



President's Report

Member Investment

The 2011 Great Lakes Strategic plan has a substantial commitment to members. Our first strategy statement is focused on enhancing the participation of members. We have subdivided this huge initiative into four interest areas. These are:

- Current members
- Potential members
- New members
- Student members

The strategic plan is on our www.grealakes.ache.org website.

Jan Sternberg is our chair person for these initiatives and could use your help. This could be as simple as:

- Introducing someone not part of ACHE to a board member so we can take both of you to lunch and discuss Great Lakes ACHE.
- Work with a couple members to host a happy hour and share information about ACHE.
- Give a 5 minute update at your next management meeting about the value of ACHE.

These are simple ways to be engaged in your organization. It is as easy as sending Jan an e-mail at jsternberg@huronmedicalcenter.org or me at marykay.vandriel@valuehp.org

We have many more ideas and would love to work with you.

Congratulations to our Great Lakes Regent award winners. Read the Regent's Report to hear about Scott Newell, Danny Borton and Steven Berkshire.

Mary Kay VanDriel
GLACHE President
President, Value Health Partners

Regent's Report Summer 2011

Major Points

In preparing for my first Regent's update I reviewed the ACHE mission statement: "To be the premier professional society for healthcare executives dedicated to improving healthcare delivery." The ACHE staff do a great job in facilitating our efforts to fulfill the mission, though as a professional society it is up to us, the "professionals" it serves, to create the value for ourselves and our colleagues. I have been a member since 1992, though I did not actively engage for the first few years. Since joining the RAC ten years ago, working as an elected chapter leader, and now as Regent, I have sincerely gained much. Meeting hundreds of other ACHE affiliates, from students to senior executives, and sharing common challenges has built relationships and generated ideas that have helped to solve my own organization's challenges. Great educational programs have helped to keep me current. All that being said, it does require an investment of time, a scarce resource, though it is worthwhile if you make it so. Please get involved in MHEGA or GLACHE, participate in programs, and infuse your energy.

I have recently appointed a Regent's Advisory Council, with representation from GLACHE, MHEGA, MHA, NAHSE, and past Regents. I am delighted that the following individuals have agreed to serve:

- Mary Kay VanDriel, EdD, RN, FACHE, President GLACHE and President, Value Health Partners
- Janet Sternberg, FACHE, Vice President GLACHE and President and CEO, Huron Medical Center
- Ernest J. Lanier Sr., CHSV, BS, MPA, Borgess Health, Chief Diversity Officer
- David Seaman, Executive Vice President, Michigan Health & Hospital Association (Past Regent)
- Patricia Adams, Director of Business Development, Battle Creek Health System
- William F. Scheuber, FACHE, President MHEGA, and Administrator, Professional and Support Services
- Ellie Heinrich, FACHE, President-Elect MHEGA, and President, Heinrich, Casey & Associates
- Joseph M. Tasse, FACHE, President, Ambulatory Network, St. John Providence Health System (Past Regent)

The RAC's first duty will be to help select the Regent's Award winners. We invited all ACHE Michigan affiliates to nominate colleagues for the award, and we received 14 outstanding nominations. The RAC reviewed each

nomination and granted to the following members a 2011 Regent's Award:

- Scott G. Newell, FACHE, Early Career Healthcare Executive Award
- Luanne M. Thomas-Ewald, FACHE, Early Career Healthcare Executive Award
- Andre L. Lee, DPA, FACHE, Senior Level Healthcare Executive Award
- Danny C. Borton, FACHE, Senior Level Healthcare Executive Award
- Steven D. Berkshire, EdD, FACHE, Distinguished Faculty Member Award

Please take a moment to congratulate these individuals in this accomplishment. They will be recognized during the MHA Annual Membership Meeting, June 29, 30 and July 1, at the Grand Hotel on Mackinac Island. The recognition ceremony will take place during the business meeting, which begins at 8:30 a.m. on June 30 in the Grand Hotel theater.

Finally, I would like to thank Joe Tasse for his service as our immediate past Regent. Joe put many miles on his car working with both chapters and representing Michigan with the ACHE staff in Chicago. I know he made, and continues to make, a difference. He has also been a great resource and friend to me.

Peter J. Karadjoff, FACHE

GLACHE Regent

Need info

Need info

Education Report

I would like to thank those who have participated in the GLACHE educational events in 2011. We have had great attendance and very positive feedback on the first two education sessions this year. Our May 12th event was also very well received with over 40 people attending the Emerging Trends in Healthcare: New Leadership for Real Challenges session. I want to thank Brian Madison, MHEGA's Education Chair, for all his work and the entire MHEGA chapter for helping to co-sponsor this event. Due to positive feedback we received on this 6-hour ACHE session, we are looking at bringing in another 6 or 12 credit ACHE education event to Michigan in 2012. We will keep you posted.

Please watch out for details regarding the following events and for other exciting educational opportunities in the coming months.

September 30, 2011 - Gaylord (back-to-back sessions)

- Best Practices in Adapting to Local Regulations, Markets, and Trends (1.5 Category 1 credits)
- Implementing Strategic Plans (1.5 Category 1 credits)

October/November 2011

- Developing High Performance Teams (1.5 Category 1 credits)
- Developing Coaching and Mentoring Skills (1.5 Category 1 credits)

The Education Committee of the GLACHE is always looking for feedback on our programs and new ideas for educational sessions that we can bring to the healthcare leaders in Michigan. If you have any comments and/or suggestions, please feel free to email Scott Newell at scott.newell@spectrumhealth.org.

Photos & Sharing

Outstanding Leadership Award

Joe Tasse was awarded for outstanding leadership as Michigan's Regent. In the photo below from left to right: Bill Scheuber – President MHEGA, Joe Tasse – Immediate Past Regent, Michigan and Mary Kay VanDriel – President GLACHE.



“The Presidents”

Mary Kay VanDriel is pictured below with Tom Dolan – President and CEO of ACHE (center) and Bill Scheuber – Chapter President for MHEGA.



GLACHE Scholarships

Pictured below from left to right are: Dr. Nailya DeLellis – CMU Faculty, Matthew Dunford (CMU Student) – Scholarship Recipient, Steven Berkshire, EdD, FACHE.



Pictured below is Allyson Hehemann, a GVSU student who was awarded one of the Great Lakes Scholarships.



Articles of Interest

Take Small Steps to Improve Time Management

When you are really behind, small gains in efficiency and time management might not make much sense to you. While these efforts add up to real improvement, you probably feel like you do not have the time to take baby steps: You need a major change, and you need it now.

On the contrary, small steps are the only way out when you are way behind. Instead of looking for a quick fix, make the following changes, and commit to making realistic progress:

- **Prove you can do it.** Overcome one small change to prove to yourself that change is both possible and beneficial. Once you see you can tackle a problem or meet a goal, you will have the confidence to do it again and again.
- **Prioritize.** If you are facing a backlog of tasks, pick a few items that you can dig into right away. Choose

ones that will have an immediate, appreciable impact.

- **Do not get ahead of yourself.** Once you have a few small wins under your belt, will you be ready to tackle a massive overhaul of the way you work? Instead of committing to revising every single practice within the next month, keep identifying specific high-priority steps you can take right now. They will add up to genuine change.
- **Share your strategy.** Others may be as frustrated as you are with your former ways of working. Let everyone know that you are making lasting improvements. Acknowledge the time it will take honestly: "I may have 999 miles to go, but I am picking up the pace right now." Your honesty and drive will inspire others to do the same.

Build on Excitement

Excitement is one characteristic of successful workplaces. Excited workers show abundant energy and willingness to complete projects and assignments on time and on budget. They have faith, hope and passion. However, workers who are too excited may need your assistance to calm down, take stock and move from excitement to action. You might be able to generate some excitement among your staff but the next step is to get them to buckle down and focus. To focus the energy of your staff, ask a few questions.

- "What concrete steps can we take to turn this energy into an action plan? What is the first thing we should do?"
- "What might need to change so everyone involved feels as excited about this as we do?"
- "What are the parts of the plan that we feel a little less excited about? How should we address that?"
- "Whom should we involve so we can stay excited about this?"

Adapted from *Communication Briefings*, June 2011; (800) 791-8699;

www.communicationbriefings.com

National News

Fund for Innovation Offerings

ACHE is offering two new special sessions in conjunction with upcoming seminar cluster offerings. Funded in part by ACHE's Fund for Innovation in Healthcare Leadership, these programs are one way the Fund brings innovation to the forefront of healthcare leadership.

Featured at the New York Cluster is "Ethical Challenges and Responsibilities of Leaders," taking place on

Wednesday, August 10. Howard T. Prince II, PhD, director of the Center for Ethical Leadership at the Lyndon B. Johnson School of Public Affairs of the University of Texas at Austin, will lead this program about the erosion of ethical standards in this environment of fierce competition and diminishing operating margins. Some of the ethical failures have arisen in areas such as Medicare fraud, inappropriate influence of elected officials, unethical research practices and questionable human resource decisions.

This enlightening, half-day workshop will dive into the sources of and solutions to this kind of ethical misconduct. Participants will:

- Discuss how the words and actions of leaders are some of the most powerful influences on ethical choices and behaviors of others in their organization
- Employ an approach to identify the causes of questionable and unethical behavior and develop strategies to reverse any negative trends
- Discover how to more effectively influence those you lead and strengthen the culture of your organization to prevent incidents of ethical misconduct

In addition, a selected group of ACHE Fellows will share their experiences confronting ethical challenges in healthcare organizations. Participation in this workshop qualifies for 4 hours of Category I (ACHE education) credit.

On **Tuesday, October 11** in conjunction with the San Francisco Cluster, ACHE and the Fund are presenting "ACOs and Medical Homes: Steps to Creating Value-Based Healthcare." This timely seminar will be presented by Brian Silverstein, MD, senior vice president at CareFirst BlueCross BlueShield, Baltimore. In concept, an accountable care organization (ACO) is a network of healthcare providers assuming joint accountability for coordinating and delivering efficient patient care. Medicare's ACO program is scheduled to begin in January 2012, but details remain in flux due to increased scrutiny by Congress. The program seeks to open the door to new forms of payment that incentivize value, efficiency and high-quality care. To improve outcomes and lower costs, there is an increased focus on accountable care, bundled payments, physician integration and patient-centered medical homes (PCMHs). Integrally related and a key component, the PCMH empowers providers to coordinate care for patients across the continuum of care. This essential, six-hour session will help you understand these value-based payment approaches and the key competencies required of ACOs and the PCMH.

In addition, two selected groups of healthcare leaders will share perspectives about the medical home model. Participation in this workshop qualifies for 6 hours of Category I (ACHE education) credit.

For those already participating in the New York or San Francisco cluster, continue your professional growth by adding one of these important sessions, or participate solely in these programs as a means to professional growth and development. For more information about these special sessions and the Fund for Innovation in Healthcare Leadership, visit ache.org/Innovation or call ACHE's Customer Service Center at (312) 424-9400.

ACHE Division Name Changes.

ACHE's Division of Education is now known as the **Division of Professional Development**, and the Division of Membership is now known as the **Division of Member Services**. The new names reflect recent structural changes at ACHE that brought the Healthcare Executive Career Resource Center from the Division of Research into the Division of Education and the research arm of ACHE's Division of Research into the Division of Membership. The structure changes are designed to enhance service to ACHE affiliates. Navigation to resources on ACHE's website remains unchanged.

ACHE's 2011 Premier Corporate & Valued Sponsors

ACHE's Twelve 2010 Premier Corporate Partners Recommit in 2011

ACHE would like to recognize our 2011 Premier Corporate Partners, whose year-round support helps ACHE further its mission and adds value to our membership. Our Premier Corporate Partners demonstrate their on-going commitment to ACHE and its affiliates in various ways, including providing financial resources, hosting networking events and offering educational opportunities. We are proud to recognize the following twelve 2011 ACHE Premier Corporate Partners and appreciate their continuing support.

- AmerisourceBergen
- Aramark Healthcare
- Cardinal Health
- Eclipsys
- GE Healthcare
- HCA (Hospital Corporation of America)
- Ortho-McNeil Pharmaceutical Inc.
- Philips

- Johnson Controls
- Sanofi Aventis
- Siemens
- Trane

Become a Valued Sponsor

Your organization can support GLACHE by becoming a sponsor, giving you exposure to 100's of healthcare professionals. Your contribution helps to offset meeting costs and enables GLACHE to provide programs that enhance the professional development of healthcare executives. Several sponsorship categories are available and all donations are tax-deductible. For more details, please contact Mary Kay VanDriel, FACHE, at marykay.vandriel@valuehp.org or call 616.391.1592. We would like to thank our sponsors for their continued support!

- H & S Companies – Comprehensive Business Solutions
- Elio, a Division of ITC Incorporated



Join our GLACHE LinkedIn Group!

We will be using this group to communicate on upcoming educational seminars and other networking opportunities.



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ACHE Vision Statement: Be the premier professional society for healthcare executive dedicated to improving healthcare delivery.

ACHE Mission Statement: To advance our members and healthcare management excellence.

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