On behalf of your Chapter Board, I would like to take this time to recognize everyone who contributed, supported and participated in Chapter activities in 2017. As a Chapter, we were able to provide you with 7.5 hours of face-to-face education, 1.0 hour of non-face-to-face education, and three hours of networking opportunities. Our goal is to provide even more close to home and affordable opportunities to support your advancement or recertification within ACHE in the future. If you were unable to participate in 2017, I highly encourage you to take advantage of similar educational and networking opportunities coming up in 2018. As we look forward to 2018, we have identified the following focal areas in our strategic plan: diversity and inclusion, increasing opportunities for education and networking, improving our website and social media presence, increasing the number of chapter sponsors/friends, and creating more networking and educational opportunities throughout our geographic service area.

As your outgoing board President, I would like to bring to your attention the following friends and sponsors of our chapter. Please take time to thank these organizations who have provided support to make our educational and networking opportunities more affordable and close to home!

- Platinum Level Sponsor: MIRC Construction Services
- Sponsor: McKesson
- Friend of the Chapter: Charleston Area Medical Center
- Friend of the Chapter: West Virginia Hospital Association

If you are interested in learning more about becoming a sponsor in 2018, please contact Louis Roe at louis.roe@thomashealth.org.

I would be remiss if I did not mention the appreciation I have for the volunteer work of our Board of Directors, our Committee Members, as well as our Regent. Volunteering is not easy when you stack those responsibilities on top of full-time employment; however, our Chapter volunteers did a great job in 2017.

Louis Roe
President, WV Chapter, ACHE
As we complete another year it is a worthwhile endeavor to consider what we have accomplished, what we have learned and how might we impact the future.

In the spirit of taking stock on our accomplishments, ACHE has grown to 48,613 members. This is comprised of 29,525 members, 9,157 Fellows and 9,931 students, faculty associates, international associates, retired members, life Fellows and Honorary Fellows. It is exciting to see our society grow in support of our ACHE Mission to advance our members and healthcare management excellence.

What have we learned? ACHE continues to offer numerous ways to enhance your professional skills. Congress, Cluster Seminars, Self-Study Programs, Online Seminars, Online Tutorials and the ACHE Board of Governors Exam Review Course are all available to our members throughout the year. ACHE also offers a Tuition Waiver Assistance Program to support those who need a little help. See ache.org/Tuitionwaiver for details.

How might we impact our future? Stay active, and keep advancing your skills as a healthcare leader. The ACHE Vision of being the preeminent professional society for healthcare executives dedicated to improving health is an organization worthy of our engagement and support. In these times of change, being part of a professional society that represents your profession and facilitates your growth and development is an effective use of your time and energy.

As we give thanks and reflect upon this year, please consider a donation to the ACHE Fund for Healthcare Leadership, ache.org/Fund. A tax deductible donation to this Fund supports philanthropic initiatives such as scholarships to access unique educational opportunities for developing leaders in our field.

Wishing you all the Best in the New Year,

Jeffrey Goode, FACHE
Regent, District 2

Jeff.goode@camc.org
Save the Date for the 2018 Congress on Healthcare Leadership

The American College of Healthcare Executives’ Congress on Healthcare Leadership brings you the best in professional development, opportunities to network with and learn from peers, and the latest information to enhance your career and address your organization’s challenges in innovative ways. The 2018 Congress on Healthcare Leadership, “Be Part of Something Bigger,” will be held March 26–29 at the Hyatt Regency Chicago.

Join us in 2018 and be part of this dynamic, energizing event that draws the top healthcare leaders from across the nation and around the world. The opening date for Congress 2018 registration and to reserve hotel accommodations was Nov. 14. Save your spot today!

Call for Innovations—Management Innovations Poster Session at the 2018 Congress on Healthcare Leadership

ACHE is inviting authors to submit narratives of their posters for consideration for the 34th Annual Management Innovations Poster Session to be held at ACHE’s 2018 Congress on Healthcare Leadership. We are interested in innovations addressing issues affecting your organization that might be helpful to others, including improving quality or efficiency, enhancing patient or physician satisfaction, implementing EHRs, using new technology and similar topics. All accepted applicants will be expected to be available to discuss their posters on March 26, between 7 a.m. and 8 a.m., and posters will remain on display from March 26–28 at Congress.

Please go to ache.org/CongressPosterSession for the full selection criteria and submission instructions. Submissions will be accepted through Jan. 16.
Healthcare Leadership

ACHE is inviting authors to submit proposals to present their research at the 11th Annual Forum on Advances in Healthcare Management Research. This session will take place during ACHE’s 2019 Congress on Healthcare Leadership, which will be held from March 4–7, 2019. The lead presenter of each selected proposal will receive a complimentary registration to the Congress.

Please visit ache.org/Congress/ForumRFP.cfm for the selection criteria and submission instructions. Submit your up-to-400-word abstract by July 2.

Encourage Your Members to Apply for Fellow Status

The importance of earning the distinction of board certification as a Fellow of the American College of Healthcare Executives cannot be overstated. Encourage your chapter members to take the next step in advancing their career by achieving Fellow status. Earning this credential benefits chapter members’ professional goals and the healthcare management profession, as it demonstrates a healthcare leader’s competence, leadership skills and commitment to excellence in the field.

Fellow applicants who successfully meet all requirements by Dec. 31, including passing the Board of Governors Examination, will be eligible to participate in the Convocation Ceremony at the 2018 Congress on Healthcare Leadership.

Access Complimentary Resources for the Board of Governors Exam

For Members starting on the journey to attain board certification and the FACHE® credential, ACHE offers complimentary resources to help members succeed so they can be formally recognized for their competency, professionalism, ethical decision making and commitment to lifelong learning. These resources, which include the Board of Governors Examination in Healthcare Management Reference Manual and quarterly Advancement Information webinars, are designed to be supplements to other available Board of Governors Exam study resources, such as the Board of Governors Review Course and Online Tutorial.

- The Reference Manual, found at ache.org/FACHE, includes a practice 230-question exam and answer key, a list of recommended readings, test-taker comments and study tips.

- Fellow Advancement Information webinars provide a general overview of the Fellow advancement process, including information about the Board of Governors Exam, and allow participants to ask questions about the advancement process. An upcoming session is scheduled for Dec. 14. Register online at ache.org/FACHE.
List Your Postgraduate Fellowship With ACHE

ACHE would like to know if your organization is offering a postgraduate fellowship for the upcoming year. If so, we encourage you to add it to our complimentary Directory of Postgraduate Administrative Fellowships at ache.org/Postgrad.

As a healthcare leader, you know how crucial it is to attract and develop highly qualified professionals in your organization. Gain exposure and start attracting top-notch applicants by posting your organization’s program on ACHE’s Directory. You may add a new listing or update a previous one at any time by completing the Online Listing Form.

Questions? Please contact Audrey Meyer, membership coordinator, at (312) 424-9308 or email ameyer@ache.org, Monday through Friday, 8 a.m. to 5 p.m. Central time.

ACHE Announces Nominating Committee 2018 Slate

The ACHE Nominating Committee has agreed on a slate to be presented to the Council of Regents on March 24, at the Council of Regents meeting in Chicago. All nominees have been notified and have agreed to serve if elected. All terms begin at the close of the Council meeting on March 24. The 2018 slate is as follows:

Nominating Committee Member, District 1 (two-year term ending in 2020)
Carle-Marie P. Memnon, FACHE
Senior Director
Hospital for Special Surgery
New York

Nominating Committee Member, District 4 (two-year term ending in 2020)
Michael O. Ugwueke, DHA, FACHE
President/CEO
Methodist Le Bonheur Healthcare
Memphis, Tenn.

Nominating Committee Member, District 5 (two-year term ending in 2020)
Chisun S. Chun, FACHE
Director, Clinical Operations
Rady Children’s Hospital San Diego
San Diego

Governor (three-year term ending in 2021)
Delvecchio S. Finley, FACHE
CEO
Alameda Health System
San Leandro, Calif.
Governor (three-year term ending in 2021)
Teri G. Fontenot, FACHE
President/CEO
Woman’s Hospital
Baton Rouge, La.

Governor (three-year term ending in 2021)
Laura Robertson, FACHE
CEO
Banner Desert Medical Center
Mesa, Ariz.

Governor (three-year term ending in 2021)
Col Gigi A. Simko, FACHE
U.S. Air Force

Chairman-Elect
Heather J. Rohan, FACHE
President
HCA–TriStar Health Division
Brentwood, Tenn.

Additional nominations for members of the Nominating Committee may be made from the floor at the annual Council of Regents meeting. Additional nominations for the offices of Chairman-Elect and Governor may be made in the following manner: Any Fellow may be nominated by written petition of at least 15 members of the Council of Regents. Petitions must be received in the ACHE headquarters office (American College of Healthcare Executives, 1 N. Franklin St., Ste. 1700, Chicago, IL 60606-3529) at least 60 days prior to the annual meeting of the Council of Regents. Regents shall be notified in writing of nominations at least 30 days prior to the annual meeting of the Council of Regents.

Thanks to the members of the Nominating Committee for their contributions in this important assignment:

Richard D. Cordova, FACHE
Edward H. Lamb, FACHE
Dolores G. Clement, DrPH, FACHE
Ed Hamilton, FACHE
Kim A. King, FACHE
Stephen M. Merz, FACHE
Stephen J. Pribyl, FACHE
Adam C. Walmus, FACHE
ACHE Call for Nominations for the 2019 Slate

ACHE’s 2018–2019 Nominating Committee is calling for applications for service beginning in 2019. All members are encouraged to participate in the nominating process. ACHE Fellows are eligible for any of the Governor and Chairman-Elect vacancies and are eligible for the Nominating Committee vacancies within their district. Open positions on the slate include:

- Nominating Committee Member, District 2 (two-year term ending in 2021)
- Nominating Committee Member, District 3 (two-year term ending in 2021)
- Nominating Committee Member, District 6 (two-year term ending in 2021)
- Four Governors (three-year terms ending in 2022)
- Chairman-Elect

Please refer to the following district designations for the open positions:

- **District 2**: District of Columbia, Florida, Georgia, Maryland, North Carolina, Puerto Rico, South Carolina, Virginia, West Virginia
- **District 3**: Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
- **District 6**: Air Force, Army, Navy, Veterans Affairs

Candidates for Chairman-Elect and Governor should submit an application to serve that includes a copy of their resume and up to 10 letters of support. For details, please review the Candidate Guidelines, including guidance from the Board of Governors to the Nominating Committee regarding the personal competencies of Chairman-Elect and Governor candidates and the composition of the Board of Governors.

Candidates for the Nominating Committee should only submit a letter of self-nomination and a copy of their resume.

Applications to serve and self-nominations must be submitted electronically to jnolan@ache.org and must be received by July 15. All correspondence should be addressed to Edward H. Lamb, FACHE, chairman, Nominating Committee, c/o Julie Nolan, American College of Healthcare Executives, 1 N. Franklin St., Ste. 1700, Chicago, IL 60606-3529.

The first meeting of ACHE’s 2018–2019 Nominating Committee will be held on March 27, during the 2018 Congress on Healthcare Leadership in Chicago. The committee will be in open session at 2:45 p.m. During the meeting, an orientation session will be conducted for potential candidates, giving them the opportunity to ask questions regarding the nominating process. Immediately following the orientation, an open forum will be provided for ACHE members to present and discuss their views of ACHE leadership needs.

Following the July 15 submission deadline, the committee will meet to determine which candidates for Chairman-Elect and Governor will be interviewed. All candidates will be notified in writing of the committee’s decision by Sept. 30, and candidates for Chairman-Elect and Governor will be interviewed in person on Oct. 25.

To review the Candidate Guidelines, visit ache.org/CandidateGuidelines. If you have any questions, please contact Julie Nolan at (312) 424-9367 or jnolan@ache.org.
Bring Out the Most in Your Employees:
10 Tips for Managers

One of the biggest responsibilities managers have is to inspire others to be the best versions of themselves. “If done well, everyone on your team will not only be more productive and efficient, but also happier with their jobs,” according to entrepreneur and speaker John Rampton. Here are 10 ways managers can effectively lead others to produce high-quality work:

1. **Be authentic.** Behaving in a way that aligns with your beliefs and values helps build trust with your employees and encourages them to be genuine as well.

2. **Encourage transparency and feedback.** Admitting when you are wrong is crucial to creating an honest and transparent culture where everyone can feel free enough to be their best at work.

3. **Create connections with individuals.** Get to know each person on your team. This will allow you to understand what motivates your employees, what they enjoy doing and what they are working toward.

4. **Give recognition.** Be the one to applaud and appreciate good work and can keep motivation levels high.

5. **Leverage technology.** Spend time finding solutions that can automate or speed up monotonous tasks to help make your team more productive and happier.

6. **Support risk taking.** Encouraging risk taking not only builds employees’ confidence and autonomy, but it yields more output within a culture of innovation.

7. **Keep mission at the forefront.** When people are excited about the work they are doing, their output is going to be exponentially higher.

8. **Promote autonomy.** Don’t make people feel like they have to be doing their work in a particular way, let them take a goal or idea and run with it. Giving people freedom can create momentum in the office.

9. **Challenge your employees.** Inspire your team to ask questions like “why am I working on this particular thing? Is what I’m doing the best use of my time right now, and is there a way to do this more efficiently?”

10. **Hire the best.** Great managers bring superstar qualities out of normal people. That said, it’s crucial to know when a person isn’t a good fit and when to cut ties with someone who doesn’t fit.

ECRI Institute named ransomware and other cybersecurity threats as the No. 1 hazard that warrants the greatest attention for the coming year. In the healthcare environment, ransomware and other types of malware attacks are more than just an IT nightmare. They are a potential patient-safety crises that can disrupt healthcare delivery operations, placing patients at risk.

Endoscope reprocessing landed in the No. 2 spot for 2018, as many healthcare facilities still struggle with consistently and effectively cleaning, disinfecting and sterilizing these instruments between uses. Reprocessing failures can lead—and have led—to the spread of deadly infections. Other topics on the list include bed and stretcher support surfaces that remain contaminated between patients, missed alarms, equipment malfunctions resulting from the use of incompatible cleaning agents, patient burns from electrosurgical electrodes that are not safely holstered between uses, and unnecessary radiation exposures during digital imaging procedures.

The ECRI Institute Top 10 Health Technology Hazards for 2018 list identifies potential sources of danger involving medical devices and other health technologies, as well as practical strategies for reducing risks, establishing priorities and enacting safety solutions.

—Adapted from “Ransomware and Other Cybersecurity Threats Top ECRI Institute’s Annual Health Technology Hazards List,” by Laurie Menyo, ECRI Institute, Nov. 6, 2017.
2017 WV ACHE OFFICERS AND BOARD MEMBERS

2017 OFFICERS:

President: Louis G. Roe, Jr., FACHE
Executive Director
Thomas Health System
Physician Partners
louis.roe@thomashealth.org

Past President: Michael Caruso, FACHE
mjcaruso01@comcast.net

President Elect: Hoyt Burdick, M.D.
VP Medical Affairs
Cabell-Huntington Hospital
Hoyt.Burdick@chhi.org

Secretary: Brian Lilly, FACHE
Executive Director of Quality Improvement
Thomas Health System
brian.lilly@thomashealth.org

Treasurer: Jim Kranz
VP Professional Activities
West Virginia Hospital Association
jkranz@wvha.org

Regent: Jeff Goode, FACHE
VP CAMC Ambulatory Services
President CAMC Physicians Group
jeff.goode@camc.org

2017 BOARD MEMBERS:

Terry L. Adams, Jr.
Cardiology Clinic Manager
Appalachian Regional Healthcare
tadams2@arh.org

Kelly Bettem, FACHE
kellybettem@gmail.com

Frank Briggs
VP Quality & Patient Safety
WVU Medicine
briggsf@wvumedicine.org

Tamara Fuller, FACHE
Site Administrator
CAMC Radiation Oncology/Alliance Oncology
tfuller@allianceoncology.com

Tim Martin, RTR, MBA, ACHE, ARRT, ASRT
VP Ancillary & Support Srvs.
Cabell Huntington Hospital
tim.martin@chhi.org

Michael Neusch, FACHE
Director of VA Workers Comp Dept. of Veterans Affairs
Michael.Neusch@va.gov

Kristi Snyder
VP Human Resources
CAMC Health System
kristi.snyder@camc.org

Newsletter Editor: Lexa Woodyard
Department Administrator
Marshall Health OB/GYN
Halstead4@marshall.edu

Web Page: Brian Lilly (Chair)
brian.lilly@stfn.net

Dr. Bairava Kuppuswamy

Education Committee: Kelly Bettum (Chair)

Student Affiliation: Lexa Woodyard (Co-Chair)
Department Administrator
Marshall Health OB/GYN
Halstead4@marshall.edu

Bryan Lilly, FACHE
(Chair)
brian.lilly@thomashealth.org

West Virginia ACHE Chapter Newsletter

Lexa Woodyard, Editor
Sue Valenti, Assistant Editor

For additional information or to submit articles of interest, please contact
Lexa Woodyard at
Halstead4@marshall.edu