



## **Healthcare Leadership Network** *of the Delaware Valley*

*Recipient of the ACHE Award for Chapter Merit*  
2014-2015-2016

*Recipient of the ACHE Regent Award for*  
*Chapter Accomplishments in Diversity*  
2016

# 2016 ANNUAL REPORT



# LETTER FROM THE PRESIDENT

Dear HLNDV Members,

I am pleased to present our 2016 Healthcare Leadership Network of the Delaware Valley (HLNDV) Annual Report. HLNDV is the premier regional healthcare management organization advancing healthcare leadership and management excellence. We are the local chapter of the American College of Healthcare Executives (ACHE). Our values include Integrity, Diversity, Life- Long Learning and Leadership. What follows is a detailed Year-In-Review for 2016. A special thank you to our Communications Committee - Co-Chaired by Morris Fansler and Colleen King-McClintock - for organizing our Annual Report!

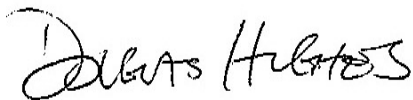
2016 was another great year for our chapter. As a chapter, we were again awarded the “Chapter Merit Award” from ACHE for our overall member satisfaction. This is the third consecutive year for HLNDV attaining a chapter merit award. Attaining this award for the third time is a testament to the quality of both our volunteers and Board of Directors.

As usual, our core programs are at the heart of our activities: Breakfast with the Regent, Spring Institute, HLNDV Annual Meeting, and our Lee White Institute. Additionally, our annual Board of Governors Preparation Session has become an annual sell-out for those members seeking to become a Fellow. Other events include opportunities to volunteer, mentor, and network with your peers from across the Delaware Valley. This year – for the first time - we also had a joint networking event with the National Associations of Healthcare Executives (NASHE). It was a wonderful event and generated ideas for future collaboration.

As you read the rest of this Annual Report, keep in mind this is all managed by a great group of volunteers, both at the Board Level and the many members that choose to help on committees. Our volunteers come from many different types of backgrounds and skill sets, but all focused on the mission of HLNDV: providing healthcare professionals with opportunities to grow, learn, and lead through education, collaboration and networking.

My term as President will end in May of 2017. During my time as President, I have had the privilege of working with many great individuals across the region from our Board of Directors, our area Regents, ACHE Board of Governors, and all the other volunteers that make up our organization. I am thankful for all the work that each one of them VOLUNTEERS their time for. Volunteering is an essential part of our industry.

Thanks for all you do to make our community one of the best to receive care!



**Douglas Hughes, MBA, FACHE**  
President, HLNDV  
[president@hlndv.achechapter.org](mailto:president@hlndv.achechapter.org)



# TREASURER'S REPORT

In 2016, the overall financial condition of HLNDV was sound. As of December 31, 2016, the chapter's checking account assets totaled \$132,885 and certificate of deposit totaled \$11,387. The chapter has no outstanding liabilities.

Revenue was up in 2016, compared to 2015 due to significant increases in sponsorship and slight increases in event revenue. Revenue for 2016 totaled \$128,404.

Overall expenses increased for the year, to \$115,967, due to increased event expenses and administrative costs. Board expenses, general expenses and professional services/insurance decreased, while many administrative costs and banking fees have continued to increase annually. Although Events & Education expenses increased, those expenses were offset by associated revenue.

During 2016, HLNDV experienced a net gain of \$12,437 down from \$17,728 in calendar year 2015. The chapter's growth has slowed in the past two years, from gains of 22%-32% from 2012-2014 to 15% in 2015 and 10% in 2016. Of course, this gain still represents chapter growth and as a non-profit entity, HLNDV is committed to not only stewarding our resources, but also reinvesting chapter funds to best support delivery on our mission.

The balance of the I. Donald Snook Education Fund is approximately \$43,683.

## REVENUE

2016 - \$128,404

The major categories that supplied revenue include: Programs/Events, Corporate Sponsorship, ACHE Rebates, and Interest Income.

## EXPENSE

2016 - \$115,967

The major categories that made up the chapter expenses include: Programs/Events, Database/Printing/IS Expense, Board Expenses, Professional Services/Insurance, Revenue Processing, Telecommunications, and Banking Fees.



**Carey Gallagher, MBA**  
Treasurer, HLNDV  
[treasurer@hlndv.achechapter.org](mailto:treasurer@hlndv.achechapter.org)

# ACADEMIC RELATIONS REPORT

The Academic Relations Committee (ARC) is committed to promoting and advancing the healthcare profession by connecting with our next generation of leaders – current healthcare management students. ARC serves as a local resource for students and focuses on engaging them through a variety of outreach efforts.

The group had another successful year of student outreach and member engagement. Some highlights include:

- 1<sup>st</sup> Annual HLNDV Student Case Competition, supported by the I. Donald Snook Scholarship Fund. The top 3 teams – representing Jefferson College of Pharmacy, University of Pennsylvania and Georgetown University – presented on a population health management or an affordable care act topic to a panel of judges and an audience of colleagues and HLNDV members on Thursday, April 5-2016 at the Drexel University Center City Campus. Finalists were awarded \$1,000 per team.
- Professional Etiquette for Career Success Event. In collaboration with the Career Development Committee (CDC), HLNDV hosted an etiquette event on October 20, 2016. Early careerists and students gathered for an educational program and dinner to learn how to best exhibit business etiquette for their current and future roles.
- Informational Shadowing and Interviewing Program. Since its inception in 2013, the informational interviewing and shadowing program has been a very popular committee initiative. This program matches students with HLNDV members for a discussion about their career path and work experience; it also serves as an opportunity for students to connect with area professionals and develop mentoring relationships.
- ARC/HLNDV member involvement in various student activities such as serving as panelists at Drexel's fall professional event as well as participating in resume reviews.

In order to stay connected to local healthcare management schools, the committee sends a regular communication about chapter events and activities of interest to students. Mark Benner, ARC committee member, leads the communication efforts through various outlets such as email newsletters and social media.

Additionally, the committee continued its efforts to engage students through other communication channels such as networking – both in-person and online via social media. This effort was led by Caichen (Karol) Zhong, HLNDV student board representative and Drexel University student. Karol's focus has been on building relationships on behalf of HLNDV and ARC with a variety of student organizations, such as Drexel and University of Pennsylvania, in order to promote the benefits of becoming a member of ACHE/HLNDV and the opportunities for networking and educational programming. Karol's collaboration with the Dornsife School of Public Health at Drexel demonstrates the importance of engaging future healthcare leaders from various backgrounds and disciplines in order to meet the needs of our patients. Karol has served as a great advocate for the student population; gathering and sharing students' experience and insight which allows HLNDV and ACHE to better understand and meet the needs of the student members.

ARC is looking forward to another exciting year of student engagement in 2017!

## Academic Relations Committee

Mark Benner  
Emily Burrell  
Dennis Delisle  
Fiona Felton  
Lauren Glowienka  
Marni Guba  
Jodi Hartlep  
Jennifer Natale  
Michael Neiman  
Shonalie Roberts  
Mark Switaj  
Michelle Sahl  
Caichen (Karol) Zhong

**Lauren Glowienka, MHSA, FACHE**  
**Andrew Wierzbieniec, MHSA, FACHE**  
Co-Chairs, Academic Relations Committee  
[academicrelations@hlndv.achechapter.org](mailto:academicrelations@hlndv.achechapter.org)



# CAREER DEVELOPMENT REPORT

## EARLY CAREERIST

An educational program titled “Professional Etiquette for Career Success” was held on October 21st. Thirty participants attended the program at Jefferson, which was led by Gail Madison, Founder of The Madison School of Etiquette and Protocol. Participants had an opportunity to learn about professional etiquette in a dining setting while enjoying a three-course meal. Brian Sweeney, RN, MBA, FACHE, Senior Vice President of Hospital Operations, Thomas Jefferson University Hospitals and Career Development Committee Co-Chair, also shared his insight regarding professionalism and networking from the hospital executive perspective.

### Early Careerist Committee Members

Jacqueline Orr  
Chiragi Shah

## COMMUNITY SERVICE

HLNDV hosted four community services events in 2016, and was fortunate to have at least 15 participants at each event. Efforts this year included sorting food items at Philabundance for distribution to those in need, making breakfast for guests at Ronald McDonald Houses in both Wilmington and Camden, and a preparing a meal for residents at the Gift of Life House in Philadelphia.

### Community Service Committee Members

Danielle Bangs  
Jeff Bryers  
Chris Fraser  
Meghan Mallouk

## AWARDS

### *Regents Awards*

The 2016 Regents Awards were presented at the Annual Breakfast with the Regents held on March 30 at the Union League in Philadelphia. The Early Career Healthcare Executive Award winner was Carey H. Gallagher, MBA, Senior Manager Associate at the Center for Applied Research and the Senior-Level Healthcare Executive Award winner was Adrienne Kirby Ph.D., FACHE, President and Chief Executive Officer, Cooper University Health Care.

### Awards Committee Members

Carl Adkins  
Michael George  
Robert Hill  
Doug Hughes  
Ellen Nassberg  
Melissa Schrier  
Chiragi Shah  
Tom Skorup  
Brian Sweeney  
Christine Winn  
Joshua Zissman

### *Administrative Achievement Award*

The 2016 Administrative Achievement Award was presented at the annual meeting on June 8 at Nemours Alfred I. du Pont Hospital for Children. The 2016 award winner was Emily Burrell, RD, MBA, FACHE, Administrator, Partner Hospitals and Markets, Practice Network, at Nemours Children’s Health System.

## JOB BOARD

HLNDV has replaced the former job board with a new streamlined job feed which pulls local postings from ACHE.

### Job Board Committee Member

Rob Lorenz

## MENTORSHIP

Kelly Lorah re-joined as coordinator of the mentoring sub-committee in April with Ellen Nassberg and new member Sarbesh Chaudhary who joined in July. A total of twenty-five matches were processed in 2016. Marketing materials for the program were revised this past year. Further optimization of the online tracking of mentors and mentees occurred this year with a new library of mentor and mentee resumes established. The Committee goals this year will be to exceed ACHE match goals of 10 matches per year and to send out quarterly calls to the chapter membership for new Mentors and Mentees.

### Mentorship Committee Members

Kelly Lorah  
Ellen Nassberg  
Sarbesh Chaudhary

# CAREER DEVELOPMENT REPORT (continued)

## FELLOW ADVANCEMENT

A total of 10 fellows advanced in the chapter during 2016. There are now a total of 216 fellows in the chapter. A one day, face-to-face review program was held in April to help members prepare for the Board of Governors examination. Over 30 participants attended this session at Thomas Jefferson University Hospital.

Fellow  
Advancement  
Committee  
Member

Brian Sweeney

## OTHER ACTIVITIES

A program titled “Ready for your Next Career Move?” was held on June 23rd and targeted mid-careerists with experience seeking opportunities for advancement. Stephanie Underwood, SVP of Tyler and Company, Phillip D. Robinson, President of Lankenau Hospital and Wanda Smith, AVP of Virtua Health participated on the distinguished panel. They discussed topics such as how search firms work, how to refine your interview skills, how to evaluate a potential position for fit, and what skills and competencies employers are seeking in today’s competitive market. 40 participants attended the program.

The chapter also hosted a face-to-face resume review event in June. 20 members attended the program. Participants had the opportunity to engage with local executives, recruiters, and human resources leaders and present their resume and receive constructive feedback. Participants were provided with a resume tip sheet provided by John Kiernan of Management Pathways.

**Chiragi Shah, MHA, FACHE**  
**Brian Sweeney, RN, MBA, FACHE**  
Co-Chairs, Career Development Committee  
[careerdevelopment@hIndv.achechapter.org](mailto:careerdevelopment@hIndv.achechapter.org)



# COMMUNICATIONS REPORT

The Communication Committee is responsible for publishing the chapter's newsletter and annual report, maintaining the chapter's website, and managing the chapter's presence on social media. Each of the responsibilities is assigned to a sub-committee from within the larger committee. The Committee had a busy year in 2016.

## NEWSLETTER

The Committee issued four newsletters on a quarterly basis. The newsletter highlighted the chapter's various events and included feature articles of general interest to the membership. For the first time this year, several of our corporate sponsors provided articles for publication. The Committee welcomes articles from our membership.

## ANNUAL REPORT

The annual report highlights the work of the previous calendar year. The report features updates from the co-chairs of Board committees, lead officers, the ACHE Regents and the Local Planning Committees (LPC).

## HLNDV WEB SITE (<http://hlndv.achechapter.org/>)

A major undertaking of the Committee this year was the launch of a new website. The previous website was hosted on an outdated platform and needed a major refresh of content. The website is now hosted on the WordPress platform, making the website dynamic and mobile friendly. The content of all the chapter's committees was reviewed and updated. Value-added features of the new site include the chapter's promotional video, a featured photo, a photo gallery, a calendar of events, and links to the chapter's social media feeds. The website sub-committee continued work into 2017 to assure various components of the site maintained functionality.

## SOCIAL MEDIA ([Facebook](#), [Linked-In](#), [Twitter](#))

At the start of the year, a social media plan was finalized and approved by the Board. Implementation of the social media plan was the second major undertaking of the Committee this year. The social media sub-committee undertook an active role in expanding the chapter's social media presence. Additional committee members were recruited to assure regular postings were made to the media feeds, including local HLNDV student representatives. A monthly social media statistical report was created for review by the Committee.

Newsletter  
Committee Member

Donna Stinson

Annual Report  
Committee Member

Morris Fansler

Web Site Committee  
Members

Dan Cianciarulo  
Colleen King-McClintock  
Charles McLister

Social Media  
Committee Members

Colleen King-McClintock  
Dayanna Reeves  
Margaret Wang

Communications  
Committee Members

Arabinda Choudary  
Faith Needleman



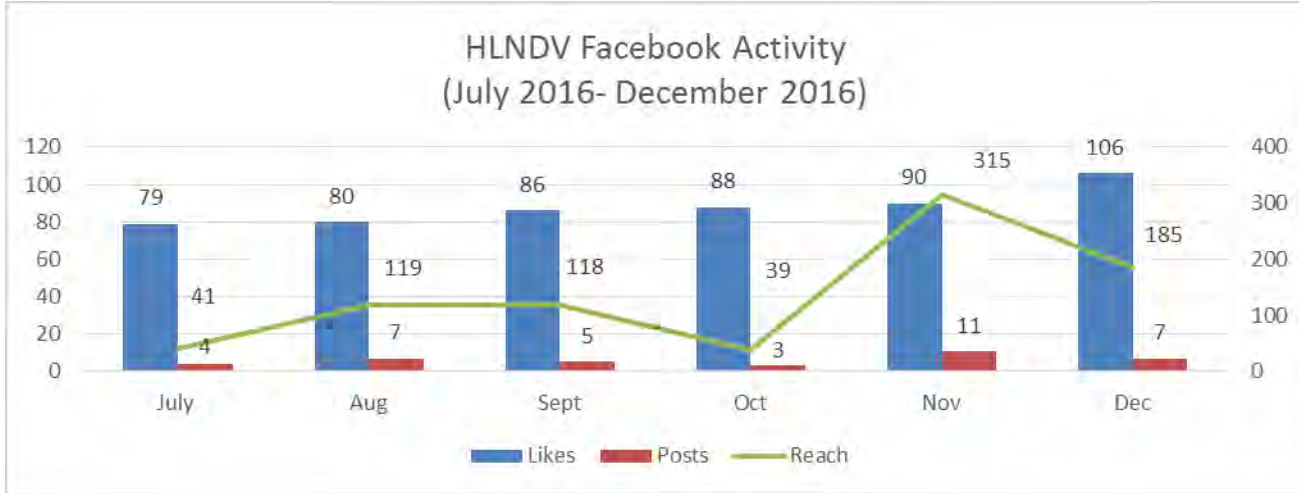
**Colleen King-McClintock, MHA**  
**Morris Fansler, MPA, FACHE**  
Co-Chairs, Communications Committee  
[communications@hlndv.achechapter.org](mailto:communications@hlndv.achechapter.org)



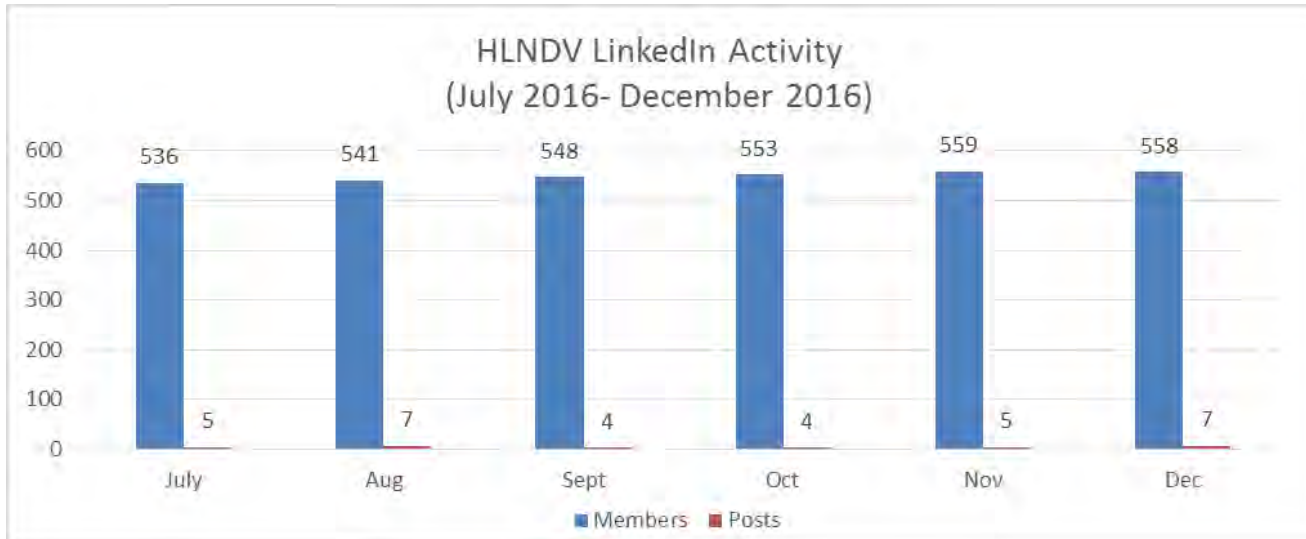
# COMMUNICATIONS REPORT (continued)

## Communications by the Numbers

### Facebook Statistics



### LinkedIn Statistics



# CORPORATE SPONSORSHIP REPORT

The Corporate Sponsorship Committee develops and maintains relationships with organizations to enhance the visibility of their brand within HLNDV and support our mission of quality educational programs. The Committee achieves this through:

- Reviewing/revising sponsorship level benefit descriptions (e.g. Platinum, Gold, Silver) on an annual basis
- Ensuring benefits of existing corporate sponsors (e.g., website logo, complimentary passes to events, newsletter articles, marketing opportunities at events)
- Communicating with identified potential corporate sponsors
- Securing new corporate sponsors and maintaining relationships with existing corporate sponsors

## Sponsorship Committee Members

Hernan Alvarado Jr.  
 Joe Crandall  
 Gail Malcolm  
 Meghan Mallouk  
 Patrick Moser  
 Sandra Neuberger  
 Paul Northen  
 Marc Schlessinger  
 Carol Sysak  
 Steve Yurasits



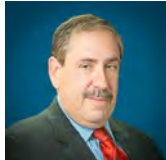
### Platinum Sponsors



### Gold Sponsors



### Silver Sponsors



**Joe Crandall**  
**Marc Schlessinger, RT, MBA, FACHE**  
 Co-Chairs, Sponsorship Committee  
[sponsorship@hlndv.ache.org](mailto:sponsorship@hlndv.ache.org)

# DIVERSITY AND INCLUSION REPORT

HLNDV has continued to have a strong and active Diversity and Inclusion Committee that meets monthly to develop chapter strategies and programming that benefit our members.

In 2016, HLNDV was awarded at the ACHE Chapter Leaders Conference, the “Chapter Accomplishment in Diversity Award”. This not only reflects the hard work of the Diversity and Inclusion Committee but more fundamentally, an alignment of the entire board and chapter with our mission of embracing diversity and inclusion

HLNDV embraces diversity and inclusion within the healthcare management field and recognizes that priority as both an ethical and business imperative. HLNDV also values and actively promotes diversity and inclusion in its leaders and members because diverse participation can serve as a catalyst for improved decision-making, increased productivity, and a competitive advantage. HLNDV works to foster an inclusive environment that recognizes the contributions and supports the advancement of all, regardless of race, ethnicity, national origin, gender, religion, age, marital status, sexual orientation, gender identity or disability because an inclusive environment can enhance the quality of healthcare, improve hospital/community relations, and positively affect the health status of society. This priority is reflected in the chapter's various activities and initiatives.

The Diversity and Inclusion Committee met monthly and focused 2016 and on the following key events:

- Conduct at least one initial chapter educational event offering, and plan for annual education to be incorporated into HLNDV programming.
- Publish at least one chapter newsletter article on diversity and inclusion each year.
- Develop and maintain a caucus organization within the chapter in collaboration with local organizations committed to promoting Diversity in the health field.
- Continue collaboration with the National Association of Health Service Executives and other local chapters such as the Latino and/or Asian Healthcare Administrators organizations.
- Participate in local and national programs to develop best practices in the region for diversity and create a repository for our members to review.
- Participate in the Strategic Planning process to ensure that diversity and inclusion is well represented in the 2016-2017 HLNDV Strategic Plan.

Our committee achieved these goals through collaboration with our local and national teams.

## EDUCATIONAL EVENTS

The Diversity and Inclusion Committee partners with all HLNDV board committees including an active collaboration with member services and communication. The strong partnership between the Diversity and Inclusion Committee and the Events and Education Committee continued in 2016 with events highlighting topics critical to today's health leaders. The Spring Institute includes a session on related topics.

There are additional Diversity and Inclusion events planned for 2017 including a panel on Diversity in the Workplace and Fostering Inclusion of LGBT Patients and Employees.

## LOCAL ALLIANCES: NAHSE

One of the committee's goals for 2016 is to foster collaboration and alliances between HLNDV and other health professional associations. These associations have a focus in their membership on diversity and inclusion, representing minority health care leaders and fostering scholarship and advanced education of new health care leaders. In 2016, the Diversity and Inclusion Committee built a stronger relationship with the local NAHSE chapter through several key events, including a Board Networking Event to align strategic goals of both organizations.

# DIVERSITY AND INCLUSION REPORT (cont'd)

## LOCAL AND NATIONAL PROGRAMS—BEST PRACTICES

The Diversity and Inclusion Committee continued to collaborate with the National ACHE group in order to better understand best practices in our broader committee. Key initiatives included:

- Active participation by Co-Chairs in two key diversity and inclusion teleconferences connecting leaders across the country.
- Sponsored committee membership (3) in national affinity groups including the Asian American and LGBT forums.

We continue to learn and to share best practices to support local and national efforts at building a leadership approach that best serves the multi-cultural reality of today's America.

## STRATEGIC PLANNING

Co-chairs Faith Needleman and Seema Sood actively participated in the 2016 Board strategic planning process to ensure our goals are aligned with ACHE and the HNLDV's future direction. They also join in on several committee meetings to align efforts with Communications, Member Services and Events and Education.

## Diversity and Inclusion Committee Members

Priyanka Adusumalli  
Kayla Burley  
Sanjay Cheulkar  
Jeshahnton Essex  
Belinda Florence  
Chris Fraser  
Doug Hughes  
Theresa Jones  
Mandeep Mangat  
Faith Needleman  
Lan Nguyen  
Karthik Ranganna  
Shonalie Roberts  
Melissa Schrier  
Coy Smith  
Seema Sood  
Tina Tucciarone



**Faith Needleman, MSN, RSN**  
**Seema Sood**  
Co-Chairs, Diversity Committee  
[diversity@hlnlv.ache.org](mailto:diversity@hlnlv.ache.org)

# EVENTS AND EDUCATION REPORT

The Events and Education Committee organized seven events in 2016. Total attendance in 2016 was 1,083, up by 6% compared to 2015. Thank you to all of our participating speakers and event sponsors for their generous support!

## HIGHLIGHTS INCLUDED

- Offered 6 ACHE Face to Face credits and 5.5 ACHE Qualified Education credits
- Strong attendance at the CEO Roundtable: 183 participants; the event was featured in the chapter's first video posted on the website
- Diversity of event locations was expanded
- 2<sup>nd</sup> annual successful charity collaboration with Delaware Valley HIMSS in support of Philadelphia Reads

## 2016 EVENTS

**Breakfast with the Regent**, Union League, Philadelphia, PA. Sponsored by CFAR and Cooper. Kevin McGovern, FACHE, Pennsylvania Regent hosted the annual awards meeting recognizing two chapter members. The Senior Executive award was presented to Adrienne Kirby Ph.D., FACHE, President and CEO, Cooper University Health Care. Carey H. Gallagher MBA, Manager, CFAR, received the Early Career Award. Keynote speaker Edward Lamb, FACHE, President - Western Division IASIS Healthcare Salt Lake City, UT, and Chair Elect - American College of Healthcare Executives, offered remarks and an overview of his experience working in different healthcare regions, including extensive time leading organizations in Alaska.

**6<sup>th</sup> Annual CEO Roundtable**, Top of the Tower, Philadelphia, PA. Sponsored by P. Agnes and Ewing Cole. A panel of local physician CEOs provided perspectives on Reimagining Health Care in Our Community. Speakers included Stephen V. Klasko, MD, MBA, President and CEO, Thomas Jefferson University and Jefferson Health, Katherine Schneider, MD, MPhil, FFAFP, President and CEO, Delaware Valley ACO, Janice E. Nevin, MD, MPH, President and CEO, Christiana Care Health System. The panel was moderated by Anthony V. Coletta, MD, MBA, President and CEO, Tandigm Health.

**4<sup>th</sup> Annual HLNDV Spring Institute**, Hilton Penn's Landing, Philadelphia, PA. A full-day educational conference provided 6 ACHE Face-to-Face credits and drew 174 attendees. Temple University Healthcare Alumni Association sponsored a networking reception after the event. Four panels explored topics that included :

- Leading Into an Unknowable Future: Creating a Committed Workforce
- Marketing and Money: Linking New Products, Services, and ROI
- Leading a Successful Multigenerational Organization
- Building the Hospital of Tomorrow: Rehabilitate, Renovate, or Replace

**HLNDV Annual Meeting**, Nemours/A. I. duPont Hospital for Children, Wilmington, DE. Sponsored by Nemours. 65 Attendees were provided with an overview of the chapter's accomplishments for the prior year. Emily Burrell, Administrator, Nemours, received the Administrative Achievement Award. Kay Holbrook, MSN, RN, CNE, former Nemours Administrator, presented on Integrated Facility Design and the Nemours A. I. duPont Hospital for Children expansion project.

**Fall Education & Networking Event**, Integrative Medicine, Mirna Brind Center, Villanova, PA. Sponsored by Jefferson Health. Attendees enjoyed delicious food from Azie restaurant and then moved on to hear from four physician panelists who explained Integrative Medicine and how this field combines modern science and technology within a holistic framework. Panelists were: Daniel Monti, MD, Andrew Newberg, MD, Mijail Serruya, MD, PhD, and Rashna Staid, MD, all of whom practice within the Jefferson Integrative Medicine program.

# EVENTS AND EDUCATION REPORT (contd.)

**9<sup>th</sup> Annual Lee White Innovation Institute**, Lankenau Medical Center, Wynnewood, PA. Sponsored by Veralon. Main Line Health hosted 50 attendees for an insightful discussion focused on Innovations in Sports Medicine. The audience was highly engaged in the discussion with the panelists. Multiple perspectives were shared by a top notch panel including Alfred Atanda Jr., MD, Surgical Director, Sports Medicine Program, Nemours/A.I. duPont Hospital for Children, William C. Meyers, MD, MBA, President, Vincera Core Physicians and Vincera Foundation, Kim Simons Tortolani, Head Coach, U.S. Women's Under-19 National Team, Captain, Princeton University National Championship Lacrosse Team, and Mitch Greene, PhD, President, Greenpsych Clinical and Sports Psychology.

**Holiday Charity Networking & Education Event**, Lo Spiedo, Philadelphia, PA. Over 100 people turned out for a co-sponsored charity and education event benefiting Philadelphia Reads. HLNDV teamed up with Delaware Valley HIMSS to collect books for donation to Philadelphia area teachers and schools. A panel of experts on Healthcare Information Exchanges presented perspectives on the future of exchanges. Panelists were Randy Farmer, COO, Delaware Health Information Network, Jennifer Natale, MPH, FACHE, Senior Manager, Healthshare Exchange of Southeast PA, and Daniel Wilt, Senior Director, Healthshare Exchange of Southeast PA.

## Events and Education Committee Members

Emily Burrell  
Lillian Carson  
Marcella Cassanelli  
Suzanne Comer  
Michael Curry  
Idette Elizondo  
Alexander Fein  
Chris Fraser  
Carey Gallagher  
Barbara Giacomelli  
Jphn Kiernan  
Colleen King-McClintock  
Gaesenee Kongsutbo  
Gail Malcolm  
Mandeep Mangat  
Faith Needleman  
Lan Nguyen  
Sherry Nissim  
Lola A Osawe  
Michelle Santoro  
Thomas Skorup  
Coy Smith  
Seema Sood  
Carol Sysak  
April Taylor  
Linda Weamer



**Emily Burrell, RD, MBA, FACHE**

**John Kiernan**

Co-Chairs, Events and Education Committee  
[events@hlndv.ache.org](mailto:events@hlndv.ache.org)

# MEMBER SERVICES REPORT

During the 2016 calendar year, we completed the ACHE Chapter Recruitment Pilot outreach program. Committee members regularly attended the meetings of other chosen organizations sharing best practices for membership development and to drive HLNDV membership recruitment efforts. The Membership Committee has been paying attention to the feedback of the current and new members by attempting to answer member questions and to encourage active participation in HLNDV.

We completed several snap surveys for various committees seeking member feedback and suggestions to guide the committee.

Our committee placed the Membership retention/ Engagement plan on the cross cutting agenda of our meetings. To build stronger relationships and greater collaboration with Partner Healthcare Organizations (PHOs), we are committed to reach our partners for support and to replenish ambassadors for each PHO. We have taken steps to keep ambassadors informed of our educational activities and to encourage member recruitment.

Our PHO initiative continued to grow with Nemours added in our growing list of PHOs. The PHO event was organized in February with an effective presentation to introduce ACHE and HLNDV to the Leadership Council at Nemours A.I. du Pont Hospital for Children. Paul Kempinski, FACHE, President, offered his strong support and advocacy for membership. He encouraged council members to explore the fellow advancement program which allows new members to learn what HLNDV has to offer. Recent ACHE statistics are as follows. Thank you to all of the volunteers who make this happen.

## Member Services Committee Members

Scott Bowes  
Thompson Boyd  
Marcella Cassanelli  
Sanjay Cheulkar  
John Kiernan  
Mandeep Mangat  
Velma Maxwell  
John Muka  
Faith Needleman  
Ryan Patterson  
Robert Sposato  
Sachit Verma  
JoEllen Workman



**Scott Bowes**, MBA, FACHE, CMPE  
**Sachit Verma**, MD, MBA, RDMS, RVT, CRCP  
Co-Chairs, Member Services Committee  
[membership@hlndv.ache.org](mailto:membership@hlndv.ache.org)



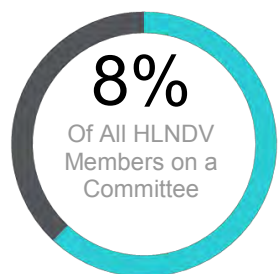
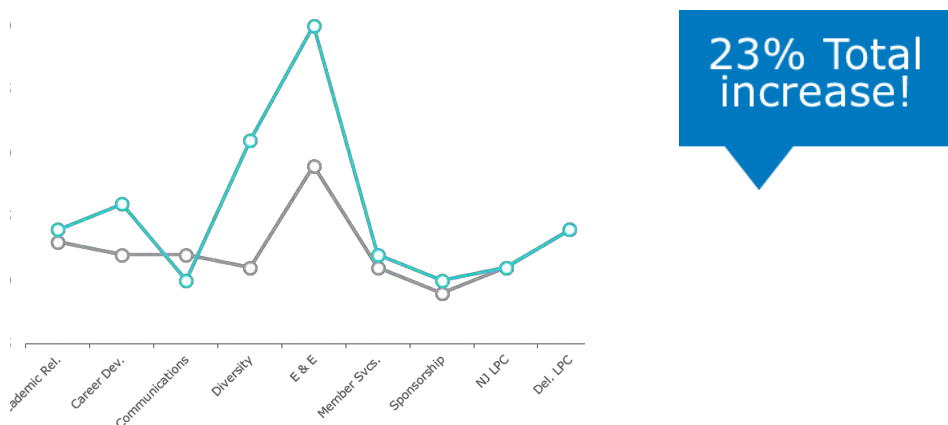
# VOLUNTEER COMMITTEE REPORT

Our chapter has had a very busy and successful year for volunteers on our committees. Volunteer numbers have been steadily increasing, with all committees offering a diverse and engaged group of chapter members. Focus areas for the year included succession planning and increasing:

- Retention
- Engagement
- Total membership

## 2016 HIGHLIGHTS

### Committee Volunteers 2015 to 2016



138 Total Committee Membership

106 Unique Individuals

21 Members on Multiple Committees



**Meredith Inniger, MHA**  
Chair, Volunteer Committee  
[membership@hlndv.achechapter.org](mailto:membership@hlndv.achechapter.org)



# DELAWARE LOCAL PLANNING COMMITTEE (LPC) REPORT

The Delaware Local Program Council (DE-LPC) had another successful year in 2016.

The DE-LPC added another member to the council, Linda Weamer, Clinical Quality Management Analyst at Highmark Health Options.

In September, the Delaware LPC hosted a free networking event at the Brick Hotel in Georgetown, Delaware for members and potential new members to network and hear about the benefits of ACHE membership and advancing to Fellow.

In October, through the partnership with the Delaware Healthcare Association (DHA), the DE-LPC coordinated a 1.5 face-to-face credit panel discussion at the annual DHA Fall Forum. The panel was moderated by Dennis Kain, FACHE, senior vice president Tyler and Company. Panel members included Audrey Van Luven, FACHE, Senior Vice President, Human Resources Officer, Christiana Care Health System and Joan Thomas, RN, MSN, FACHE, Vice President Clinical and Ambulatory Services, Beebe Healthcare. The panel focused on ways healthcare organizations can grow and develop talent within their own organization.

## Delaware LPC Committee Members

Arabinda Kumar Choudhary  
Chris Fraser  
Jodi Hartlep  
Barbara Hendricks  
Patricia Isherwood  
Lynn Jones  
Louisa Phillips  
Patty Resnik  
Jane Severs  
John D. Shevock  
Meredith Sullivan  
Mark A. Vojtecky  
Linda Weamer  
JoEllen Workman

**John D. Shevock, FACHE, FACMPE**  
Chair, Delaware Local Planning Council  
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# SOUTH NEW JERSEY LOCAL PLANNING COUNCIL (LPC) REPORT

The South New Jersey Local Program Council (SJ-LPC) has several new members including Melissa Zak, Karen Walsh, Patricia Lubrano, John Ervin, Stephanie Fendrick, Jim Baca, in addition to Rob Goldberg co-chair from the previous year.

The SJ-LPC has had an increased level of participation by its committee members, and with over 200 healthcare professionals living or working in New Jersey (who are members of HLNDV), the SJ-LPC will continue to develop educational and networking opportunities locally in New Jersey. This year the SJ-LPC partnered with the Education and Events committee for HLNDV, to better coordinate the timing of events to allow for growth of attendance at all HLNDV programs.

In June 2016, the SJ-LPC coordinated an innovative panel program focusing on the use of Telehealth: The Next Generation Delivery Model. The event was held at Virtua Health system in Marlton, New Jersey and Virtua leadership graciously both hosted and sponsored the event. The event consisted of a brilliant panel of subject matter experts: Thomas Gordon, Sr. SVP and CIO of Virtua Health, Moderator, Alyn M. Ford VP for Teladoc, Panelist, Kennedy Ganti, MD, FAAFP Physician Informaticist at Cooper Medical Center Assistant Professor of Medicine Cooper Medical School at Rowan University Panelist, and Adam Glasofer, MD, Associate Medical Director of Informatics Virtua Health Panelist.

The program presented a review of current and future telehealth offerings, identified drivers and barriers for implementing telehealth in a health care delivery system, as well as how quality improvement methods can facilitate implementation. There was a robust Q&A session along with networking that went into overtime. The participants were awarded 1.5 face to face educational credits, along with great conversations over breakfast.

SJ-LPC is planning a fall event for 2017 focusing on Gamification in Healthcare, and will be combining this event with the HLNDV annual meeting, hosted again by Virtua Health in New Jersey, along with a networking event in the summer.

SJ-LPC will continue to grow membership and offer interesting educational topics that align with HLNDV & ACHE strategic planning processes, as a value add for all our members.

## Southern New Jersey LPC Committee Members

Paul Abrams  
James Baca  
Lillian Carson  
Cheri Clancy  
Vincent DelGozzo  
John Ervin  
Stephanie Fendrick  
Robert Goldberg  
Jordan Goldberger  
Patricia Lubrano  
Karen Walsh  
Melissa Zak



**Lillian Carson, MSN, RN**  
Chair, New Jersey Local Planning Council  
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# EASTERN PENNSYLVANIA AND SOUTHEAST NEW JERSEY REGENT REPORT

As I moved through my third year as the Regent for Southeast Pennsylvania and Southern New Jersey, I once again saw the strength of HLNDV and the tremendous job that the chapter does in meeting the needs of its members.

The HLNDV Board continues to be fully engaged with its members, ensuring that they provide ongoing educational sessions that are focused on the most pressing topics that each of us are facing as healthcare leaders. From last year's Breakfast with the Regent event that featured Ed Lamb, the Chairman of ACHE, to the holiday event at the Philadelphia Navy Yard, all the events were well planned and provided an incredible opportunity to network and also learn about key topics in healthcare. Additionally the HLNDV Board offered a great support network to members and opportunities to become involved in ACHE activities. HLNDV has once again been recognized by ACHE as an outstanding chapter, due to its outstanding Board, Committee leaders and its dedicated members.

During the past year, the chapter was also recognized by ACHE for its fine work on diversity, something that is an ongoing priority for both HLNDV and ACHE. Additionally, the chapter continued to strengthen the connection with the local HEN (Higher Education Network) schools – something that will undoubtedly pay dividends as these students become involved in our chapter and with ACHE.

HLNDV's own Allison Wilson-Maher will become your new Regent at the upcoming ACHE Congress. We all know that Allison will be a great Regent and will support HLNDV to her fullest potential. I congratulate Allison on her new role. I can't think of anyone who is better qualified for this position.

It has been another remarkable year for HLNDV. Thank you all for making it happen. We should all be very proud of the chapter and its accomplishments.

**Kevin McGovern, FACHE**  
ACHE Regent for Eastern PA and SE NJ  
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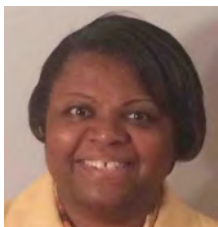
# DELAWARE REGENT REPORT

2016 continued to be full of events for Delaware's Regent, Barbara Hendricks, FACHE. During the year, Barbara attended national meetings in Chicago such as Congress (included the FACHE graduation), the Fall Regents meeting and the quarterly all-Regents call. Quarterly Regents messages were distributed to Delaware members by email. She facilitated the Regent Advisory Council meetings and was an active member of the Local Program Council.

Closer to Delaware, Barbara attended events in Philadelphia regularly. Events such as Breakfast with the Regent, the Annual Spring Institute (Barbara was a panelist) and HLNDV Chapter meetings provided an opportunity for Delaware to be represented.

In Delaware, Barbara attended the 2016 HLNDV meeting was held at the Nemours AI duPont Hospital for Children as well as the Delaware Healthcare Association and presented two Regent Awards (Early Careerist and Senior-Level Healthcare Executives). The Summer Network event was held at The Brick, and Barbara was able to enjoy downtime with current, new and potential members.

Barbara represented Delaware at a Maryland ACHE meeting, presented at Wilmington University twice and was a panelist at Drexel University's Drexel Society of Future Health Leaders' event.



**Barbara Hendricks, FACHE**  
ACHE Regent for Delaware  
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