SAVE-THE-DATES: October 29 - 30
2019 ACHE-SETC HEALTHCARE LEADERSHIP CONFERENCE

Conference Site:
INTERCONTINENTAL HOUSTON - MEDICAL CENTER
6750 Main Street ★ Houston, TX 77030
Welcome to this edition. ACHE-SETC’s 2019 theme is “Bold Innovation: the New Era of Medicine”. On January 31, the 1st Quarter Session guest speaker was Toby Hamilton, MD, Executive Director, Healthcare Innovators Professional Society, TMC’s Innovation Institute. He presented his topic on, “Innovation as a Moral Imperative” to an audience of 200 plus.

May 9, for the 2nd Quarter Session, attendees will have the opportunity to hear Carole Montgomery, MD, FHM, MHSA, representing Respecting Choices discuss a “System for Person-Centered Decision Making that Transforms Healthcare”. It’s common knowledge that most of the funds expended for medical care over a lifetime are spent in the last few months of a patient’s life. How can families and providers better understand the wishes of the patient, eliminating tough decisions during a very difficult time? Join your colleagues as this critical discussion begins on May 9th. Visit www.ache-setc.org for details.

For the 3rd Quarter Session, August 29, Tim Garson, Jr., MD, MPH, Director of the Texas Health Policy Institute, will address perspectives on the use of staff at the top of their license, thereby developing more team-oriented care and enhancing the satisfaction of care givers for their roles.

The American College of Healthcare Executives (ACHE) is your professional organization for education, collegiality and networking, as well as professional performance accountability. Be sure to maximize your engagement with ACHE through active participation in your ACHE-SouthEastTexasChapter.

Please mark your calendar for the Chapter’s 7th Annual Leadership Conference, Tues., October 29 – Wed., October 30, at the new InterContinental Houston – Medical Center. Earn 12 hours of ACHE F2F CEUs and multiple Qualified Education credits.

ACHE will send the 2019 Chapter Member Needs Survey, by email in May 6 – 24, to all members who have been chapter members for more than one year. Feedback from this survey is very important, in terms of general satisfaction of SETC’s programs and services such as education, networking and your rating of overall satisfaction with SETC. Please take the time to complete the survey.

Your Chapter Board, during their annual retreat May 9, will address the feasibility of broadcasting quarterly educational sessions to outlying areas. Watch for an update on their findings.

We look forward to seeing you at the May 9th Educational Session.
2019 Chapter Board

Chapter Officers

John (Jack) Buckley, Jr., FACHE
President
buckley@sph.tamhsc.edu

Noel J. Cardenas, FACHE
Vice President
noelcardenas88@gmail.com

Paul C. O’Sullivan, FACHE
Past President
paul.osullivan@memorialhermann.org

Cliff J. Bottoms, FACHE
Treasurer

Frances (Lee) Revere, PhD
Assistant Treasurer and Secretary

Todd A. Caliva, FACHE
Regent, SETX

Elected Board Members

David P. Bernard, FACHE
Anthony L. Dawson, FACHE
Richelle R. Webb Dixon, FACHE
William (Bill) A. Hyslop, FACHE
Raymond J. Khoury, FACHE
Ashley R. McClellan, FACHE
Sandra Murdock, Dr. PH, FACHE
Christopher O. Okezie, FACHE
Monica L. Rasmus, Dr. PH
Ivett T. Shah

Executive Director of Operations

Don R. Gibson, FACHE

Reports from ACHE-SETC Leaders

Regent’s Message

Todd A. Caliva, FACHE

April 2019

Greetings Southeast Texas Colleagues,

2019 was off to a great start with over 200 attendees that registered for the 1st Quarter Educational (breakfast) Session. Guest speaker Dr. Toby Hamilton presented his topic “Innovation as a Moral Imperative”, sharing his experiences and demonstrating his talent for creative and innovative thinking. If you attended, thank you. I hope you enjoyed his presentation as much as I did.

Hopefully, many of you had a chance to attend the 2019 ACHE Congress in Chicago, March 4 – 7. It was a great experience and learning opportunity. Special congratulations to the members of ACHE-SETC that attended the formal graduation program on March 3 to receive their FACHE during the Congress convocation ceremony. It was very impressive to see so many of our members who took the initiative to have successfully prepared for the Board of Governors Exam and received their FACHE credentials.

For those of you who could not attend the Congress you have another opportunity to obtain 12 hours of ACHE Face-to-Face CEUs and numerous ACHE QE CEUs at your Chapter’s ACHE-SETC Annual Healthcare Leadership Conference scheduled for October 29-30 at the InterContinental Hotel in the TMC. Given last year’s attendance of 300 we are at a point that more space is needed to meet the needs of our members and guests. Special thanks to Medistar and the InterContinental Hotel for their support this year.

Please know that your continued support and commitment to making the Southeast Texas Chapter one of the largest and strongest chapters in ACHE is very much appreciated. Chapter growth is very dependent on not only new members but also on those members that may let their membership lapse. If you haven’t renewed your membership for 2019 please do so today.

I’m excited about the types of events planned this year and I look forward to seeing you at many of the following:

Upcoming Education Opportunities

Quarterly Educational (breakfast) sessions (Junior League)
Thursday, May 9
Thursday, August 29
Thursday, November 7

ACHE Board of Governors Exam Review Course
Saturday, May 18

Or Renew Your Membership TODAY

www.ache.org
Regent’s Message continued

Upcoming Education Opportunities

Summer Diversity Workshop
June 10 – 12 (ACHE F2F credit offered by SETC)

Community Outreach (Houston Food Bank)
(Memorial Hermann Memorial City Campus)
Saturday, September 14

7th Annual Healthcare Leadership Conference
(InterContinental)
Tues, October 29 – Wed., October 30 (ACHE F2F CEUs offered, plus multiple Qualified Education credits)

I’m honored to serve as your regent and look forward to another great year in helping to provide services that meet the needs of our members.

Thank you for helping ACHE-SETC be such a great chapter!

All my best,
Todd Caliva, FACHE
Regent – Southeast Texas Region
CEO, HCA Houston Healthcare – Clear Lake
Todd.Caliva@HCAHealthcare.com
281.338.3110

Still Time to Pay Your 2019 ACHE Dues

Renewing your 2019 ACHE membership online is quick, easy and enables you to continue receiving the valuable benefits of membership.

http://ache.org/dues

Save $200 on Your FACHE® Journey

When you submit your advancement application to ACHE by June 30, the $200 Board of Governors Exam fee will be waived.

Reminder Request: Please complete the ACHE Chapter Member Needs Survey coming out May 6 – May 24.

Chapter News

2nd Quarter Educational Session – May 9th (Junior League)

Topic: “A System for Person-Centered Decision Making that Transforms Healthcare”

Join your colleagues and learn about what Dr. Carole Montgomery and Ms. Pat Tadel have to say about:

- The importance of person-centered decision making as an attribute of person-centered care.
- How shared decision-making is unique for individuals with serious illness.
- What is meant by “a highly reliable system” for person-centered decision making?
- At least 4 outcomes that can be achieved through person-centered decision making.

AVOID DELAY! REGISTER TODAY!

ACHE-SETC BOGE Review Course - May 18

Board of Governors Exam – Advancement Review Course
Saturday, May 18, 2019, 7:00 AM – 12:00 PM
Memorial Hermann Memorial City Campus
920 Frostwood Drive, System Services Tower, Bunker Hill/Piney Point Conference Rooms
(FREE PARKING! – Surface lot or Parking Garage)
(5.0 Hours of ACHE Qualified Education CEUs, (e.g., Category II CEUs)

Reminder Request: Please complete the ACHE Chapter Member Needs Survey coming out May 6 – May 24.
Chapter News

ACHE-SETC Volunteers – Houston Food Bank – Saturday, March 30

1st row, far right, Jeanna Bamburg, CEO, HCA Houston Healthcare Southeast and her husband Wesley, Interim Asst. Administrator, North Cypress Medical Center/HCA and their children Claire and Fisher, were among 22 volunteers representing ACHE-SETC.

Chapter Board Member/HA Program Director, TSU, Dr. Monica Rasmus, DrPH and Guy Cayo, Asst. CEO, Administrator III, Kindred Hospital Houston Medical Center, having a great time constructing boxes for food distribution.

Special thanks to all the volunteers for taking their Saturday morning to support another SETC community outreach opportunity. Next Community Outreach Opportunity – September 14 – Houston Food Bank

Editor’s Note: Apology to many of the 22 members who volunteered and whose pictures and/or identity were not recorded prior to their departure from the Houston Food Bank.
Chapter News

Update – 2019 ACHE-SETC Annual Healthcare Leadership Conference

Those working behind the scene, to prepare for launching of ACHE-SETC’s 7th Annual Healthcare Leadership Conference, October 29 – October 30, are excited about the new and improved program this year. In addition, we want to introduce you to the Chapter’s new 2019 host site, the recently opened InterContinental Houston – Medical Center, developed by the Medistar Corporation (one of ACHE-SETC’s major long-time Strategic Partners). All sessions will be conducted on the 7th floor (see red star in photo above) of the hotel with rooms for breakout sessions right outside an expandable ballroom that will accommodate up to 500. Opening session, panel discussions, and lunches will be conducted in the ballroom. On Tuesday, October 29, 5:15PM, an opportunity to relax, after a full day of sessions, you will enjoy appetizers and liquid refreshments as well as some quality time to network, taking place on the same floor. It’s also a great time to visit with the exhibitors that help contribute to SETC’s successful events. Please take the time to visit all the vendors at their booths during the conference.

Registration will begin as soon as we near completion of securing speakers. Look for more details to be announced early this summer.
Chapter News

Recap

**ACHE-SETC’s 1st Quarter Educational Session, January 31**

If you missed Dr. Hamilton’s presentation in person and interested in reading what he said, please review the following transcript while looking at his PowerPoints.

**Keynote speaker Toby Hamilton, MD**, Executive Director of Healthcare Innovations Professional Society, shared his perspective on innovation as a moral imperative. Dr. Hamilton began with discussion on our role in the communities as providers of healthcare services.

“I grew up in El Paso, in that part of town where our parents were proud of us graduating from school. This picture may not depict things particularly well. In this picture, I’m sitting on the American side close to the border, very close to the hospital where I worked and trained. You’re seeing a bridge that goes across the border there and that little sliver of river there is known as the Rio Grande. What you see on the right side of the river is Mexico. Important from the perspective that the hospital where I was trained is in fact was the closest one to the border of the United States. It served the poorest zip code of the United States of America. I grew up in the community just a few blocks away from there, and this is where I am from. This is an expression of a visual of the poverty in that community. It’s a pretty extreme expression of poverty not only in the community on the American side but also on the Mexican side - both of them have very severe degrees of poverty. This is a hospital that I trained at. I was on the staff. I don’t remember seeing an insured patient during my entire years of service there, outside of trauma. Outside of level one trauma there was no such thing as private insurance. I didn’t really even know what it was until I’d left there. But I would tell you the patients that we did treat there, who waited sometimes 24 or 48 hours in our ER for service, they didn’t have access to a plastic surgeon or an ENT specialist, ever. We naturally delivered a lot of babies there.

[Read Speaker’s Complete Transcript](#)  [Open PowerPoint Presentation](#)

**Link to 1st Qtr. Photos:**  [Click here](#)

**Annual Diversity Workshop – June 10 – 12, 2019 - Update**

In collaboration with other members of the planning committee for the Health Disparities Education, Awareness, Research & Training Consortium (HDEART-C) ACHE-SETC is pleased to announce your chapter will offer 1.5 hours of ACHE approved F2F panel discussion during the 3-day workshop. The topic is “Diversity in Healthcare Management: Value-Added Business Sense” and will be conducted on Tuesday, June 11, 12:00 Noon – 1:30 PM. The 2019 Diversity Workshop will be conducted in the TAMHSC Institute of Biosciences Technology building, TMC. Registration details will be forthcoming.
Set Your Vision for FACHE

Whether you’ve determined now is the time for you to begin the process toward obtaining a FACHE credential or you’re still deciding, the next stop on your journey is ACHE’s free FACHE Overview Webinar.

This complimentary webinar will provide a complete overview of the process to help you:
- Objectively decide if now is the right time for you to pursue the FACHE credential and if you are eligible
- Fully understand the entire application process and what materials you need
- Set your expectations for the Board of Governors Exam, from knowing what’s covered to preparing to do your best
- Know the requirements for FACHE re-certification when the time comes

This valuable resource is free for you to attend, but does require registration. Simply click one of the FACHE Overview Webinar dates below and you will be brought to a registration page. All webinars are held 1:00–2:00 p.m. US Central Time and streamed live to give participants a chance to ask questions during the presentation.

- June 13, 2019
- September 12, 2019
- December 12, 2019
2018-2019 ACHE-SETC Mentorship Program

Article Contributors *

We are grateful to all the members who have volunteered to be an ACHE-SETC Mentor for 2018-2019. You made a difference in the life of the mentees by challenging them, helping them take action and learning from each other. We have had a great mentorship year, with 29 Mentors & 43 Mentee applicants, we were able to connect all of the mentees with the mentors and we thank all the mentors who took on more than one mentee!! This program has made some great strides towards fostering guidance and partnerships not only for the year but for the ongoing future.

We would like to celebrate you and this successful year by inviting you to attend the ACHE-SETC 2nd Quarter Educational (breakfast) Session where we would like to acknowledge you and your mentees at our end of program celebration.

As we wrap up this year of partnership, we would like to keep the momentum going by encouraging all of you to think about how you can give back to the ACHE-SETC community through mentoring. Please see the important program dates and criteria for mentors and mentees.

ACHE-SETC welcomes participants in its mentorship program each fall. The purpose of the mentorship program is twofold: to assist students and early healthcare careerists in their growth and development; to give mentors, a satisfying and enriching relationship in which to share their wisdom, insights, and experiences.

Criteria for mentor participation:
- Membership in ACHE and a current member of ACHE-SETC with
  - A position as Vice-President, Sr. Executive, or Director in his/her organization OR
  - Minimum of five years of Healthcare Management experience with ACHE Fellow status
- Willingness to help develop students or early healthcare careerists

Criteria for mentee participation:
- Student Associate, due to graduate by May 2020, current ACHE dues paid
- Less than five years of healthcare management experience
- Willingness to develop professionally
- Signature of faculty advisor or supervisor

Program Timeline:

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 1</td>
<td>Accepting Mentor Applications</td>
</tr>
<tr>
<td>September 28</td>
<td>Mentee Applications Due</td>
</tr>
<tr>
<td>October 15</td>
<td>Matches Announced</td>
</tr>
<tr>
<td>May TBD</td>
<td>End of Program Celebration</td>
</tr>
</tbody>
</table>

Applications due September 28, 2019

* Ashley McClellan, FACHE – President and CEO, HCA’s The Woman’s Hospital of Texas
Dr. Puneet Freibott, RN, CCRN-K, NEA-BC, Chief Nursing Officer, HCA Healthcare Medical Center, HCA Healthcare Specialty Hospital and Patra Katsigiannis, Assistant Administrator, The Woman’s Hospital of Texas
Chapter News

Academic Scholarships – Submit Your Application by 5:00 PM, June 21, 2019

Application form, for the 2019 ACHE-SETC Health Administration Graduate Academic Scholarships, will be posted online beginning April 29 (www.ache-setc). ACHE-SETC may award up to five scholarships, each for $5,000.

ELIGIBILITY REQUIREMENTS

- Must be a 2019 paid dues Student Associate of the ACHE national organization and have a residence (temporary or permanent) in the southeast Texas area. Preference will be given to applicants who have been Student Associates of ACHE National at least six months prior to applying;
- Must be enrolled between January 2019 – May 2020 in a full-time study in a recognized HA graduate program (MHA, MHA/MBA, MPH) in southeast Texas. Students enrolled in online HA programs, executive programs and doctoral programs are not eligible;
- Currently enrolled in a HA program in which the university must be a member of ACHE’s Higher Education Network (HEN) and the HA program accredited by either CAHME or AACSB;
- Must have a GPA of at least 3.5 prior to applying;
- Must demonstrate financial need;
- Has participated in at least two ACHE-SETC sponsored educational programs within the past year;
- Has not been a recipient of an ACHE-SETC Academic Scholarship previously.
- Must complete a case study and submit with application by 5:00 PM, Friday, June 21. No exceptions.

To receive a copy of the case study send your request to quantumleadership@ache-houston.org

Don’t Forget to:

SAVE-THE-DATES: 2019 Events and Educational Programs

May 9 – 2nd Quarter Educational (breakfast) Session – The Junior League of Houston
May 18 – ACHE Board of Governors Exam Review Course – Location to be announced
June 10-12 – Annual Diversity Workshop – TAMHSC Institute of Biosciences Technology, TMC
August 29 – 3rd Quarter Educational (breakfast) Session – The Junior League of Houston
September 14 – Community Outreach – Houston Food Bank
October 29 -30:  ACHE-SETC Annual Healthcare Leadership Conference, InterContinental Hotel
November 7 – 4th Quarter Educational & Annual Business Session – The Junior League of Houston
News from ACHE National

ACHE 2020 Congress Proposal Deadline is Fast Approaching

Don't miss the opportunity to be an integral part of the premier educational event for healthcare executives. Submit a proposal for ACHE 2020 Congress on Healthcare Leadership, which will be held March 23–26, 2020, at the Hyatt Regency Chicago.

Proposals will be accepted via online request for proposal (RFP) process through Wednesday, May 8, 2019. For complete submission requirements, go to the 2020 Congress on Healthcare Leadership proposal submission page on ACHE.org.

Exclusive Professional Development for Fellows

Learn methods for measuring quality performance in patient experience or medical group practices during the 2019 Fellows Seminar (12 ACHE Face-to-Face Education credits).

Save $200 on Your FACHE® Journey

When you submit your advancement application by June 30, the $200 Board of Governors Exam fee will be waived.

Online Seminar: Developing Physician Leaders

"Developing Physician Leaders for Clinical Integration" will emphasize active learning and developmental exercises; 6 ACHE Qualified Education credits available.

Operating Room On-Time Case Study

In the March/April issue of Journal of Healthcare Management, read how one hospital dramatically improve its on-time OR starts.
IHF World Hospital Congress: Early Bird Registration Now Open

The 43rd International Hospital Federation’s annual meeting in Muscat, Oman, is offering discounted registration through Aug. 15.

**READ MORE**

Upcoming Education Opportunities

April 24
**The Triangle of Marginal Performance: Fatigue, Sleep, Deprivation and Work Stress** (webinar)

April 17–May 29
**Developing Physician Leaders for Clinical Integration** (online seminar)

April 24–June 12
**Big Data and Analytics: A Perspective for Healthcare Leaders** (online seminar)

May 6–7
**Leaders Conference**

May 20–21
**Fellows Seminar**

June 3–6, 2019
**Kiawah Island Cluster**

June 17–18
**Executive Program (Session I)**

June 17–18
**Senior Executive Program (Session I)**

June 17–20
**Puerto Rico Program**

---

**Editor’s Note:** One of the key reasons **ACHE-SETC** is highly successful is due to the amazing support of member volunteers. Thank you for all you do to help make your chapter what it is today. Special thanks to Tyara Barge and Cesce Collins and their tireless efforts behind the scenes to provide outstanding leadership to student volunteers that implement so many details to ensure events operate as smooth as possible. **ACHE-SETC** is truly blessed with healthcare professionals who are really committed and dedicated to their local professional society.
ACHE-SETC greatly appreciates the support provided by our Strategic Partners throughout the year!

Please take the time to acknowledge our Partners and learn more the products and services they provide. A percentage of funds for the Chapter’s scholarship programs come from our Partners and their support makes it possible for cutting-edge educational programs to be offered by ACHE-SETC and the Educational Foundation of the SETC to our membership.

**Interested in Becoming a Strategic Partner?**

**Contact:**

Don Gibson, FACHE  
Executive Director of Operations  
ACHE-SETC & Foundation of the SETC  
Email: don.gibson@foundation-setc.org  
Phone: 281-398-7877