

ACHE Spring Newsletter

Over 29 Mississippi affiliates joined 4,600 attendees at the Annual Congress on Leadership. As always, the Congress was filled with informative educational sessions, networking opportunities and entertaining and instructive lectures.

Prior to the start of Congress, I attended the Regent's Leadership Conference on Saturday, March 25. Chairman, Samuel L. Odle, FACHE, presided; President/CEO, Thomas C. Dolan, Ph.D., FACHE, CAE, and other staff members of ACHE presented reports to the Regents. Some of the key objectives achieved by ACHE this past year included:

- Achieved an increase of 3.9% in membership (28,856 in members, diplomates and fellows ending 12/05/05)
- Advanced 494 diplomates for the 2006 Convocation ending 12/31/05. Closer to home, Philip E. Pandolph, CHE, of McComb; Jamie P. Rodgers, CHE, Jackson; and Kerry R. Tirman, CHE, Meridian, were officially recognized in the Convocation ceremony on Sunday. Also, Joe Riley, CEO, Central Mississippi Medical Center, advanced to Fellowship and was honored during the Convocation ceremony. Congratulations to these who advanced during this past year.
- Over 16,785 participants attended educational programs sponsored by ACHE.
- There were 54,000 books sold through the Health & Administration Press.
- Lastly, a 7.39 out of a possible 10.0 positive score was achieved on the Affiliate Needs Survey.
- It was reported that 81 chapters now cover over 98% of the affiliate geographic area in the USA. Overall 64% of chapter members are affiliates and 35% of ACHE affiliates are members of chapters. In Mississippi, this figure is closer to 80-85%.

Regents also heard a progress report on the Strategic Plan for ACHE with goal areas of membership, knowledge, career advancement, leadership excellence and resources

The ACHE Credentialing Task Force is reviewing the credentialing program to determine how it could be strengthened to encourage affiliates to advance in the college. During a think tank session with the Regents, the following questions were asked:

- (1) What do you think of the barriers for affiliates advancing to diplomates? What ideas do you have for reducing those barriers?
- (2) What do you think of the barriers for diplomates advancing to fellow? What ideas do you have for reducing those barriers?
- (3) Given the challenges to your field, do you think the value of the credentials will increase or decrease—and why?
- (4) Is there a difference in the value of CHE vs. FACHE? If so, what are the differences?

These are good questions for any affiliate in Mississippi to address. If you have any ideas or responses on any of these, please feel free to contact me or ACHE directly. Your thoughts are invited and are welcomed.

As Regents’ awards were being presented at the Regents’ Luncheon on Saturday, I was shocked and surprised when it was announced that Mississippi had won the “Best Regent Newsletter Award”. Special words of appreciation go to my RAC who provides input to this newsletter and to Belinda Boozer, my administrative assistant, for capably helping to assemble the material. Of particular interest this year was the newsletter concerning hurricane Katrina and how RAC members provided real-life examples on leaders who care in Mississippi.

One of the most thought provoking and informative seminars that I attended was entitled “Adopting Cross-Industry Best Practices” presented by Glenn A. Fosdick, FACHE, President of Nebraska Medical Center. Since 2001, when Glenn arrived at Nebraska Medical Center, he has led the implementation of the following best practices from other industries:

- Supply Chain Management
- Six Sigma
- At Your Service/Valet Parking
- Lean Manufacturing Application
- Gallup Leadership Development
- Crew Resource Management
- Balanced Scorecard Implementation

Glenn vowed that we have to stop thinking like a hospital and adopt best practices from other industries. Adopting just one of these major programs would have been a big chunk to absorb but adopting all seven was surely remarkable. Obviously each program is in a different level of implementation. Patient quality and safety, employee morale and physician satisfaction have all improved since 2001. Listed below are the measurable results of the financial area:

	2001	2005
Net Income	\$5.7 million	\$29.2 million
Cash Reserves	\$9.8 million	\$107 million
Bond Rating	none	A1 – Moody’s
Capital Expenditures	\$14 million	\$69 million

At the opening session, Jeffrey C. Bower, Ph.D., presented the Parker D. Frances Distinguished Lecture entitled “The Future of Healthcare, Forecast, Implications, Responses.” Dr. Bower emphasized that meteorology is a good metaphor for health futures. Forecasting is appropriate for healthcare because several outcomes are possible—simultaneously. Dr. Bower said healthcare would change more between 2006-2015 than it did between 1965-2005. His current summary forecast for healthcare:

- **What**
Explosive, unprecedented progress in science and technology will cause diversity to become the key characteristic of healthcare in the U.S., with no single delivery system, business model, or payment mechanism emerging at *the* solution for more, better, or cheaper health care.

- **When**
The healthcare delivery system will evolve unevenly over the decade, with enhanced chances of successful transformation for organizations that integrate visionary, flexible, market-specific, efficient (no waste), and effective (best practice) strategies.
- **Where**
Healthcare will be delivered in a growing number of physical and virtual spaces that are designed, constructed, and operated in response to the changing functional needs of medical science, consumers' and purchasers' expectations, and economic opportunities.
- **Why**
"Surely, we will end up where we are headed if we do not change direction."
(Confucius)

"Americans can be counted on to do the right thing—after they have exhausted all the other possibilities." (Winston Churchill)

The possibilities:

- Regulation (1970s)
- Deregulation → Competition (1980s)
- Managed Care (1990s)
- Medicare + Choice → Privatization (2000s)
- Digital transformation and information science (2005+)

We welcome your comments and responses and if any of you would like to see any of this material, please feel free to contact me.

Final Report of Regent and RAC Goals

1. Actively support the Mississippi Chapter in the deployment of programs and services. Educational program being planned for 2006.

There is a healthy crossover between the Regent's Advisory Council and people involved in the Mississippi Chapter of ACHE, Mississippi Healthcare Executives. We all have the same goals to improve leadership qualities for all of our members. We have worked to assist the chapter in their website development, organization efforts and provided administrative support through the Mississippi Hospital Association. Our plan is to support the sponsorship of an ACHE program as a part of the MHA Leadership Conference during the summer of 2006.

2. Achieve the following membership goals:
Goal: 46 new members--Actual is 34
5 new Diplomates--Actual is 3
2 new Fellows--Actual is 1
3. Select and present the Early Careerist and Senior Healthcare Executive Awards.
Emily Young – Early Careerist
Gerald Cotton – Sr. Healthcare Executive Award

4. Produce quarterly newsletter on schedule. Achieved.
5. Explore and implement ways to provide mentorship support for MS affiliates.
In progress.
6. Explore formation of a Student Chapter in conjunction with MS Healthcare Executives.
New guidelines for Student Chapter will affect this goal.

Mississippi Healthcare Executives

The Board of Directors of Mississippi Healthcare Executives had a conference call board meeting on March 24. Board members discussed the chapter membership drive, the results of the 2005 MS Chapter Membership Survey, heard reports from the website committee, newsletter and membership committees.

An ACHE Category II Seminar is being planned for June 28, 1:00-4:00 PM, prior to the MHA Annual Leadership Conference. The speaker is James L. Reinertsen, MD, who will discuss “10 Powerful Ideas for Improving Patient Care.” Dr. Reinertsen is a noted national expert in patient safety and quality. Also continuing a longstanding tradition, the sitting chairman of ACHE, William C. Schoenhard, FACHE, will be the speaker at the annual ACHE Breakfast and Business Session.

I would like to encourage all affiliates to join the MS Healthcare Executives Chapter. Chapters were developed by ACHE to provide local input for programming and other services being delivered close to home. We have excellent chapter leadership and it is critically important that all affiliates support MS Healthcare Executives.

RAC Members

I would like to thank the RAC members for their contribution during the past year. As most of you know, the year for the Regent goes from Congress to Congress, therefore a new RAC will be appointed by May 1.

Beyond Katrina--Michael Zieman, Administrator, Memorial Behavioral Health in Gulfport, MS, and President of MS Healthcare Executives:

Seven months later the coast is still making progress on the clean-up, rebuilding and just surviving the daily routine post-Katrina. Debris removal is 67% complete—they say, and should be finished by June—just in time for the '06 season! Waiting in line is the new pastime: for traffic, gas stations, restaurant, contractors, Lowes, Home Depot orders, Walmart, and almost everything else. Retaining employees is a big challenge as they seek “something different” not on or near the water. On the bright side, it is Spring and the trees are actually turning green again despite the lack of rain...a sign that things may be returning to a more recognizable or more appealing “normal”. Business is good and growing stronger. People continue to be very generous, giving of their time and money to help us renew lives on the coast for which we are grateful. Each day there is progress and we are on the way to a better day. A Big Thanks to All!

FOUR RELIGIOUS TRUTHS

1. Muslims do not recognize Jews as God's chosen people.
 2. Jews do not recognize Jesus as the Messiah.
 3. Protestants do not recognize the Pope as the leader of the Christian World.
 4. Baptists do not recognize each other at Hooters.
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