial Officer

9-10:30am **Financial Implications: The Push From Inpatient to Outpatient Care\***

*Moderator:* **Erich Koch FACHE, FHFMA, CGMA, MBA, NHA, CPA**

Chief Financial Officer

Tyler Family Circle of Care

*Panelists:*

**M. Glen Boles, FACHE**

Vice President & Chief Financial Officer

Christus St. Michael's Health System

**Joseph F. Woelkers**

MA Executive Vice President, Chief Operation Officer, Chief Business Officer

University of Texas Health Science Center at Tyler

*\*This panel is approved for 1.5 ACHE Face-to-Face credits.*

10:30am-10:45am Networking Break

10:45am - 11:45am **Waiver Update**

*Speaker:* **Jason Durrentt**

Vice President of Finance

Adelanto Healthcare Ventures, LLC

11:45am-1pm Lunch provided onsite

1pm-2 **Wage Index**

*Speakers:*

**Manie Campbell**

Partner  
Campbell Wilson  
**Jeff Kinnear**  
Decision Support Manger  
Campbell Wilson

2pm-3pm **Authorization Madness**  
*Speaker: Kevin Ewalt*

3pm-3:15pm Networking Break  
3:15pm – 4:15pm **A&A Update**  
*Speaker: KPMG*

4:15-5:15pm

5:15-5:30pm Closing Remarks

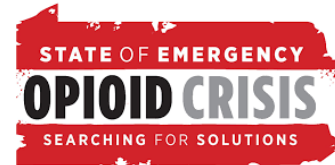
Thanks to UT Tyler for hosting this event!

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**First Quarter Education Event**

**Save the Date!!**

**Date:** Wednesday, April 30  
**Location:** Longview



**Panel 1 Topic:** Accountability for the Care We Provide  
**Panel 2 Topic:** Healthcare Executives Role with the Opioid Crisis



**2019 Spring Education Summit  
Fourth Annual Joint Event  
East Texas and North Texas Chapters**

**Save the Date!!**

**Date:** Thursday, May 16  
**Time:** 8am-4pm  
**Location:** Terrell

**Tentative Panel Topics Include:**

- Ensuring Your Community's Emergency Preparedness
- Ethical Challenges in Healthcare Leadership
- Closing Gaps in Patient Care Plans: The Executive's Role in Engaging Care Teams to Improve Patient Safety, Quality of Care, and Operating Margins
- Leading Information Safety: Planning for Data Privacy & Security



**Breakfast with the CEO**

**Save the Date!!**

**Date:** Wednesday, June 19  
**Location:** Longview

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Christmas in



**ACHE of East Texas Country Christmas in July  
featuring 2018 Texas County Music Band of the Year  
The Darrin Morris Band**

**Save the Date!!**

**Date:** Wednesday, July 12

**Location:** Brewster's and Cowboys, Tyler

**Panel Topic:** Community Benefits Reporting



## Member Spotlight

**Sarah Lang** was born and raised in East Texas, having lived in Pollok through 3<sup>rd</sup> grade and then Longview through high school. She graduated from Texas A&M University in 2014 with a Bachelor of Science degree majoring in health and minoring in business administration – being the first in her family to attend and graduate from college. She then decided to continue her education at Texas A&M University, graduating with her Master of Health Administration in 2016 while working at a federally qualified health center known as HealthPoint, as an Initiatives Data Specialist / Care Coordinator. Upon graduation, she accepted a position at CHI St. Luke's Health in Lufkin as an Accreditation Specialist. After getting married in October 2016, she relocated to her current position as Residency and Education Program Manager at UT Health Science Center Tyler.

Sarah recently accepted an offer to serve as Community Outreach Chair for the East Texas Chapter of ACHE, after being a member since 2015. She is also currently a member of the Leadership Tyler Class 32 and looks forward to becoming more involved in volunteer efforts after completing the program in May.

Sarah's long-term goal is to continue to serve the East Texas community, especially through her career in healthcare. She is passionate about the people who call themselves East Texans and aims to create a better health status for our region of Texas. During her free time, she enjoys being with family and friends, loves animals, and exploring the outdoors.

**Become A Sponsor!**

**Would your organization like to be  
an ACHE of East Texas preferred  
Sponsor?**

Sponsorships are now open for 2019 from \$500-\$5000 with multiple advertising and exposure opportunities. For more information, please email your interest to [info@acheetx.org](mailto:info@acheetx.org).

**Follow Us on the Web**

*Stay up to date with ACHE of East Texas...  
promote your colleague... check-in with us!*

**[www.acheetx.org](http://www.acheetx.org)**



**Volunteers are needed for the  
following committees:**

- Programming
- Membership
- Communications
- Sponsorship
- Advancement
- Community Outreach
- Local Program Council (LPC) –  
Texarkana only.

Please email your interest to



**LinkedIn**



**Facebook**

Once we get 25 Likes then we can remove the numbers at the end of the URL, so Like us!



If you haven't already, be sure to **Check Out Our New Website!**



**Chapters Providing Value**

***ACHE gauges members' satisfaction with local chapters.***

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ACHE partners with local chapters to provide consistent and high-quality experiences to engage members and add value to their membership. Strengthening chapters is a strategic priority for ACHE, and it is developing resources for assisting chapters. These resources include easier processes for providing continuing education programming, enhancements to chapter websites, communications support and expanded ACHE staff support, among others.

ACHE continually looks for ways to connect and serve as a trusted partner with its chapters, and one important method is the annual Chapter Member Needs Survey, which studies members' expectations of and satisfaction with the programs and services offered by local ACHE chapters. The most recent study, conducted in spring 2017, sought up-to-date information about why members attend chapter meetings, their level of satisfaction with chapter services and their willingness to volunteer for chapter activities.

The survey was sent to 25,424 individuals of 78 fully chartered chapters who had been members of the chapter for at least one year at the time of the study. The response rate was 36 percent, with 9,228 members completing the survey.

**Overall Member Satisfaction**

High member satisfaction is a key differentiator for award recipients in ACHE's Chapter Management and Awards Program. Five chapters received the highest satisfaction score, 4.2 on a 5-point scale: ACHE of Middle Tennessee, Kansas Association of Health Care Executives, San Diego Organization of Healthcare Leaders, South Texas Chapter of the American College of Healthcare Executives, and Utah Healthcare Executives. The mean score for overall member satisfaction was 3.8.

**Chapter Events**

Forty-nine percent of respondents said they had attended at least one chapter event during the past 12 months. On a 5-point scale, the average satisfaction score was 4.3.

Forty-seven percent of respondents stated they would be more likely to attend chapter educational and networking events if the locations were more convenient, while 38 percent would attend if they could receive ACHE Face-to-Face Education credit.

### **Career Assistance**

The ACHE career assistance services that members indicated held the most interest for them were networking events with CEOs (with an average interest score of 3.75), opportunities to take personal self-assessments (average interest score of 3.31), and opportunities to engage in long-term mentoring relationships for personal and career development (average interest score of 3.17). Survey respondents also were asked what career assistance services they would be interested in receiving from their chapters. Responses included help in connecting with job opportunities, more networking opportunities, assistance with locating fellowship opportunities and support obtaining the FACHE® credential.

### **Chapter Services**

Those surveyed were presented with a list of 10 chapter services and asked to indicate how important those services were to them and how satisfied they were with each. The three services that ranked the highest among respondents also were those with the highest member satisfaction ratings: ACHE Face-to-Face Education, with an average importance score of 4.13 and satisfaction score of 3.76; ACHE Qualified Education, with an average importance score of 3.97 and an average satisfaction score of 3.77; and networking opportunities, with an average importance score of 3.8 and an average satisfaction score of 3.61.

Mentoring opportunities and Fellow advancement assistance ranked lowest in importance, with average importance scores of 2.99 and 2.94, respectively. Community service and mentoring opportunities ranked lowest in satisfaction, with average satisfaction scores of 3.06 and 3.0, respectively.

### **Volunteer Activities**

Seventeen percent of survey respondents indicated they had served as a chapter volunteer in the past year. Those respondents rated their average scores for all aspects of the volunteer experience between a 4 and 5 on a 5-point scale. The closer the score was to 5, the more positively the respondent felt about his or her experience. The highest average score, 4.54, was given to the statement: "I understand how my assignments as a volunteer contributed to realizing the chapter's mission." An average score of 4.5 was given to the following statements: "I would volunteer for my chapter again," and "The volunteer role for which I was selected was a good match to my knowledge and abilities."

Respondents also were asked what would make them more likely to serve as a chapter volunteer in the future. Fifty percent said they would be more likely to volunteer if they had more information about volunteer opportunities available to them, while 41 percent said they would be more likely to volunteer if they had a better understanding of the requirements of the volunteer role.

To gain even more benefits from chapters, members are encouraged to meet their chapter leaders and identify ways to get involved, such as helping out at events, serving as a panelist for an education program or serving as a mentor. Let leadership know what you are looking for so you can get the most out of your chapter.

Local chapters provide members with the resources they need to add to their professional development and build their leadership skills. ACHE is committed to strengthening chapters for a valuable member experience.

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## **CHAPTER BOARD OF DIRECTORS**

*Chairman:*

**Jean-Paul (JP) Puryear**

Executive Intern

THR Texas Institute for Surgery at Dallas Presbyterian Hospital

*Vice Chairman:*

**Joe Woelkers**

Executive Vice President

University of Texas Health Science at Tyler

*Members:*

**Debbie Splinter, FACHE**

HR Director

Texas Spine & Joint Hospital

**Duane Miller, FACHE**

Market VP of Finance & CFO

**Tim Pugsley, FACHE**

CIO

Titus Regional Medical Center

**Jennifer Blake**

Site Manager

Family Circle of Care

**Jamie-Crystal Wylie, FACHE**

Dir of Operations

CHRISTUS Trinity Mother Frances Hospitals & Clinics

**Kenneth Wuerch**

Practice Director

Texas Oncology

*Ex Officio Member:*

**Ken Hutchenrider, FACHE**

President, Methodist Richardson Medical Center

## PRESIDENT'S COUNCIL

### **Officers**

*President:*

**Jean-Paul (JP) Puryear, MPA/MHA**

Executive Intern

THR Texas Institute for Surgery at Dallas Presbyterian Hospital

*President-Elect:*

**Kenneth Wuerch**

Practice Director

Texas Oncology

*Past President:*

**Erich Koch, FACHE, FHFMA, CGMA, MBA, NHA, CPA - North Dakota**

Chief Financial Officer

Tyler Family Circle of Care

*Secretary:*

**Micah Johnson**

Chief Nursing Officer

CHRISTUS St. Michael Hospital – Atlanta

*Treasurer:*

**Sheree Kennedy**

Director of Rehabilitation

CHRISTUS St Michael Rehabilitation Hospital

### **Committees**

*Programming Committee:*

**Gurinder Singh - Chair**

Kindred Healthcare Hospital

*Membership Committee:*

**Brandon Hollis, MPA/MHA - Chair**

Exercise Physiologist

CHRISTUS ST. Michael

*Communications Committee:*

**Jamie-Crystal Wylie, FACHE - Chair**

Dir of Operations

CHRISTUS Trinity Mother Frances Hospitals & Clinics

*Sponsorship Committee:*

**Tim Pugsley, FACHE - Chair**

CIO

Titus Regional Medical Center



*Advancement Committee:*

**Jennifer Blake - Chair**

Site Manager, Family Circle of Care  
Community Outreach Chair:

*Community Outreach Committee:*

**Sarah Lang, MHA - Chair**

Residency & Education Program Manager  
UT Health Northeast

*Local Program Council (LPC):*

**Gurinder Singh, MHA - Chair**

*Nominating Committee:*

**Erich Koch, FACHE, FHFMA, CPA - Chair**

Chief Financial Officer  
Tyler Family Circle of Care

*ACHE Regent:*

**Ken Hutchenrider, FACHE - Ex Officio Member:**

President  
Methodist Richardson Medical Center

**Duane Miller, FACHE - Chair**

Market VP of Finance & CFO, CHI St Luke's Health Memorial

*Strategic Planning Committee:*

**Jean-Paul (JP) Puryear - Chair**

Executive Intern  
THR Texas Institute for Surgery at Dallas Presbyterian Hospital

*Executive Committee:*

**Jean-Paul (JP) Puryear - Chair**

Executive Intern  
THR Texas Institute for Surgery at Dallas Presbyterian Hospital

*Governance Committee:*

**Debbie Splinter, FACHE - Chair**

HR Director  
Texas Spine & Joint Hospital

**John Whittemore**

Executive Director  
ACHE of East Texas and ACHE of North Texas

## NATIONAL ACHE

*Vice President:*

**Desmond Ryan, FACHE, CAE**

American College of Healthcare Executives

*Senior Regional Director, District 2 and 4:*

**Terra Levin, FACHE, CAE**

American College of Healthcare Executives

*Administrative Assistant:*

**Alisha Houston**

American College of Healthcare Executives

*District 4 Geographic Regent:*

**Ken Hutchenrider, FACHE**

President, Methodist Richardson Medical Center

