

EMPOWERING THE NEXT GENERATION OF HEALTHCARE LEADERS

# NAHSE NOTES

2018 SPRING ISSUE

SAVE THE DATE!

EDUCATIONAL CONFERENCE & EVERETT V. FOX STUDENT CASE COMPETITION

OCTOBER 10-12, 2018



*Inspiring Leaders*

NATIONAL ASSOCIATION OF HEALTH SERVICES EXECUTIVES

1968-2018

*50<sup>th</sup> Anniversary Commemoration Conference*

**A Certain Mission in Uncertain Times:**  
*Advancing Healthcare as a Civil Rights Issue*

# PRESIDENT'S WELCOME

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NAHSE Colleagues,

Happy Spring and welcome to the newly redesigned NAHSE Notes! I am so proud to share this edition with you and want to personally thank Cachet Colvard and Christian Balcer for spearheading the enhancements; NAHSE is truly better because of their service. In this edition, we trust that you will enjoy the informative articles, review NAHSE's history and celebrate the accomplishments of our chapters and members. As always, we welcome your feedback and encourage you to stay connected and informed regarding the activities within NAHSE.

As you know, NAHSE will celebrate its 50th ANNIVERSARY this year and remains dedicated to promoting the advancement and development of diverse healthcare leaders and elevating the quality of healthcare services rendered to minority and underserved communities. We are so excited to present our ENDOWMENT FUND and hope that you will consider making a personal donation to support systemic change in healthcare diversity. The goal is to raise \$500,000 for the 50th Anniversary and I know with your assistance, we will be successful. Please make your donation today!

I am excited about the accomplishments of our chapters and national committees as we focus on Advocacy, Innovation, and Sustainability. Together, we are transforming healthcare and ensuring that NAHSE is as relevant today as it was the day our Founding Members formed the organization.

Thank you for your dedication and service to the National Association of Health Services Executives. I am truly blessed to serve as your National President and firmly believe that collectively we will continue to transform healthcare, increase leadership diversity and inspire the healthcare leaders of tomorrow.

With Sincere Gratitude,

Richelle Webb Dixon  
National President, NAHSE





## 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.



## 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 about the great things the organization and chapters are doing to ensure the health of our community.*



### ON THE COVER

**50th Anniversary  
Commemoration Conference**  
*Hilton Orlando Lake Buena  
Vista Orlando, FL  
October 10th-12th, 2018*

### C-SUITE LEADERSHIP EXPERIENCE

**Leading in a Time of Change**  
*LaPlaya Beach & Golf Resort  
Naples, Florida  
May 31st-June 3rd, 2018*

### MOMENTS IN HISTORY

*New Jersey, 1968  
Virginia, 1976  
Louisiana, 1993  
Contributor: Maude Lofton*

### CEO EDITORIAL

**New Bedfellows Raise the  
Stakes in Healthcare Delivery**  
*Pam Sutton-Wallace  
CEO, UVA Medical Center*

President's Welcome	Editor's Introduction	Calendar
'MOMENTS'	A View from the Top	In Parallel
Chapter Updates	Member Spotlights	



# MEET YOUR NEW EDITORS

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NAHSE Colleagues,

We are thrilled to serve the organization as the new Designer and Editor for NAHSE Notes. We look forward to continuing the long tradition of sharing the exceptional work done in our local chapters as well as highlighting the achievements and advancements of our members. Both of us are also excited to infuse new elements into the quarterly newsletter, some of which is being unveiled with this edition.

**Moments in NAHSE History:** In honor of our 50th Anniversary, each edition will include recognition of our founders and those who built the organization into what it is today. We'll also highlight important milestones on the road to the big 5-0.

**View from the Top:** With each morning bringing news of a disruptive innovation or market entrant, we'll invite our executive-level members to share their thoughts on how the industry is changing and what it means for the future of healthcare.

**In Parallel:** We are debuting a new section that highlights the work of our local chapters and how they're aligning with the National Office's three priority areas: *Advocacy, Sustainability, and Innovation*.

**Future Additions:** In future editions of NAHSE Notes, we look forward to adding a few other features to promote our chapters and members. This includes newly redesigned sections for Chapter Updates and Members-On-The-Move, as well as a Master Calendar allowing chapters to share their biggest events and happenings.

**Ideas and Suggestions Welcome!** As we move toward more member-created content, we would love to hear from those who are interested in contributing written pieces or who have suggestions for improvement. Your partnership in this process is greatly appreciated.

It's an exciting time for NAHSE as we celebrate our 50th Anniversary and it is also a natural time to reflect on how we got here and what it will take for us to transform healthcare in the next 50 years. At the 2017 Educational Conference, Roland Martin challenged attendees with a powerful charge:

"What do you want them to say about this organization when you celebrate your 100th anniversary?"

"Will they say there was a group of people in 2017 and 2018 who were no longer comfortable, but who used their collective voices to be able to drive home the moral imperative for healthcare in America?"

Our theme for 2018 is "A Certain Mission in Uncertain Times: Advancing Healthcare as a Civil Rights Issue." What a perfect segue from one year into the next. As we celebrate the past and chart the future, may we do so boldly empowered by the mission and powerful change we can create together.

Wishing you all success in the months ahead,  
Cachet Colvard & Christian Balcer



Cachet Colvard is from Detroit, Michigan, and is currently finishing her Administrative Fellowship at Cleveland Clinic in Cleveland, OH.

In July, she will transition to the role of Associate Administrator of Emergency Medicine at Cleveland Clinic Abu Dhabi.

Cachet received her undergraduate degree in Asian Studies from the University of Michigan (UM). She received her MHA degree from the UM School of Public Health and is completing her Master of Business Administration degree.

Cachet enjoys traveling, dancing, sports events, and spending time with her friends and family.

**Contact Info:** [cachet@umich.edu](mailto:cachet@umich.edu)



Christian Balcer is from Grand Rapids, Michigan, and is currently finishing his Administrative Fellowship at Anne Arundel Medical Center in Annapolis, Maryland.

In June, he will transition into the role of Operations Manager at his current organization.

Christian received his undergraduate degree from Calvin College in Business Operations. He received his MHA from the University of Michigan's School of Public Health.

Christian enjoys early mornings (4am!), traveling, reading, public speaking, exercising, and refereeing soccer.

**Contact info:** [cbalcer@aahs.org](mailto:cbalcer@aahs.org)



# C-SUITE LEADERSHIP EXPERIENCE

**May 31-June 3, 2018**  
**LaPlaya Beach & Golf Resort**  
**Naples, Florida**



*Inspiring Leaders*

NATIONAL ASSOCIATION OF HEALTH SERVICES EXECUTIVES

1968-2018



**Leading in a Time of Change:**  
*With Compassion, Conviction and Courage*

***SAVE THE DATE!!***

**A Certain Mission in Uncertain Times:**  
*Advancing Healthcare as a Civil Rights Issue*

**33<sup>rd</sup> ANNUAL EDUCATIONAL CONFERENCE AND**  
**23<sup>rd</sup> EVERETT V. FOX STUDENT CASE COMPETITION**

**OCTOBER 10-12, 2018 • HILTON ORLANDO LAKE BUENA VISTA • ORLANDO, FL**



## MOMENTS IN NAHSE HISTORY



### NAHSE FOUNDERS

**Top (L to R):** Elliot C. Roberts, Sr., Henry J. Whyte, Haynes Rice, Reginald P. Ayala

**Bottom (L to R) :** Woodrow William Walston, James A. Robinson, Morris Henderson

**November 19-21, 1976**  
**Gloucester, Virginia**

The national office convened the first NAHSE retreat in response to the need for long range planning. The discussions at the retreat included an overview of NAHSE's creation and mission, a broadening of that purpose, a focus on health policy issues, and the need to develop a health program and various services NAHSE could provide to members and non-members.

**September 16-19, 1968**  
**Atlantic City, New Jersey**

**Whitney Young, Jr.**, Executive Director of the National Urban League, presented the keynote address at the American Hospital Association Annual Meeting. His address focused on the role of hospitals as community institutions, meeting the needs of the total community, especially for those who were poor and disadvantaged. He challenged hospitals to employ and promote black leadership and to administratively reflect the community in which they reside. Nine members retreated from the meeting's official proceedings to formalize what would become known as the National Association of Health Services Executives (NAHSE).

*\* NAHSE members are encouraged to read more about Whitney Young, Jr., online. His inspiration at that key moment in time is crucial to the roots of NAHSE and helps shape the context of the organization's founding.*

**April 25-28, 1993**  
**New Orleans, Louisiana**

In 1993, NAHSE celebrated its 25th Anniversary and launched the first annual Chief Executive Officer Conference (C-Suite Experience). The conference was designed to allow CEOs to share personal and professional success strategies in a relaxed and informal setting. Mr. Ernest Green, famously known as one of the Little Rock Nine who desegregated Little Rock's Central High School in 1957, delivered the keynote address on the first day of the conference.



## "New Bedfellows Raise the Stakes in Healthcare Delivery"

by: Pam Sutton-Wallace

Mergers and acquisitions are nothing new to the healthcare industry. The last several decades have seen significant consolidation of hospitals, health systems and payers. However, the most recent wave of partnerships between unlikely bedfellows (Aetna-CVS, Humana-Walmart, United-Davita and Cigna-Express Scripts etc.) is raising the antenna of even the most seasoned healthcare executives. The late January announcement that Amazon, Berkshire Hathaway and JP Morgan Chase were forming an alliance to tackle the thorny issues of healthcare — or as Berkshire's CEO Warren Buffett calls it, a "hungry tapeworm on the American economy" — unsettled the industry even further, sending the healthcare market into a frenzy. Unlike some of the prior partnerships, this alliance brought together powerhouse players that could presumably deliver quickly on the promise of new models of healthcare.

Not only do these three organizations have the ability to leverage collective purchasing power as some of the largest employers in the country, but they also have the technological infrastructure, data analytics, nimbleness and intellectual capital to implement innovative and disruptive models of care where traditional healthcare institutions have moved at glacial speed. If successful, the alliance will invariably spark change and competition in every part of the healthcare ecosystem: providers, payers and suppliers. They may also influence state and federal governments as they lobby for changes to cumbersome regulations, administrative burdens and antiquated policies.

Already we are witnessing the market impact of these new alliances as traditional healthcare players scramble to address longstanding barriers that have long frustrated employers, consumers and patients, including: affordability, price transparency, accessibility and service. More progressive organizations are offering telehealth and same day access appointments for primary and specialty care through smart phones, and publishing prices, wait times and provider reviews on their websites — just to name a few.

The healthcare organizations that succeed in the future will be the ones that embrace change, adopt and deploy technology, and deliver on the promise of affordability, quality and service. Health systems stuck in antiquated models of care will be left behind or challenged to meet patient and employer expectations.

While the Amazon-Berkshire Hathaway-JP Morgan Chase alliance has potential to revolutionize the industry in many respects, on the outset, it will likely prove most beneficial for those who are actively employed, insured through their employers, and are relatively healthy. I'm not convinced the benefits associated with these new models will reach all citizens equally. Patients with multiple comorbidities including behavioral health challenges and those at end-of- life as well as those with socio-economic disadvantages or lacking ample insurance will continue to rely on traditional healthcare institutions such as public safety net hospitals to receive their care.

Such organizations already struggling with declining, low or no profit margins will find it even more difficult to invest in the technology, infrastructure, analytics and the human resources needed to drive these new models as they fight to contain burgeoning operating expenses.

As an industry, and as a country, we will have to reconcile this inextricable dilemma that has become the “pebble in our shoe” or “thorn in our side” of healthcare. Otherwise, health and healthcare disparities will continue to grow and ultimately everyone bears that social, political and economic expense.



Pam Sutton-Wallace is the Chief Executive Officer of the University of Virginia (UVA) Medical Center. She joined the Medical Center in July 2014. She oversees the strategic direction and operations of all inpatient and ambulatory services of the medical center.

Prior to arriving at UVA, Pam served as senior vice president of hospital operations at Duke University Hospital from 2011-2014. Since 1997, she has held several leadership positions with the Duke University Health System including the oversight of ambulatory services, inpatient operations and surgical services.

Pam has a diverse health care background with experience in the pharmaceutical, insurance and research industries. Pam is married to Maurice Wallace, and they have two daughters — Sage and Amaya.



Over the past four months, **NAHSE South Florida** has been actively organizing and executing high profile events dedicated to the enrichment of minority leaders in South Florida and the community. Each event focuses on at least one of the three priorities of the National Office – Sustainability, Innovation, and Advocacy. The chapter's activity, supported with a website redesign by Kadesha Nicholas, has led to growing recognition on social media, with 3300+ LinkedIn followers.

### Sustainability

In an effort to grow both membership and sponsorship, the Chapter's Board Installation dinner was coordinated to align with sustainability. Organized in conjunction with Black History Month, the ceremony honored the founding members of the South Florida Chapter, along with past presidents. Through our marketing efforts, we added four new corporate sponsors – ChenMed, Vitas Healthcare, Zones, and PHP. To date, this event also yielded 6 new members and 10 membership inquiries. The Chapter's monthly newsletter is designed to bring visibility to current sponsors, highlight executives on the move, feature a key executive in the region, and attract new members and sponsors. Marke Dickinson, Chief Marketing Officer of ChenMed, was the feature spotlight in the April newsletter. The Chapter's annual Scholarship & Internship Initiative will be led this summer by Sashah Damier.

### Innovation

The Chapter strives to achieve innovation through unique, unconventional approaches in outreach to the community and to healthcare leaders. A successful example is the inaugural C-Suite Round Table, a first attempt at differentiating our activities as a chapter. Senior leaders, spanning healthcare providers and hospitals to payers, were invited to the exclusive event. Together, they collaborated on the topic entitled, "Tomorrow's Healthcare is Here Today: How is Your Organization Utilizing Data?" The leaders were fully engaged and reflected on the event as "one of the best round table discussions" they had attended and that it "exceeded expectations." Lead presenter Jessica Lerner spoke about how her organization thrives through the optimization of data.



To further build on the discussion of data that started at the Round Table, the Chapter interviewed Camilla Morrison, Telehealth Program Manager at Memorial Health Systems. She shared the story of how her own career journey enabled her to blend technology and nursing into a hybrid role that indirectly created the a unique concept of telehealth for her organization. She will be featured in the Chapter's May newsletter.

### Advocacy

The main objective with this pillar is to generate an increased governmental presence for the chapter at local forums addressing healthcare matters. NAHSE South Florida understands that government policies have a significant impact on the accessibility and affordability of healthcare. The Chapter is dedicated to highlighting population health and making it a priority for C-Suite Leaders. One accomplishment for the Chapter in this regard was through collaboration with Miramar's City Commissioner Darline Riggs. Grant McGaugh, Chapter President, and Natoia McGarrell, Chapter Secretary, were privileged to have a private meeting with Commissioner Riggs to discuss future health initiatives and health disparities within the area. Additionally, Grant and Natoia were invited to participate in a preliminary discussion involving members of the community, Memorial Health System, and the City of Miramar. Chapter members were instrumental in the branding of the city's initiative with the term, "Wellness Before Sickness", which will be used as a slogan on all branding for the upcoming initiative. The Chapter will continue to partner with the community and healthcare leaders to deploy programs that elevate members, leaders, and the community.

At the South Florida Board Installation in February, the chapter honored three members for their instrumental role in founding leading the chapter in its early years. From left to right: Gail Bouie, Deborah Lee Eddie, and Jasmin Shirley. Founded in 1995, Deborah Lee-Eddie and Gail Bouie Ward served as catalysts to start the South Florida Chapter. Coral Springs Medical Center was the site of the initial meeting when 10 executives gathered at the first meeting to initiate the chapter. It helped that Lee-Eddie was the National president and could rally support to start the chapter. Jasmin Shirley, along Bouie Ward and Lee-Eddie, along with other key members, ensured the chapter got off to a successful start.



*For anyone interested in learning more about the chapter's work, they can be contacted at [nahsesouthflorida@gmail.com](mailto:nahsesouthflorida@gmail.com)*

## BALTIMORE

The NAHSE Baltimore Chapter kicked off 2018 with a February Meet & Greet hosted at Johns Hopkins Hospital. The event brought together professionals and students, for a joyous night of music, dining, and networking. The Meet & Greet was an exceptional event that was made even more robust through special remarks from Catherine Pugh, Mayor of Baltimore, and Chief Lieutenant Colonel Melvin Russell, Chief of the Community Collaboration Division for Baltimore's Police Department.

Mayor Pugh and Chief Russell emphasized that the role of healthy communities is the role of us all. In order to bridge the gap between healthcare and the community we must build relational equity and understand the community, listen to the community, and involve them in the healing process. Their remarks deeply resonated with the persons of the event, especially those individuals who NAHSE Baltimore honored for their contribution to excellence in management, diversity & inclusion, and advocacy. The event culminated with a celebration of Ms. Diane Bell-Mckoy, President & CEO of Associated Black Charities, Dr. Felicia Hill-Briggs, Senior Director at Johns Hopkins HealthCare, Mr. Joe Jones, Founder & CEO of Center for Urban Families, Ms. Debbie Rock, CEO & Founding Director of LIGHT Health & Wellness Comprehensive Services Inc., and Mr. Terrell Williams and Mr. Melvin Wilson, Co-Directors of Turnaround Tuesday.

## CONNECTICUT

In February, the Connecticut Chapter opened the year with a social event, which was successful in connecting with young professionals from a variety of career backgrounds who expressed interest learning more about the NAHSE organization. The Chapter is hard at work planning for future events.

## DELAWARE VALLEY

*Educational Event Update: Panel Discussion on Health Disparities:* Back in February the Delaware Valley Chapter (DVC) hosted a panel discussion on the health and healthcare disparities that exist locally and on a national level. The majority of the discussion centered on health disparities and the more seldom broached topic of healthcare disparities, which typically refers to differences among groups in health insurance coverage, access to and use of care, and quality of care provided. The panel discussion was an in depth examination of the factors that contribute to the disparities, their impact in our local and national communities, and practical solutions (for healthcare managers and others in attendance) to reduce these disparities. See panelist below.

- Candace Robertson-James, DrPH, MPH, Director and Assistant Professor, Master of Public Health Program, La Salle University, School of Nursing and Health Sciences
- Gabriel S. Tajeu, DrPH, MPH, Assistant Professor, Temple University, College of Public Health, Department of Health Services Administration and Policy
- Brian M. Rahmer, PhD, MS, Director, Community Health Engagement, Office of Health Equity, Christiana Care Health
- Jamila Harris-Morrison, Executive Director, ACHIEVEability
- William R. Short, MD, MPH, Associate Professor of Medicine, Division of Infectious Diseases, Perelman School of Medicine, University of Pennsylvania



## DELAWARE VALLEY

*Volunteer Event Update: Martin Luther King, Jr. Day of Service:* On Martin Luther King, Jr. Day, DVC collaborated with the Health Leadership Network of Delaware Valley to support the Episcopal Cathedral and the Ralston Center for a community service event. During the event our members helped to prepare a meal to be provided to those in need throughout the month of January. This is the second year in a row NAHSE-DVC has collaborated with these community partners.



## GREATER DENVER

In October 2017, the Greater Denver Chapter celebrated its 5th Anniversary as part of a larger chapter meeting. Mario Harding, Chapter President and Associate COO at Denver Health and Ashley Wilson, Manager of Diversity & Inclusion at SCL Health, both spoke at the event and shared respective organizational updates related to the AHA's #123forEquity Campaign. In addition, District 29 State Senator Rhonda Fields attended and shared her thoughts on how healthcare organizations can do more to address health disparities and diversity in the leadership ranks. In recognition of the 5-year anniversary, the following institutional members were recognized: Centura Health, Centura Health Medical Group, Catholic Health Initiatives, Denver Health & Hospital Authority, Haselden Construction, Kaiser Permanente and SCL Health.



From Left to Right: JJ Rams of Haselden Construction with Mario Harding; Ashley Wilson of SCL Health with Mario Harding; Brandon Stepter and Carl Patten of Centura Health with Mario Harding; Michelle Edwards of Catholic Health Initiatives with Mario Harding

## HOUSTON

The Houston Chapter kicked off 2018 by engaging three local universities on career development, mentoring, and NAHSE membership for their students.

The Chapter began a long awaited partnership with the College of Pharmacy and Health Science with the School of Healthcare Administration at Texas Southern University (TSU). TSU graduate & Houston Chapter Programming Chair Cescely Collins has been instrumental in guiding the school's undergrad and graduate healthcare programs as well as working with faculty on NAHSE speaking opportunities. The chapter has also established an alliance with Texas Women's University and the University of Houston Clear Lake with several students and faculty joining and collaborating with the chapter. Members & prospective members subsequently attended the chapter's first 2018 membership mixer in February, drawing more than 60 attendees.



## NORTH CAROLINA

The North Carolina Chapter met in February to install the new Board of Directors and develop the chapter's strategic plan over the next two years. Fabian Stone, National NAHSE President-Elect and Past President of the North Carolina Chapter attended the meeting to provide the new Board with insight into national priorities. The new 2017-2019 NAHSE North Carolina Board of Directors includes:



- President: Jhaymee Heinlein, Director of Strategy Management and Growth, Atrium Health
- Treasurer: Jon-Michael Williams, Operations Director, Atrium Health
- Secretary: Jasmine Ballard, Administrative Director, Atrium Health
- Immediate Past President: LeVelton Thomas, Administrative Manager, Duke University Hospital
- Student Representative: Oluoma Chukwu, (*incoming*) Administrative Fellow at Duke University Hospital
- Student Representative: Lauren Jordan, (*incoming*) Administrative Fellow at Piedmont Health



## SOUTHERN CALIFORNIA

The Southern California Chapter kicked off 2018 with an Executive Board Leadership Retreat in January. The board focused on member recruitment and retention, fundraising efforts, program development and forming strategic partnerships with graduate programs and healthcare institutions across the Los Angeles Metro area. In 2018, the SoCal chapter is especially focused on redefining its brand and value proposition to attract more members and support from local healthcare organizations.

## ST. LOUIS

In December 2017, the St. Louis Chapter hosted its 4th Annual Leadership Symposium, entitled “Diverse Leadership Needed: Providing Equitable Health to a Community.” The motivation behind the topic was born out of numerous conversations around the need for hospital leadership to reflect the communities those institutions serve. David Simmons, VP Talent Development & Inclusion at Mercy Health, served as moderator and Valerie Patton, Sr. VP of Inclusion and Talent Attraction and Executive Director at St. Louis Business Diversity Initiative, served as the keynote speaker.



And in February, the Chapter hosted a table during Washington University School of Medicine’s Annual Health Professions Fair. The event was created by NAHSE member and St. Louis Chapter Senior Advisory Council member Dr. Will Ross (pictured below), Professor of Medicine at Washington University School of Medicine’s Division of Nephrology. Dr. Ross also serves as the Associate Dean for Diversity for the School of Medicine and it is in this role Dr. Ross developed the Health Professions Fair. During the event, chapter members spoke to high school students about the history and mission of NAHSE, local activities, and career paths in healthcare administration.







## **TERRIE ESTES - CONNECTICUT**

Terrie Estes has been named vice president, Corporate Compliance, and chief compliance officer, Yale New Haven Health System. She became YNHHS privacy compliance officer in 2015, after serving for two years as compliance and privacy officer for Yale New Haven and Bridgeport hospitals. Before that, she was director, Internal Audit, chief compliance officer and director, Planning and Business Development, for the Saint Raphael Health System. Terrie served as Parliamentarian for NAHSE CT and is currently on the Executive Committee Board.



## **MARIO HARDING - GREATER DENVER**

Mario Harding, FACHE, Chapter President, was recently appointed President-Elect of the Colorado Association of Healthcare Executives (CAHE). CAHE is a not-for-profit organization that serves health care executives in the state of Colorado by providing networking, continuing education and professional development.



## **MOSES SALAMI - NEW JERSEY**

Moses Salami has been promoted to Director of Marketing for Holy Name Medical Center in Teaneck, New Jersey. Previously, he served as the Manager of Marketing and Public Relations.



## **ERROL PIERRE - NEW YORK**

Errol Pierre has returned to Empire BlueCross BlueShield, an Anthem Company, as the new Vice President and Chief Operating Officer of Commercial Business. He is accountable for profit/loss, sales and retention for the Individual business lines. Additionally, he provides strategic and operational direction for the company and the 3.5 million members it serves. Those responsibilities include the oversight of enrollment and billing, claims, and customer service activities as well as driving local marketing and community and corporate responsibility strategies. Errol began his health care career as an intern at Empire in 2003 and stayed on in various roles until 2012, returning in early 2018.



## JHAYMEE HEINLEIN - NORTH CAROLINA

Jhaymee Heinlein, President of the NAHSE North Carolina Chapter, has been selected as one of six scholars for the 2018 Thomas C. Dolan Executive Diversity Program administered by the ACHE. Nearly 50 high-caliber executives applied for this prestigious national program that celebrates its fifth year in 2018. The year-long program will help further prepare these mid- and senior-level careerists to advance to higher leadership roles. Scholars will benefit from a specialized curriculum that includes strategies for navigating challenges in career advancement and enhancing executive presence; one-on-one interaction with a specially selected mentor; and participation in formal leadership education.



## LAUREN JORDAN - NORTH CAROLINA

In April, Lauren Jordan was the inaugural recipient of the Francine and Harry Weinberger Award for Excellence. This award is given annually to a Health Policy and Management graduate student at the University of North Carolina who has demonstrated a commitment to social justice and embodies characteristics of a true healthcare leader through academic and extracurricular performance.

Lauren is a second year Master of Healthcare Administration student at the Gillings School of Global Public Health. She competed in the NAHSE Everett V. Fox Case Competition last October with her team taking first place. Lauren is a mentee in the NAHSE Mentoring Program and serves as a Student Associate on the North Carolina NAHSE Executive Board. After graduation this May, Lauren will begin her career as an Administrative Fellow at Piedmont Health, an FQHC in the triangle area.



## OYINKANSOLA OGUNRINDE - SOUTH FLORIDA

Oyinkansola "Bukky" Ogunrinde is the CEO and independent principal consultant for Funmi Healthcare, offering administrative, clinical and financial operations management and strategic growth services for physician practices, ambulatory & outpatient centers. She was presented the ACHE Regent Special Recognition Award for her significant contribution to the South Florida Healthcare Executive Forum as a board member who oversaw the Annual SFHEF Healthcare Leaders Development Case Competition. She currently serves as the Student Services Chair on the board. She is also an active member of the South Florida Chapter of NAHSE and has been a member of the national organization since 2007.



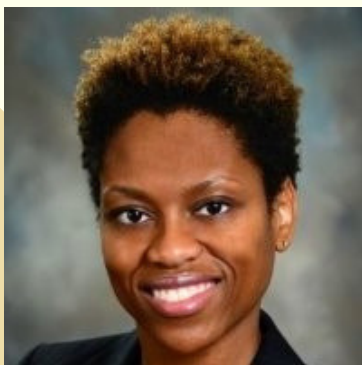
## **SERENA WELCH - SOUTHERN CALIFORNIA**

Serena Welch has been chosen as one of the 2018-2020 Kaiser Permanente Administrative Fellows in Southern California. Serena is an MHA student at the University of Southern California (USC) and took on the role of student liaison for the Southern California chapter in January 2018. A native of Elk Grove, California, Serena is currently an intern for Kaiser Permanente's National Compliance, Ethics & Integrity Office. She competed in the 22nd annual Everett V. Fox Student Case Competition in San Antonio, serving as team captain for USC.



## **CARMEL HANNAH - ST. LOUIS**

Carmel Hannah accepted the position of Associate Administrator for Barnes-Jewish Hospital in February. In this role, she provides leadership and management for the operations of the office of the hospital president. She will support the president, hospital leadership team, and board in executing the hospital's strategic priorities. Carmel currently serves as Immediate Past President for the St. Louis Chapter.



## **APRIL MICKENS - ST. LOUIS**

April Mickens recently joined the St. Louis Regional Health Commission as the Director of Strategic Planning. She brings her planning and operational experience to the organization which provides support for safety net providers in St. Louis. She previously served as Clinical Program Manager at Barnes-Jewish Hospital.