



Official ACHE Chapter
Serving Southeastern Pennsylvania,
Southern New Jersey & Delaware



Letter from the President



Dear Healthcare Leaders and Friends of HLNDV,

On behalf of our Board of Directors, I am pleased to present our 2020 Healthcare Leadership Network of the Delaware Valley (HLNDV) Annual Report. HLNDV is the local chapter of the American College of Healthcare Executives (ACHE). Our mission is to provide healthcare professionals with opportunities to grow, learn, and lead through education, collaboration, and networking. Our values include Integrity, Lifelong Learning, Leadership, and Diversity.

As you will see in this report, throughout 2020, HLNDV continued to provide value to our members, friends, and sponsors in many ways. This included an adaptation to virtual programming throughout the second half of the year, which was well received by many. The following pages highlight this and detail the work of our board members, leaders, and committees.

In 2020, our Career Development Committee provided opportunities to advance in ACHE, connect with a mentor, receive recognition for outstanding contributions in the field, and to give back through local volunteerism. Our Academic Relations Committee fostered connections with students through the Higher Education Network schools and encouraged them to take advantage of HLNDV programs and connections.

Our Membership Committee supported our members with outreach and ongoing monitoring of needs. The Diversity and Inclusion Committee challenged us to grow as leaders and colleagues and connected us with other professional healthcare organization partners that are focused on diversity, equity, and inclusion. Our Communications Committee kept us informed via our newsletter, website, and social media as well as this annual report.

Thanks to our Events and Education Committee and our Regents, we held a successful Breakfast with the Regents event in early March. Along with our South Jersey and Delaware Local Planning Councils, additional events were planned and made available virtually throughout our tri-state region. Our Regents continued their efforts to promote the value of ACHE to our local scholars in the healthcare management fields and to connect us to ACHE on the national level, which helps drive our strategy. Our Volunteer and Sponsorship Committees also provided the valuable support of our volunteers and sponsors who enable us to do all that we do as a chapter.

In final review of the 2020 chapter accomplishments, I would like to extend my thanks to all of you who continue to serve as leaders in our local healthcare region as well as regionally and nationally. Our chapter and ACHE are fortunate to have your combined knowledge and input. As we move into 2021 and beyond, we look forward to meeting your ongoing professional needs by serving as your local ACHE chapter.



Emily Burrell, FACHE
President, Healthcare Leadership Network of the Delaware Valley

Treasurer's Report



In 2020, the overall financial condition of HLNDV was sound. As of 12/31/2020, the chapter's total assets were \$153,256, consisting of \$1,597 in cash and \$151,659 in investments, which includes a money market account and certificate of deposit. The chapter has no outstanding liabilities.

Revenue was down in 2020, compared to 2019. With COVID-19 restrictions in place during most of the year, the chapter's had very limited ability to hold face-to-face events. Revenue for 2020 totaled \$47,483, compared to \$94,785 Budgeted for 2020.

Overall Expenses decreased for the year, to \$48,686, as a result of limited number of chapter events as mentioned above. Expenses were \$53,599 under budget for the year..

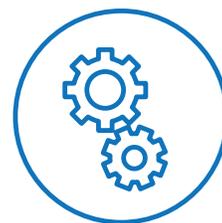
During 2020, HLNDV experienced a net loss of \$1,203 which was slightly better than the budgeted loss of \$6,500 for the year

The balance of the I. Donald Snook Education Fund was \$50,940, as of 9/30/20.



Scott Bowes, FACHE, MBA
Treasurer, HLNDV
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:

Routine communication about chapter events and activities of interest to students. These communications include early careerist events, networking opportunities and other ways for students to get involved with the chapter.

The Academic Relations Committee holds the annual Donald Snook student case competition which is open to any student in a healthcare management program. We have had students from many different local universities participate, such as Drexel, Temple, Villanova, Penn, Wilmington and Scranton. The first, second and third place winners of the competition are awarded a scholarship which is provided by the Donald Snook Education Fund. This past year would have been the 5th annual case competition but due to COVID it has been delayed and will continue the following year.

ARC has assisted the Regent in ensuring the chapter keeps its commitment by visiting each university who is a member of the Higher Education Network (HEN). To date we have completed HEN outreach visits with the following Universities: Widener, St. Joseph, Drexel, and Arcadia.

In addition to these initiatives, we also have developed a student centric role which supports the Academic Relations committee and the Events & Education committee. This role gives students an opportunity to contribute to the local chapter and enhances the student's leadership skills.

ARC is looking forward to another exciting year of student engagement in 2021!



Mark Benner



Merritt Brockman, DHA,
FACHE

Co-Chairs, Academic Relations Committee
academicrelations@hlndv.achechapter.org

Academic Relations Committee Members

Mark Benner

Eric Brenner

Merritt Brockman, FACHE

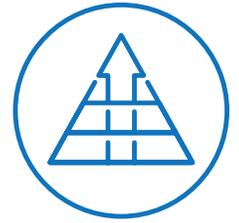
Harry Holt

Richard Kedanis

Shonalie Roberts



Career Development Report



In 2020, the Career Development Committee (CDC) oversaw the chapter's awards, community service, early careerist outreach, fellow advancement and mentorship programs.

AWARDS

Regent Awards

The 2020 Regent Awards were presented at the Annual Breakfast with the Regents held on March 4, 2020 at the Union League in Philadelphia. This year marked the third year that the ACHE Regent of Southeastern Pennsylvania and Southern New Jersey, Allison Wilson-Maher, MBA, FACHE, along with the Interim ACHE Regent of Delaware, Chris Fraser, FACHE, presented joint awards.

For Southeastern Pennsylvania and Southern New Jersey, the Early Career Healthcare Executive Award winner was Jennifer L. Pawlowski, M.A., Senior Practice Transformation Coach, Delaware Valley Accountable Care Organization, and the Senior-Level Healthcare Executive Award winners were Thomas E. Skorup, MBA, FACHE, Vice President, Applied Solutions, ECRI Institute and Brian E. Sweeney, RN, MBA, FACHE, Divisional Chief Operating Officer, Thomas Jefferson University Hospitals, Inc.

For Delaware, Robert Redden-Huff, MBA, MHA, Operational Lead of Care Standardization, Medical Group Operations, Christiana Care was the Early Career Healthcare Executive winner. The Senior-Level Healthcare Executive Award winner was Lolita A. Lopez, FACHE, President & CEO at Westside Family Healthcare and Chris Fraser presented this award at the Delaware Healthcare Association's Annual Forum on October 29, 2020.

Administrative Achievement Award

The 2020 Administrative Achievement Award winner was Colleen King-McClintock, Manager Client Services & Business Development, ECFMG|FAIMER. HLNDV President Emily Burrell, FACHE, recognized Colleen at the 2021 virtual Breakfast with the Regents held on March 3, 2021, as the 2020 Annual Meeting was not held due to the pandemic.

COMMUNITY SERVICE

During 2020, the Community Service subcommittee continued its community outreach with a focus on providing a variety of opportunities to HLNDV membership through diverse organizations in mission and location. Due to Covid-19 restrictions beginning in March 2020, traditional in-person volunteer events were ceased. Members were provided with virtual events throughout the remainder of the year.

Community service activities throughout the year included:

MLK Day of Service (January 20, 2020) - Served meals at Chosen 300 Ministries Spring Garden St facility. Conducted in partnership with NAHSE-DVC chapter.

April 2020 - Promoted Red Cross Blood Drive

June 2020 - Surveyed membership for suggestions on virtual community service opportunities

August / September 2020 – Promoted HLNDV members sharing their community service efforts via social media and newsletter posts

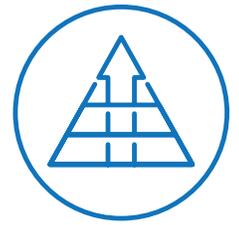
September 2020 - Sponsored Team HLNDV for the 7th Annual Philadelphia Brain Aneurysm and AVM Awareness Walk.

Veterans Day 2020 - Hosted a card drive for Veterans AND Thank You for Caring Cards to Staff. Benefiting facilities included Corporal Micheal J. Crescenz (VA) Medical Center, Philadelphia and Wilmington (DE) VA Medical Center.

Holidays 2020 – Promoted member donations to their local Food Bank/Neighborhood Pantry/Community Soup Kitchen

The subcommittee also promoted events sponsored by our colleagues at NAHSE-DVC.

Career Development Report (cont'd.)



The subcommittee also promoted events sponsored by our colleagues at NAHSE-DVC.

EARLY CAREERISTS

The Early Careerist Sub-Committee hosted two virtual events in 2020.

On August 19, a panel of healthcare leaders shared how their organizations responded to COVID-19. The discussion focused on the quick, short-term adjustments the organizations made when the pandemic first occurred, as well as on longer-term practices to maintain workforce morale and superior patient care as the pandemic continued.

On September 30, healthcare professionals from across the region tuned in to learn tips for effective negotiations. The conversation offered advice for job seekers negotiating an offer as well as for employees negotiating for advancement in an existing role. Since this event was smaller than the August event, participants could ask questions and receive advice tailored to their specific needs. They also shared their own job search experiences and discussed what they had learned from prior negotiations.

The sub-committee is grateful to the volunteers, panelists, and participants who adapted so readily to the new virtual event format. It looks forward to continuing to host high-quality programming for early careerists in person (when possible) and virtually.

MENTORSHIP

In 2020, the Mentorship subcommittee completed eight matches. Unfortunately, the pandemic's impact reduced the number of mentorship matches, as many mentors and mentees experienced job change, job transitions or were unreachable in 2020.

Throughout the year, announcements were prepared for the HLNDV newsletters and social media to promote interest and explain the process. Committee members conducted outreach to recruit new mentors in order to increase the number of individuals available to match with prospective mentees. Additionally, the team designed a holiday announcement to help generate mentor and mentee interest. Further, individuals that had not recently participated as mentors were reviewed and contacted to determine their availability and interest in continuing as a mentor. The subcommittee enjoyed the addition of member Margot Berg, Veralon, in 2020, supporting the committee's data management.

FELLOW ADVANCEMENT

This year, the subcommittee worked on content development for the chapter's BOG exam prep seminars planned to be hosted in 2021. Each committee member participated in national's ACHE Board of Governors Online Tutorial, and was assigned to develop two presentations to support content delivery of the ten knowledge areas of the exam. Content continued to be finalized and packaged for delivery.

The subcommittee continues to highlight and share opportunities to support membership advancement, including resources at the national level. For more information, please visit the advancement to fellow website.



Colleen King-McClintock
MHA



Jodi Hartlep
MHA, MBA, FACHE

Co-Chairs, Career Development Committee | careerdevelopment@hlndv.achechapter.org

Awards

Committee Members

Carl Adkins, FACHE
Emily Burrell, FACHE
Chris Fraser, FACHE
Michael George, FACHE
Robert Hill, FACHE
Doug Hughes, FACHE
Ellen Nassberg, FACHE
Melissa Schrier
Christine Winn, FACHE
Joshua Zissman

Community Service Committee Members

Morris Fansler, LFACHE
Tammy Huster
Sean Cosgrove

Early Careerist Committee Members

Stephanie Fimmel
Fatorma Greene
Eleanor Kelly

Fellow Advancement Committee Members

Meredith Inniger
Colleen King-McClintock
Arva Mustasam
Michael Passanante
Marlin Williams

Mentorship Committee Members

Margot Berg
Steve Brown, LFACHE
Kelly Lorah, FACHE
Ellen Nassberg, FACHE
Carolyn Polales
Alice Wilson, FACHE

Communications Report



The Communications 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. This year, HLNDV has taken another step in the Inclusive engagement with other committee leaders on the importance of Diversity, Equity, and Inclusion. Communication committee will support and actively collaborate in the cause and impact. The Committee had a busy year in 2020.

NEWSLETTER/ EMAIL BLAST

The Committee issues newsletters on a quarterly basis. The newsletter highlighted the chapter’s various events and included feature articles of general interest to the membership. Several of our corporate sponsors provided articles for publication. Many members from HLNDV have written articles based on activities, volunteering, and outside interests. New this year, the electronic HLNDV program and news updates are sent out on Monday that contain news, upcoming events, announcements, and other highlights. The Committee welcomes articles from our membership, sponsors, and chapter affiliates.

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 WEBSITE

The website (<http://hlndv.achechapter.org/>) is now hosted on the WordPress platform, making the web site dynamic and mobile friendly. The content of all the chapter’s committees was reviewed and updated. Value-added features of the 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 committee continued work into 2020 to assure various components of the site-maintained functionality. The committee and chapter leadership continually review and revise the web page as needed.

SOCIAL MEDIA

Our social media plan (Facebook, Linked-In, Twitter, Instagram) in 2020 was significant due to spike in online consumption while keeping in touch with our members. The committee maintains an active role in expanding the chapter’s social media presence. The committee has increased content marketing from our sponsors, postings regarding mentorship program, member, volunteer highlights and their services to the community, photos, and event updates to all our pages. Social media statistical reports are available for review by the Committee and Board. We are happy to report an increase in visits and use in 2020.

- [LinkedIn](#) – 864 group members
- [Twitter](#) – 162 Followers, 862 Following
- [Instagram](#) – 209 posts 149 followers, 476 following
- [Facebook](#) – 184 followers, 166 page likes



Sachit Verma
MD, MBA, FAPCR



Faith Needleman
MSN, RN

Co-Chairs, Communications Committee

Communication Committee Members

- | | |
|---------------------------------|------------------------------|
| Caitlyn Allen, MPH | Kristine Gjonpali, MPH |
| Amy Brazina, MBA, BS | Siobhan Hawthorne, MBA |
| Tamara Dilbeck MA | Ryan Haydu, MBA |
| Khalil Elliott, BA (MBAc) | Colleen King-McClintock, MHA |
| Leeann Essai, MBA | Faith Needleman MSN RN |
| Melissa Fox, MHA, FACMPE, FACHE | Sachit Verma MD, MBA |

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 annual sponsorship level benefit descriptions (e.g., Platinum, Gold, Silver) on an annual basis
- Ensuring access to benefits for existing corporate sponsors (e.g., website logo, complimentary passes to events newsletter articles, marketing opportunities at events, plus use of “Virtual Technology” when appropriate)
- Communicating with identified potential corporate sponsors regarding current and upcoming events
- Securing new corporate sponsors and maintaining relationships with existing corporate sponsors
- Serving as a corporate sponsor advocate with the Board and other committees
- Collaborating with other ACHE Sponsorship Committees to develop “Best Practices”

While Annual Sponsorships remained consistent, in-person events were difficult to maintain due to the COVID-19 pandemic. The Events and Education Committee utilized virtual technology to promote and recognize our Corporate Sponsorships.

The Sponsorship Committee is actively recruiting new, and former members, to this Committee. Our goal is to have a diverse committee with at least 10 members.



Cheryl Kreider, MBA, FACHE, RT



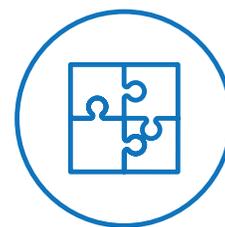
Weston Riesselman, MHA

Co-Chairs, Sponsorship Committee
sponsorship@hlndv.achechapter.org

Corporate Sponsorship Committee Members

- Cheryl Kreider, FACHE
- Pat Moser, FACHE
- Paul Northen
- Wes Riesselman, MHA
- Marc Schlessinger, FACHE

Diversity and Inclusion Report



The Healthcare Leadership Network of Delaware Valley (HLNDV) embraces diversity within the healthcare management field and recognizes that priority as both an ethical and business imperative. HLNDV values diversity and initiatives that promote diversity because they can improve the quality of the organization's workforce. HLNDV also values and actively promotes diversity in its leaders and members because diverse participation can serve as a catalyst for improved decision making, increased productivity, and a competitive advantage.

Further, 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 chapters various activities and initiatives in 2020.

- The Diversity and Inclusion Committee has met monthly, despite the pandemic challenges, to strategize and operationalize forums, events and discussions that helped chapter members understand current diversity-related issues.
- The committee has continued to work with like-minded organizations and collaborated to enhance education on diversity and inclusion; postings and connections to webinars and other offerings from diverse organizations such as NAHSE, NALHE, & the Diversity Institut
- A new co-chair was brought on board due to a transition on this committee.
- In December of 2020, the committee held a virtual face to face program entitled Diversity, Equity, and Inclusion in Healthcare.
- The committee has continued to work on developing a 2-year strategy around D&I starting in late 2020.

HLNDV and the D&I committee recognize that there is more work to do around diversity and inclusion and know that we are in a position to make a difference with our partners and for our stakeholders.



Coy Smith
ND, RN, MSN, NEA-BC, FACHE, CPHQ



Shawn Parekh, PharmD, MHA, FACHE

Co-Chairs, Diversity and Inclusion Committee

Diversity and Inclusion Committee Members

- | | |
|----------------------------|-----------------------|
| Priyanka Adusumalli, FACHE | Melisa Mairs |
| Sean Essex, FACHE | Mayange Mitchell |
| Chris Fraser | Ellen Nassberg, FACHE |
| Lisa Flores | Faith Needleman |
| Melissa Fox | Lola Osawe, FACHE |
| Michael George, FACHE | Roopa Pappan |
| Charlese Hawkins | Shonalie Roberts |
| Teray Johnson | Seema Sood |
| Mayange Kane | |



Events and Education Report



The Events and Education Committee organized six educational and networking events in what would become a year of dramatic change and uncertainty. 2020 started like any other, with the committee and its co-chairs committed to producing excellent events that delivered on two criteria – to maintain knowledge on current topics that allowed professionals to earn credits toward their ACHE fellow certifications and to provide opportunities for those same professionals to network and learn from their peers in the region.

The chapter's first two events of 2020 were the last to be held in-person through the remainder of the year and into the following year. As quarantine lockdown commenced due to Covid-19, the committee pivoted toward a new all-virtual panel approach for face-to-face sessions, while also reconsidering how both quarantine and the emerging issues of racial injustice should influence the direction and content of planned educational.

The topics of our virtual sessions, as shown below, reflect that zeitgeist. Special thanks to outgoing co-chair, Siobhan Hawthorne, in surfing this amazing wave of change and collaborating with the team to bring a focus to what was and will remain important in healthcare delivery in the years ahead. The opportunity moving forward is to retain the best of this experience in managing change and to apply hard-learned lessons not only as a professional group but as individuals with new tools, virtual collaboration skills, and a fresh outlook on what is important and where we have much more to learn to better serve our communities.

HIGHLIGHTS INCLUDED:

The chapter offered 7.5 ACHE Face-to-Face credits.

We kicked off the year with two in-person events that garnered record attendance, followed by four virtual events using the ACHE virtual panel platform on Zoom.

The pandemic offered an opportunity to provide several free Face-to-Face credits, including one event provided by the Delaware Local Programming Council.

In our programming, we explored relevant issues of the day presented by the need for societal change due to the pandemic and the need for improved racial equity and justice.

2020 EVENTS:

Lee White Innovation Institute, February 5, 2020

Moderator Ken Hanover, President of Healthcare Solutions at the Synergy Organization, joined panelists at Main Line Health's Lankenau Medical Center in Wynnewood, Pennsylvania, to explore the subject of learning from experience. Speakers included Susan Croushore, Former CEO, Mercy Health System of Southeastern Pennsylvania, Kevin Mahoney, CEO, University of Pennsylvania Health System, and Meg McGoldrick, President, Abington Jefferson Health. A special thank you to Susan and Meg for their lifelong service and for taking the time to share their career learnings with approximately 150 attendees. Congratulations to both of you on your retirement.

Breakfast with the Regents, March 4, 2020

The chapter's annual event was held at The Union League of Philadelphia, 140 South Broad Street, and featured speaker: Anthony Mazzarelli, MD, JD, MBE, Co-President/CEO Cooper University Health Care, Associate Dean of Medical Affairs Cooper Medical School of Rowan University. We were also delighted to celebrate the regent award recipients for the year:

Senior level healthcare Executive: Thomas Skorup and Brian Sweeney were recognized as senior level healthcare executives and Jennifer Pawlowski and Robert Redden-Huff for their contributions as early careerists. This event attracted more than 120 attendees and provided a unique interactive environment for corporate sponsors.

Events and Education Report (cont'd.)



24th Annual Delaware Healthcare Forum, October 29, 2020

This premier annual event organized by the Delaware LPC was held in a virtual format for the first time. Health care and health policy experts from across the state provided informative presentations on a range of topics to hundreds of attendees and concluded their day with an ACHE panel that focused on the financial implications of the push from inpatient to outpatient care. ChristianaCare CFO, Rob McMurray, MBA, CPA, moderated the discussion. Anthony D'Alonzo, PT, DPT, MBA (Bayada Home Health Care) provided the post-acute perspective and Brad Kirkes, MBA, MHA, OTR/L, CHT, FACHE (Bayhealth), Anuja Mohla, DO, CHCQM-PHYADV (ChristianaCare) and Bonnie Graham, CPA (ChristianaCare) discussed their experience with the push to outpatient care from the health system perspective.

Telemedicine: Strategic Considerations/Practical Implications, December 3, 2020

This event, our first to be held entirely virtual, focused on the highly relevant subject of telemedicine. Moderator Kathy Wibberly, Director of the Mid Atlantic Telehealth Resource Center, joined panelists Elliott Wilson, Director of Digital Health and Connected Care, Virtua Health; Michael Kurliand, Director of Telehealth and Process Improvement, West Health; and Dr. Angela Skrzyński, Clinical Lead On Demand Team, Virtua Health.

Disruptive Innovation in Healthcare Delivery, December 11, 2020

This second virtual event addressed a subject that was widely experienced by healthcare leadership professionals this year. Moderator Stephen Pitt, PhD, Head of Johnson & Johnson Innovation was joined by panelists Judd Hollander, MD, SVP Healthcare Delivery Innovation, Thomas Jefferson University; Marion Leary, RN, MSN, MPH, Director Innovation, University of Pennsylvania School of Nursing; and David Rubin, MD, MSCE, Director of the Policy Lab and Population Health Innovation, Children's Hospital of Philadelphia.

Diversity, Equity and Inclusion in Healthcare, December 15, 2020

The committee was determined to give voice to the frustration and disappointment that were widely felt in the summer of 2020. This virtual panel was moderated by Shawn Parekh, MHA, Pharm D, Chief Ancillary Officer/VP of Pharmacy, Prospect Medical Holdings, and included perspectives from panelists Marianne Foard, MS, RN, NE-BC Director of Patient Advocacy, Service Excellence and Professional Recruitment, Bayhealth Hospital; Peter Adamo, MBA, CEO Crozer Health; and Heri Biggs, Pharm D, MBA Senior Director of Pharmacy, BayHealth Medical Center.

The committee and its co-chairs extend warm thanks to all of the professionals who contributed their time, expertise and patience in this year of change and learning.



Siobhan Hawthorne
MBA



Joan Deming-Murphy
RN, MS, MBA

Co-Chairs, Events and Education Committee

Events and Education Committee Members

Ahema Asarea

Marcella Cassanelli

Ryan Haydu

Chris Horn

Louis Horvath

Faith Needleman

Jennifer Pawlowski

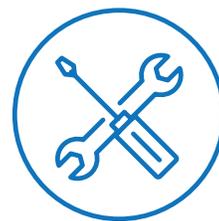
Joel Port, FACHE

Meredith Sullivan

April Taylor, FACHE



Member Services Report



We ended 2020 with a total of 1,044 members, a decrease of 67 members from the previous year. This is largely due to the unusual nature of 2020 with the onset of the COVID-19 pandemic in March.. Additionally, in June of 2020, 215 members/fellows had their membership suspended. The Member Services Committee increased outreach efforts from July -December 2020, and with the help of our Board member colleagues, we were able to successfully reinstate 52 members.

HLNDV is currently ranked the 9th largest of 55 chapters nationally and 2nd largest in the region of 13 chapters total. During 2020, the Member Services Committee continued to work toward attracting, retaining, and engaging members through the following initiatives:

NEW MEMBER SPONSORS

The committee created a new program that assigned sponsors to each new member who joined in the prior year. This included over 120 new members for calendar year 2020. The sponsor was required to be a board member or a volunteer in one of HLNDV's committees in order to serve in this capacity. Each sponsor sent personalized welcome emails to their assigned new members, and encouraged them to set up a virtual meeting with their sponsor where they could ask questions, get more information about our chapter, etc.

PARTNER HEALTHCARE ORGANIZATION (PHO) PROGRAM

HLNDV was awarded an ACHE Innovation Grant in 2013 to launch the PHO program and since that time has established and maintained relationships with the following organizations:



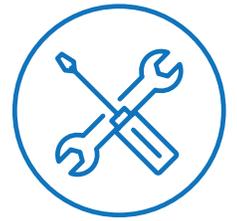
HLNDV welcomed Crozer Health as its newest PHO in 2020.

Also in 2020, the committee launched a new strategy to support the PHOs. This included assigning a member services committee member as a contact point for each PHO, reestablishing relationships with the PHO ambassadors at each organization, and starting to plan virtual events with each PHO beginning in early 2021.

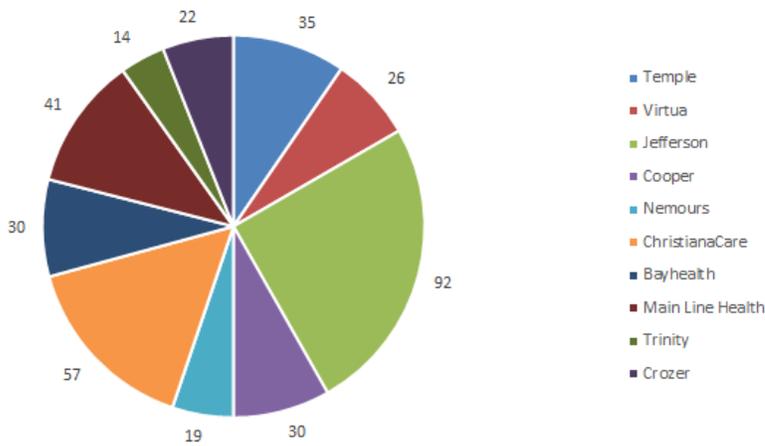
PHO-AFFILIATED MEMBERS

HLNDV members employed by our Partner Healthcare Organizations comprise a substantial component of our total membership. We thank our PHO partners for their support of HLNDV and their employees for appreciating the value of their membership.

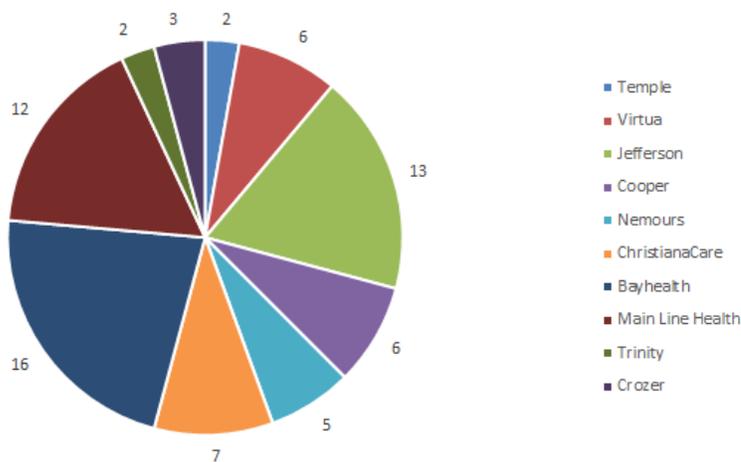
Member Services Report (cont'd.)



Number of HLNDV Members- Total DE/PA/NJ



Number of FACHE Members- Total DE/PA/NJ



COLLABORATION WITH ACADEMIC RELATIONS

Member Services partnered with Academic Relations in 2020 to try and recruit new student/faculty members through the higher education network (HEN) program. A committee member from Member Services attended the virtual visits with Drexel University and Saint Joseph’s University, to speak briefly about what HLNDV has to offer and answer any questions posed by the students/faculty.

COLLABORATION WITH COMMUNICATIONS

Member Services partnered with Communications to contribute content for social media and the quarterly newsletter on a regular basis. Additionally, our committee will be working on the Board Member Spotlight for the quarterly newsletter starting in early 2021.



Jennifer Pawlowski,
MA



Meredith Kydd-Hindelang,
MHA

Co-Chairs, Member Services | membership@hlndv.achechapter.org

Member Services Committee Members

Marley Alig
 Scott Bowes, FACHE
 Thompson Boyd, MD, FACHE
 Meg Getzfread
 Meredith Kydd-Hindelang
 Chris Horn

Teray Johnson
 John Kiernan
 Alex Koroll
 Faith Needleman
 Jennifer Pawlowski
 Dan van der Kwast

Volunteer Report



2020 was a great year for our board committees, despite the challenges of the pandemic. Nearly 120 of our 1,000+ chapter members participate on committees. Our total committee participation remained relatively constant from the prior year with a few notable exceptions:

- 71% membership growth on the Member Services Committee
- 46% membership growth on the Diversity & Inclusion Committee

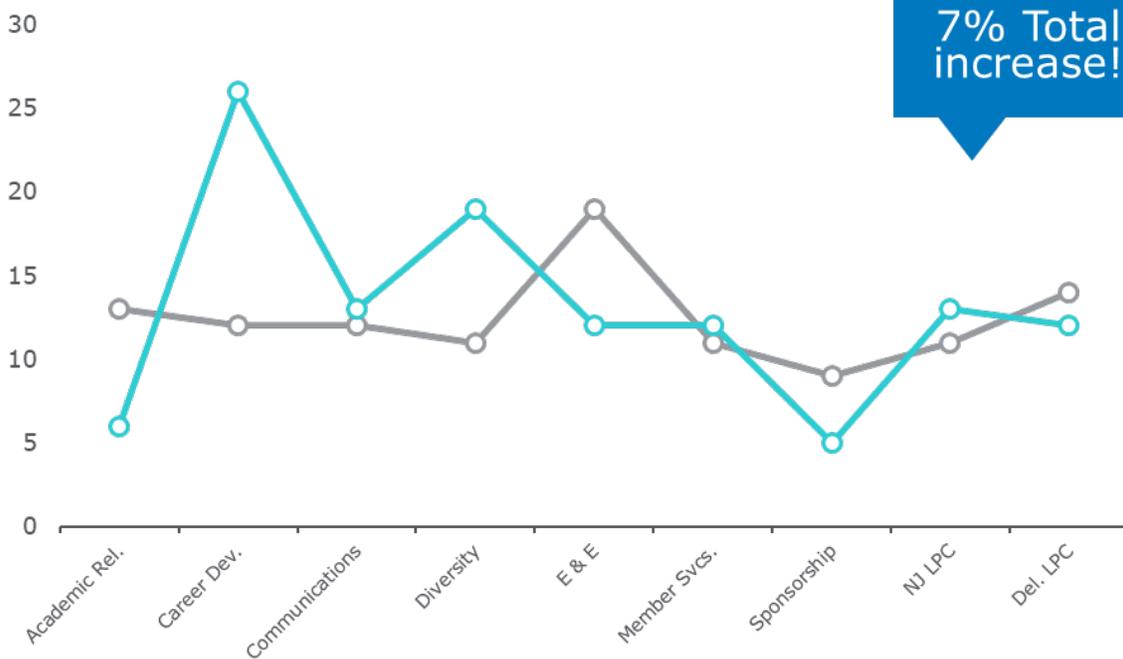
Many committees continue to plan for growth in 2021. As in previous years, committees are focused on engagement and retention of members.



The most recent volunteer engagement survey identified additional opportunities to enhance the chapter volunteer experience, including increasing volunteer recognition at events and throughout the year.

In 2021 the chapter will continue to look for ways to increase committee volunteer recognition and communication, including releasing another volunteer survey for feedback. Planned focus areas for next year will include increasing total membership and reinvigorating in-person recognition events for volunteers as the pandemic sunsets.

Committee Volunteers **2015** to **2020**



Delaware Local Planning Council (DE-LPC) Report



The 2020 Delaware LPC membership included representatives from throughout the State of Delaware working together with the common goal of promoting healthcare leadership and education in our state. Just as most organizations were hit unexpectedly by the global pandemic, the Delaware LPC was forced to cancel our Spring 2020 educational event the day before the event on March 12, 2020. It was at this time that positive COVID cases began to be noted in Delaware and many hospitals started to enforce travel bans.

In the true meaning of resiliency, the Delaware LPC worked to move our planned Spring Education program to October 2020. We worked in junction with the Delaware Healthcare Association (DHA) to present an ACHE-qualified education event at the DHA annual forum. Our presentation entitled “Financial Implications: The Push from Inpatient to Outpatient Care” was successfully completed via virtual meeting platform on October 29, 2020. The presentation was moderated by Rob McMurry, CFO of Christiana Care. The panel included Anthony D’Alonzo, Division Director & Vice President, Clinical Strategy and Innovation, Bayada Home Health Care; Anuja Mohla, MD, Senior Physician Advisor, Christiana Care; Bonnie Graham, Senior Vice President of Finance, Christiana Care and Brad Kirkes, Vice President, Ancillary and Clinical Services, Bayhealth. The presentation was a successful partnership with the DHA and the first attempt for both groups in conducting a large-scale virtual conference.

Delaware Local Program Council (DE-LPC) Membership

Patty Resnik, Chair, FACHE
Chris Fraser, FACHE
Lynn Jones, LFACHE
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Meredith Sullivan, Vice-Chair, FACHE
Jane Cordrey, FACHE
Gina Skipper, FACHE

Jodi Hartlep, FACHE
Ray Fulkrod, MBA
L. Chantel Creque, MBA
John Shevock, FACHE

South New Jersey Local Planning Council (SJ-LPC) Report



The South Jersey Local Programming Committee seeks to engage regional members in education, networking and service events local to the area. During the pandemic, all chapter events were virtual and we did not hold any events in the South Jersey region. We look forward to hosting local events and other opportunities in 2021.

Eastern Pennsylvania and Southeast New Jersey Regent Report



My first year as ACHE Regent for Southeastern Pennsylvania and Southern New Jersey has been an interesting one, to say the least! Within a few days of being introduced by my predecessor Allison Wilson-Maher at the Annual Breakfast with the ACHE Regents at the Union League in Philadelphia, the country went into lockdown as a result of the COVID-19 pandemic. ACHE Congress in Chicago was canceled, which meant my orientation as your new Regent was 100% virtual! I would like to express my gratitude to Allison Wilson-Maher for all of her support in preparing me for this role. I would also like to acknowledge the College for doing a tremendous job onboarding me and all the new ACHE Regents in a 100% virtual environment, as well as Chris Fraser, my fellow Regent in Delaware, who has supported me along the way. Thankfully I was able to attend two District 1 Regent meetings – though virtually -- during my first year in this role.

In 2020 I was also able to virtually visit one of our Higher Education Network (HEN) schools in the area: Widener University, my alma mater. With the help of the Co-Chairs of HLNDV's Career Development Committee, Merritt Brockman and Mark Benner, and their Committee Member, John Kiernan, Arcadia University and St. Joseph's University were visited in Spring 2021. These HEN visits introduce students to ACHE and encourage them to join the College as Student Members, as well as to engage in the HLNDV chapter dedicated to professional growth and lifelong learning.

In 2020, HLNDV held its annual Joint Breakfast with the ACHE Regents, which included me for Southeastern Pennsylvania and Southern New Jersey, and Chris Fraser for Delaware. I'd like to congratulate our outstanding and deserving Regents' and HLNDV Administrative Achievement award winners, who were honored March 3, 2020, during our first ever "virtual" Breakfast with the Regents:

ACHE Senior-level Healthcare Executive Award:

Anthony C Stanowski, DHA, FACHE
President & CEO
Commission on Accreditation of Healthcare Management Education

Coy L. Smith, ND, RN, MSN, NEA-BC, FACHE, CPHQ
Associate Director Patient Care Services/Nurse Executive
Assistant Dean Clinical Practice – PENN School of Nursing
Veterans Administration Medical Center

Eastern Pennsylvania and Southeast New Jersey Regent Report (cont'd.)



ACHE Early Career Healthcare Executive Award:

Merritt M. Brockman, DHA, FACHE
Assistant Teaching Professor
Director, Medical Billing and Coding Program
Health Administration Department
College of Nursing and Health Professions
Drexel University

Weston P. Riesselman, MHA
Virtual Medical Group Operations Manager
Christiana Care

HLNDV Administrative Achievement Award:

Colleen King-McClintock, MHA
Manager, Client Services and Business Development
The Educational Commission for Foreign Medical Graduates (ECFMG)

Thank you all for your dedication, service and membership in ACHE. If you haven't already done so, I encourage you to become active in the HLNDV Chapter and the College, and I also recommend that you consider pursuing your ACHE Fellow credential in the coming year if you are eligible. Please let me know if I can assist you in any way.

Sincerely,

Michael George, FACHE



Michael George, FACHE
Regent, American College of Healthcare Executives (ACHE)
Southeast Pennsylvania and Southern New Jersey

Delaware Regent Report



It has been an honor to have served as the Interim ACHE Regent for Delaware in 2020. The past year was incredibly challenging for healthcare leaders as we learned to navigate the uncharted waters of the pandemic. In the midst of the journey, it quickly became clear that the connections that we have made with each other through ACHE in Delaware and through the entire HLNDV chapter have proven invaluable. Our ACHE colleagues have, in many ways, been like the beacons of light that have guided us to safe ports along the way.

The HLNDV chapter continues to demonstrate leadership in the region and across the nation, as one of the largest active chapters in ACHE. Our new strategic plan has us on the right path to fulfill our vision, mission, and values. HLNDV strives to be the premier professional organization for healthcare leaders in the region. Due to this focus, our members consistently demonstrate commitment to the ACHE Values of integrity, lifelong learning, leadership, and diversity and inclusion.

Over this last year, we have adapted and found creative ways to fulfill our mission to provide healthcare professionals with opportunities to grow, learn, and lead. HLNDV continued to promote the value of ACHE for healthcare leaders in various stages of their career, assisting members in advancing to Fellow status, and connecting with students and emerging leaders. Due to the hard work and diligence of our Chapter leadership, our members benefited from an excellent series of online learning opportunities that also provided important networking opportunities via virtual connections.

In 2020, we were able to celebrate and honor two outstanding ACHE leaders in Delaware. Our ACHE Early Career Healthcare Executive Regent Award was presented to Weston P. Riesselman, MHA, Medical Group Operations Manager with ChristianaCare. In the midst of the pandemic, Weston and his team successfully enabled virtual outpatient clinics and developed a national direct-to-employer monitoring program for employees. The Senior-Level Healthcare Executive Regent Award was presented to Lolita A. Lopez, FACHE, President & CEO of Westside Family Healthcare. In 2020, Lolita celebrated 30 years at the helm. Her leadership of Westside ensured that the community health center continued to meet the needs of the Delaware's most underserved communities at the height of the pandemic, providing primary care, testing, and vaccines, and ensuring health equity.

As we advance the work of ACHE in Delaware, I am grateful to be passing the torch and the ACHE Regent role for the upcoming year to David A. Tam, MD, MBA, FACHE. Dr. Tam is the President & CEO of Beebe Healthcare. He is a distinguished and accomplished healthcare executive with experience in large public health systems, a retired U.S. Navy officer, and a Fellow of ACHE. I am looking forward to Dr. Tam's leadership as he serves our Delaware ACHE members and the HLNDV chapter by connecting with students and faculty of our local Healthcare Education Network schools, encouraging ACHE membership, and supporting leaders as they advance to achieve their FACHE credential. Please join with me in welcoming Dr. Tam to his new role as our ACHE Regent for Delaware.

Thank you – it has been a pleasure to serve ACHE and our wonderful local membership!



Chris Fraser
MBA, FACHE
Interim Regent for Delaware, American College of Healthcare Executives (ACHE)
chris.fraser@westsidehealth.org

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2020 HLNDV New Fellows

Gina R. Skipper, MBA, CMPE, FACHE

Melissa Fox, MHA, FACHE

Paul E. Minnick, DNP, MSN, FACHE

2020 ACHE Service Award Recipients

Scott T. Bowes, FACHE

Benjamin J. Negley, FACHE

Joanne Carrocino, FACHE

Lt Col Lola Osawe, DHA, MHSA, FACMPE, FACHE

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