

# NAHSE NOTES

2019 WINTER ISSUE

SAVE THE DATE!

C-SUITE LEADERSHIP EXPERIENCE  
MAY 23-26, 2019 | SAN DIEGO, CALIFORNIA



# PRESIDENT'S WELCOME

1

Dear NAHSE Family,

I am so thrilled to welcome you all into 2019 and hope everyone had a blessed holiday season to close out 2018. I deeply appreciate the contributions of so many members who went above and beyond to make 2018 a historic year for our organization.

The year-long celebration of NAHSE's 50th Anniversary reached a perfect climax with the Educational Conference in Orlando, Florida. From record-setting attendance (800-plus!), to a star-studded line-up of renowned keynote speakers, to the 'Welcome to Wakanda' reception and golden-themed Gala, and everything in between, it was truly an event we will never forget. Thank you to everyone who shared in this special milestone with us!

As we boldly embark on our next 50 years with a close embrace of our certain mission, I ask that you join with me in ensuring NAHSE's success. We will continue to experience changes that impact the healthcare delivery system. A shift in Congressional power brought record representation of women and minorities in the House. Non-traditional players like Amazon, Google, and countless start-ups continue their drive to shake up healthcare as we know it. And partnerships continue to form between the likes of health systems, insurers, retail and beyond.

Amidst all the industry noise, let us not lose sight of the signal: NAHSE's charge to promote the advancement and development of Black health care leaders, and elevate the quality of health care services rendered to minority and underserved communities. Lest there be any doubt, this calling is as relevant today as it was at our founding in 1968.

Let's roll up our sleeves together and recommit ourselves to the work ahead. NAHSE's founders would have required nothing less!

Warmest Regards,

Richelle Webb Dixon  
NAHSE President



## CONTENTS & SPECIAL FEATURES

*The National Association of Health Services Executives newsletter, NAHSE Notes, includes information on the latest regulatory and legislative developments, as well as the quality-improvement and leadership trends that are influencing the hospital and health system field. Readers get in-depth reporting on the issues and challenges facing hospital and health system leaders. We make it our job to tell you about the great things the organization and chapters are doing to ensure the health of our community.*



### MOMENTS IN HISTORY

*Spring, 1970  
April 4, 1977  
October 2002*

### CONFERENCE REVIEW

*Bernard J. Tyson  
Sarah Jones*

### LEADERSHIP RETREAT RECAP

*Christian J. Balcer, MHSA  
Manager  
Anne Arundel Medical Center*

### CASE COMPETITION RESULTS

*The Ohio State University  
University of Illinois Chicago  
UNC – Chapel Hill*

President's Welcome	2019 Calendar	Fitness Challenge
'MOMENTS'	Conference Review	
Leadership Retreat Recap	Editor's Note	





## National Association of Health Services Executives 50<sup>th</sup> Anniversary Endowment Fund

The National Association of Health Services Executives (NAHSE) is celebrating its 50<sup>th</sup> Anniversary in 2018.

To commemorate this important milestone, and to ensure NAHSE's viability for many years to come, we have established the "NAHSE 50<sup>th</sup> Anniversary Endowment Fund".

The endowment fund will support sustainable change in the health care industry. It will provide funds for NAHSE's national infrastructure, professional and educational programs, scholarships, public policy and community programs as well as provide assistance to NAHSE's chapters.

Please make all contributions payable to the "National Association of Health Services Executives". Checks should be mailed standard or overnight to 1050 Connecticut Avenue, NW, 5<sup>th</sup> Floor, Washington, DC 20036. Please note on the check that it is for the Endowment Fund. You may also make your donation on-line at NAHSE 50<sup>th</sup> Anniversary Endowment Fund.

## Endowment Levels

### Advancers

(\$50,000 and beyond)

Contributors at this level provide the opportunity for NAHSE to establish models for the industry.

### Advocators

(\$25, 000 - \$49,999)

Advocators help identify causes to issues affecting the health care industry and support potential solutions.

### Developers

(\$10,000 – 24,999)

Developers fund our scholarship initiatives.

### Sustainers

(\$1,000 - \$9,999)

Sustainers enable NAHSE to continue its professional development.

### Supporters

Friends and Family (\$100 - \$999)

Supports NAHSE's mission.

ACHE Congress | Chicago, Illinois  
**March 3rd, 2019**

## Board Meeting, Better Together Reception NAHSE Chicago Spring Fling



## Leadership Wake Up Call: Disrupting the Status Quo



# Healthcare for All: The Politics of the Promise





# MOMENTS IN NAHSE HISTORY



*13 Founding Members of the CBC*

**April 4th, 1977**  
**Washington, DC**

NAHSE members attended the first-ever meeting of the Congressional Black Caucus Health Braintrust (HBT). The purpose of the HBT was to provide the Caucus' Health Subcommittee a broad perspective of the problems minorities faced within the health services and health delivery systems. The HBT is still in robust operation today.

## MOMENTS in History | References

Evans, R., R. Grady, and D. Howard (2018). Diversity in Health Management Education. In M. Meacham (Eds.), Looking Back to Look Forward: AUPHA at 70 (pp. 67 – 79). Washington, DC: AUPHA.

Weeks, L. (Ed.). (1984a). Gary Filerman: In First Person: An Oral history. Chicago, IL: American Hospital Association.

**Spring, 1970**

In partnership with the AUPHA, the National Work-Study Recruitment Program in Health Administration for Minority Group Students was launched. Initiated in New York City and Baltimore, the pilot program had 36 participants.

At its peak, the summer program operated in 26 cities and provided summer internships for more than 1,400 young people. AUPHA's financial support continued through 1981, and then the local chapters assumed responsibility for the respective work-study initiatives.

**October 2002**

President Sandra R. Gould, PhD, FACHE created the NAHSE Hall of Fame and inducted the first members at the Educational Conference in Miami. The first inductees were Mr. Charles Tilden, NAHSE Founder, and Ms. Carolyn Boone Lewis, the first African American chairwoman of the American Hospital Association Board of Trustees.



## 2018 CONFERENCE REVIEW

One of the many highlights from the conference was the Opening Keynote, given by Mr. Bernard Tyson, President and CEO, Kaiser Permanente. An elegant and highly engaging speaker, Mr. Tyson regaled the audience with stories about memories with NAHSE members from days-gone-by. Many stories harkened back to special times shared between him and one of his close mentors, Mr. Percy Allen II. For those in attendance, there was no shortage of laughter throughout the address.

Mr. Tyson also spoke about his role as CEO of a major healthcare organization in the current political climate. He visited the White House twice early on in the Trump Presidency and was quick to point out that disengaging from important policy discussions was not an option, no matter one's personal politics. Amongst other things, Mr. Tyson also addressed Kaiser Permanente's \$200 million commitment to fighting homelessness in the Bay Area and the challenges he faces as a leader in getting Kaiser's various regions to operate as one, cohesive organization.

*"We can't solve the problem [of homelessness] for \$200 million, but we can sure raise a lot of hell."*

Mr. Tyson closed his remarks by retelling a story about his father and one of the greatest life lessons he was taught, while walking on a beach in Hawaii. While his remarks were not recorded, this powerful story can be viewed in the following link, where Mr. Tyson shares the same anecdote at the 2017 TIME 100 Gala.

***Mr. Bernard Tyson Toast, TIME 100 Gala***



Bernard J. Tyson



Dr. Deborah  
Prothrow-Stith



Patricia Russell-  
McCloud, J.D.



John Lewis, D-GA



Michellene Davis,  
Esq.



Sarah Jones



As expected, Sarah Jones wooed the NAHSE family with her spectacular wide range of lively characters. She inspired NAHSE members by reminding them to be resilient and to remain true to yourself. She also encouraged healthcare leaders to continue to be honest and transparent with the patients they serve, as this, maintains (and restores) their trust our healthcare systems. Although Sarah does not work directly in the healthcare industry, she is a vocal advocate for human rights, social justice, women's empowerment, and the various disparities that plague US communities.

*"I think there is something so compelling about the truth that whether you're a lawyer or judge or an actor, when you get at that truth, it connects with people on a particular level that I think makes your art more viable."*

All of her characters had a distinct presence and personality but she made the point that we live in a truly global society and we are never as different as the appearances may suggest. Sarah Jones left the NAHSE crowd with a sense of camaraderie and the notion that we are truly better together. Her performance brought encouragement, laughter, and a vibrant energy that left us all ready to go out and do more.



### **Sarah Jones Biography**

Called "a master of the genre" by The New York Times, Sarah Jones is a Tony® and Obie Award-winning performer. She is also known for the multi-character, one-person Broadway hit *Bridge & Tunnel*, originally produced by Oscar® winner Meryl Streep, and her current, critically-acclaimed show *Sell/Buy/Date*.

Renowned as "a one-woman global village", she has also given multiple main-stage TED Talks garnering nearly six million views, performed at The White House and United State of Women Summit for President and First Lady, Barack and Michelle Obama, and given an historic performance at The World Economic Forum in Davos, Switzerland. The daughter of two physicians, Sarah was educated at The United Nations School and Bryn Mawr College, all of which contributed to her becoming a vocal advocate for the empowerment of women and girls globally. It's appropriate that she is joining us for our 50th Anniversary given her role as a UNICEF Goodwill Ambassador, where she has performed for audiences around the world, and raised awareness of issues including ethnic, racial, and economic disparities in the US.

Most recently, with the support of the NoVo Foundation, Jones launched Foment Productions, a social justice-focused entertainment company. The remount of *Sell/Buy/Date* is its first production. You can learn more about Sarah's ongoing projects at [sarahjonesonline.com](http://sarahjonesonline.com) or on social media at "yesimsarahjones."



## 2018 Everett V. Fox Student Case Competition Winners

### The Ohio State University

2nd – University of Illinois Chicago

3rd – University of North Carolina – Chapel Hill

#### **“Improving Senior Care through Quality and Innovation” - Capitol Health Systems**

The 31 case competition teams were charged with developing a strategy to design a program for three distinct populations with strategies and processes that can benefit the entire senior population. The program was to be patient centric and focus on improving the overall health and wellness of CHS's senior population. CHS committed an initial investment of \$3M into this program and was seeking consultative support to increase the likelihood of success for the program.



by: Christian Balcer  
Manager of Nursing Operations  
Anne Arundel Medical Center



In early December, 75+ NAHSE members gathered at the Marriott Wardman Park Hotel in Washington D.C. for the Annual Leadership Retreat. The yearly event focused on strategic priorities for the year and also served as a precursor for the Educational Conference that will be held in the same D.C. location in October. Events began on the evening of Friday, December 7, and continued through Sunday, December 9th, with the all-day session on Saturday serving as the core focus for the weekend.

After Friday's Chapter Leadership Meeting and President's Report, members settled in on Saturday morning with a unique and engaging ice breaker led by President-Elect Fabian Stone. As a way of introducing oneself to the group, attendees were asked not only to share their name and answer the question "Why NAHSE?", but also played a portion from the "song in your heart". Through a lot of smiles, laughter, and great music, members shared songs that got them up in the morning, helped them through difficult times, or served as a life theme song. Who knows? At the Educational Conference, you may be asked, "What's the song in your heart?"

Throughout the day, a variety of presenters talked about key issues and opportunities for NAHSE membership to be aware of:

- Policies related to our 501(c)(3) status as a not-for-profit (Clifford Barnes, General Counsel)
- Pushing toward the goal of reaching \$1 million for the 50th Anniversary Endowment Fund (Al Webb, National Treasurer)
- National Office Structure and the Wells Fargo Policy

Damon House of Microsoft also shared a variety of exciting new ways in which NAHSE members and chapters are engaging a variety of audiences. Opportunities included the NAHSE Incubator & Accelerator (NIA) Program for minority-owned healthcare startup businesses, as well as programs for minority women in STEM (Science, Technology, Engineering and Math) and Microsoft supported-initiatives for HBCUs. More information will be shared soon for the broader membership as these ideas and initiatives are further developed.

A review of the year's strategic plan was led by Planning Committee Co-Chairs Tamara Austin and Kyle Buchanan. Members provided direction on the existing framework and concrete action plans and next steps were discussed. The 2019 initiatives are focused in five areas: Content Development, Membership, Conference Operations, Marketing & Communications, and Chapter Development.



## 2018 LEADERSHIP RETREAT RECAP - CONT.

The day closed with a preview of 2019's Educational Conference, which will be themed, "Healthcare for All: The Politics of the Promise." Conference Co-Chairs Joy D. Calloway and Roy Hawkins, Jr. reviewed the successes of the 2018 conference in Orlando, FL as well as new ways to continually bring the event to the next level. Members brainstormed potential keynote and featured speakers along with ideas for "WOW" moments.

The retreat closed out Sunday morning with a robust discussion on matters related to public policy and advocacy. Much of the time was spent discussing planning for the 2019 Capital Hill Day, which is being spearheaded by the Washington Metropolitan Area Chapter. High turnout at the event created engaging discussions and dialogue and the sense that 2019 is gearing up to be another special year for NAHSE.





Greetings NAHSE Family and Happy New Year!

We trust you enjoyed the holiday season with loved ones and feel re-energized as we march full speed ahead into what promises to be another exciting year for both NAHSE and the healthcare field at large.

Included in this edition of Notes was a special look-back at NAHSE's memorable 50th Anniversary, Educational Conference, a look ahead to the C-Suite Experience, and our Fitness Challenge (for the Annual Conference). We value your feedback and want to continue striving to provide content that is both insightful and relevant. Please take a moment to **complete this brief survey** and offer your thoughts on what you'd like to see in future issues later this year.

### **2019 Fitness Announcement - TAKE THE CHALLENGE!!!**

With the new year still fresh on the horizon, NAHSE National has a fitness challenge to announce:

IT'S ON! Team Wonder Twins v.s. Team Dead Presidents. The 2019 NAHSE Conference will be the site for the "fitness challenge of the year." Chapters are encouraged to begin training now and submit their team training photos and videos for posting on the website throughout the year as the conference approaches. Details about team selection and events will follow. Enter your chapter by contacting Maude B. Lofton at: [loftonmb@aol.com](mailto:loftonmb@aol.com). There was once the "Rumble in the Jungle," this will be the "Fitness in the District."

Thank you for all that you do to advance NAHSE's mission and support the ongoing efforts of the organization. We're privileged to be a part of it.

Sincerely,

Cachet Colvard and Christian Balcer

*Hope to see you at ACHE Congress!*

*Next Issue: Spring 2019*













