



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 2021 Healthcare Leadership Network of the Delaware Valley (HLNDV) Annual Report. HLNDV is the local chapter of the American College of Healthcare Executives (ACHE), serving Southeastern Pennsylvania, Delaware, and Southern New Jersey.

The past year saw HLNDV continuing to innovate and tune into member and community needs. As you will see in this report, throughout 2021, HLNDV continued to provide value to our members, friends, and sponsors in many ways. This included continuing virtual programming, which was well received by many. Following our strategic plan with the priorities of Evolving Leadership Conversation, Inclusive Engagement, and Lifelong Development, we advanced the collaborative work of advancing the mission of the chapter. This report highlights this and details the work of our board members, leaders, and committees.

In 2021, our Career Development Committee (CDC) provided opportunities to advance as a leader, including a foundational chapter-led preparatory program for the ACHE Board of Governor's Exam, which is a key aspect of helping members achieve Fellow status. The CDC also enabled members to connect with a mentor, engage as an Early Career healthcare leader with the chapter, 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 linked to our members and regional healthcare organizations with outreach and stayed connected to changing member needs in the shifting environment. The Diversity and Inclusion Committee was renamed as the "Diversity, Equity and Inclusion committee," and challenged us to grow as leaders and colleagues while connecting us with other professional healthcare organization partners. Our Communications Committee kept us informed via our newsletter, website, and social media as well as this annual report.

Our Events and Education Committee continued to innovate to ensure HLNDV members and the healthcare community could access education and networking in virtual and hybrid events, pioneering a thematic focus for each season of the programmatic year. Delaware and South Jersey Local Planning Councils convened successful events and added to the ways to participate in the life of the chapter. Our Sponsorship Committees and Volunteer Coordinator also supported volunteers and sponsors to enable us to do all that we do as a chapter. Significantly, 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 and enrich our local presence.

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 2022 and beyond, we look forward to meeting your ongoing professional needs by serving as your local ACHE chapter.



Carey H. Gallagher, MBA, FACHE (she/her/hers)
President, Healthcare Leadership Network of the Delaware Valley

Regent's Report



My second year as ACHE Regent for **Southeastern Pennsylvania and Southern New Jersey** has proven to be an interesting year as well, with practically all my responsibilities being fulfilled virtually during the pandemic. I am grateful for the opportunity to serve the College and its Members and Fellows, and I would like to take this opportunity to thank all our ACHE and HLNDV Chapter Members for leading during one of the most challenging times in healthcare.

Below is a summary of my accomplishments during 2021:

- Attended virtual ACHE Congress in March 2021 (as of the writing of this report, I am excited to be attending in-person ACHE Congress in Chicago March 26 – 31, 2022, my first formal “live” ACHE engagement since becoming Regent in March 2020!)
- Attended virtual quarterly District 1 Governors’ meetings with ACHE Leadership and Regents.
- Participated in the development of ACHE’s Strategic Plan.
- Actively participated with HLNDV’s Diversity, Equity, and Inclusion (DEI) Committee to draft a charter for the Committee, as well as to establish priorities and initiatives for 2022 (I’d like to acknowledge the leadership of the Committee – Co-Chairs Katie Boston-Leary and May Kane - for their efforts in advancing this important initiative – as well as the support of Dr. Lewis Marshall, Regent-at-Large, who supports the DEI initiatives of all the Chapters in District 1).
- Visited virtually one of our Higher Education Network (HEN) schools - Widener University, my alma mater. With the help of the Co-Chairs of HLNDV’s Academic Relations Committee, Merritt Brockman and Harry Holt, and their Committee Member, John Kiernan, Arcadia University and St. Joseph’s University were also visited. These HEN visits introduce students to ACHE and encourage them to join the College as Student Members, as well as introduce them to HLNDV and encourage them to engage with the Chapter, which is dedicated to their professional growth and lifelong learning; I would like to acknowledge the efforts of Merritt Brockman in getting Drexel University admitted into the HEN and the efforts of Harry Holt working to do the same for West Chester University.
- Mentored an early careerist throughout the year, and recently started mentoring a graduate student from Widener University’s Healthcare Management Program.
- Supported Christine Winn, longtime ACHE Leader, Carey Gallagher and Lauren Glowienka, HLNDV President and President-Elect, in coordinating upcoming CEO sessions scheduled to launch in April 2022 for the HLNDV Board Members to engage with senior-level leaders in the region and to gain insight into how the Chapter can support the professional growth, development and lifelong learning of HLNDV members, most of whom are mid-careerists; and
- Hosted annual Breakfast with the ACHE Regents, which included me for Southeastern Pennsylvania and Southern New Jersey, and David Tam, MD, new Regent for Delaware. I’d like to congratulate our outstanding and deserving Regents’ award winners, who were honored March 2, 2021, during our second “virtual” Breakfast with the Regents.
 - Michele M. Volpe, FACHE, Chief Executive Officer of Penn Presbyterian Medical Center, received the Regent’s Senior-level Healthcare Executive Award.
 - Hisham M. Valiuddin, DO, Assistant Medical Director in the Department of Emergency Medicine at the Hospital of the University of Pennsylvania received the Regent’s Early Career Healthcare Executive Award.

Thank you all for your dedication, service, and membership in ACHE. I encourage you to become active in the HLNDV Chapter and the College if you are not already, and I 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.



Michael George, FACHE
Regent, Eastern Pennsylvania and Southern New Jersey

Regent's Report



Following an exciting ACHE 2022 Congress, all of us can look forward to a renewed sense of purpose following the past 2 years of significant crisis and transition. As a still new member of HLNDV, I am awed by the depth and breadth of the organization's leadership and commitment to improving the health of the people of the Delaware Valley by growing the industry leaders in our region.

As the Delaware ACHE Regent, my intent is to begin moving forward on the creation of an updated Regent's Advisory Council (RAC) spanning the state's healthcare systems and other stakeholders, with an emphasis on looking at how to increase our connectedness while placing a focus on DEI and Health Equity initiatives for our state.

For Delaware ACHE members and fellows, please expect to see an email from me soliciting membership to the Delaware RAC in the near future. If you are interested, please respond to the email, or go ahead and send me a note at dtam@beebehealthcare.org.

The RAC will lead planning for Delaware-specific initiatives related to healthcare leadership and an increase in our membership coming from the First State. In keeping with the new post-COVID world order, we will use communication tools that allow maximum participation.

Thank you so much for the work that you do.



David Tam, MD, MBA, CPHE, FACHE
Regent, Delaware

Treasurer's Report



HLNDV's finances remained solid in 2021 with considerable assets and no outstanding liabilities. As of 12/31/2021, the chapter had \$3,934 in cash and \$151,043 in investments (money market account and certificate of deposit), yielding total net assets of \$154,977.

HLNDV had an operating gain of \$1,723 in 2021. Actual revenue was lower than budgeted revenue by \$5,594, but fortunately, actual expenses were also lower than budgeted expenses by \$7,317. The result was that revenue exceeded expenses by \$1,723.

Revenue was \$34,206 in 2021, continuing the downward revenue trend that started in 2020 with COVID-19. For comparison, revenue was \$79,608 in 2019 and \$47,483 in 2020. Two factors accounted for the drop in revenue. First, COVID-19 limited the chapter's ability to hold in-person events in 2020 and 2021, leading to a reduction in event revenue. Second, HLNDV did not invoice many sponsors in 2020 or 2021 because the drop in in-person events reduced the benefits of sponsorship. The chapter expressed its gratitude for sponsors' continued support by extending the sponsorship term beyond the usual one year without collecting dues. With the anticipated return to in-person programming in 2022, HLNDV has now resumed the usual invoicing schedule.

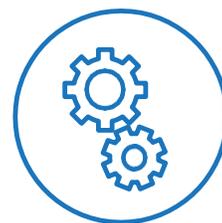
Like revenue, expenses also continued a downward trend that started in 2020. In 2021, expenses were \$32,483, down from \$96,894 in 2019 and \$48,686 in 2020. The inability to hold in-person events accounted for this decrease. The 2021 budget includes higher expenses due to the anticipated return to in-person events.

The balance of the I. Donald Snook Education Fund was \$64,776, as of 12/31/2021.



Stephanie Finnel, PhD
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. The annual case competition was placed on hold due to COVID and will resume for its 5th year on June 9, 2022.

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). Last year we completed HEN outreach visits to the following Universities: Widener, St. Joseph, Drexel, and Arcadia. Since then, we have completed or scheduled visits for 2022 with Widener, Arcadia and West Chester and are proud to announce that we added Drexel University as an HEN school!

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 2022!



Harry D. Holt, PhD, J.D., MBA

Academic Relations Committee Members

Joan Barnett

Mark Benner

Eric Brenner

Meredith Inniger, FACHE

Richard Kedanis

Jackie Orr, FACHE

Shonalie Roberts

Danielle Werner

Joshua Zissman, FACHE

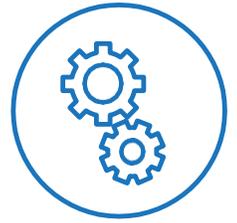


Merritt Brockman, DHA, FACHE

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



Career Development Report



In 2021, the Career Development Committee (CDC) oversaw the chapter's awards, community service, early careerist, fellowship advancement, and mentorship programs.

AWARDS

The Healthcare Leadership Network of Delaware Valley annually presents an Administrative Achievement award to a healthcare executive who demonstrates leadership ability, innovation and creativity, and is an active participant in civic and community service activities. The award recipient for 2021 was Meredith Inniger. She was awarded the designation during the Annual Meeting event in October of 2021.

The subcommittee also planned and presented awards for the Early Career and Senior level Award. The voting period was conducted during the early fall and the selected winners were announced during the Breakfast with the Regents in March of 2022. The early career healthcare executive is Hisham M. Valiuddin, D.O., the Assistant Medical Director, Department of Emergency Medicine, University of Pennsylvania School of Medicine. The Senior Level Healthcare award went to Michele M. Volpe, M.Ed., MBA, FACHE –Chief Executive Officer at Penn Presbyterian Medical Center.

COMMUNITY SERVICE

During 2021, the Community Service subcommittee continued to provide opportunities for HLNDV membership to participate in various activities amid ever fluctuating pandemic restrictions which impacted opportunities for in-person activities.

In November 2021 the Veterans Day card drive exceeded the goal of 700 cards and members contributed 850 cards which were delivered to Wilmington Veterans Affairs Medical Center (500), Coatesville Veteran's Affairs Medical Center (200) and Philadelphia Veteran's Affairs Medical Center (125).

The membership of the committee increased in 2021, which fostered the ability to plan for increased events in 2022 with a special focus on Martin Luther King (MLK) day events which launched in January of 2022.

As the shift returns to planning in-person events, a variety of events are being planned for the summer of 2022.

EARLY CAREERISTS

In October of 2021 the early careerist subcommittee held a "Building Up" event for 22 participants. The panel consisted of a diverse group.

MENTORSHIP

In 2021, the mentorship subcommittee made over a dozen mentor/mentee matches and had a strong fall which had eight (8) matches alone. The committee continues to support the matches with launch calls and follow ups to periodically to check-in to assess the quality of the matches and to glean insight into how the pairings are advancing.

The mentoring subcommittee utilizes the HLNDV newsletters to promote the need for additional mentors/mentees to support the growth and expansion of membership needs. The subcommittee is an active group and engages with mentors/mentees throughout the month and provides an important link to developing healthcare executives.

FELLOW ADVANCMENT

The subcommittee finalized content from efforts initiated in 2020 and presented the content during the Board of Governor's (BOG) exam in the fall of 2021. In an effort to support membership attainment of the Fellow of the American College of

Career Development Report



Healthcare Executives (FACHE) certification, ACHE offered to waive the examination fee for members who submitted their application by June 30th, 2021. Additionally, the \$100 course fee for the BOG prep course was waived for members who took and successfully passed the exam by December 31st, 2021. In September of 2021, the first of the series commenced with a participant cap of 25 members. Over the span of four sessions (from 9/21/21 -10/22/21), the participants were part of presentations from HLNDV members with subject matter experts during live Zoom sessions. To date, at least three members have successfully passed and have received their certification.

The subcommittee plans to continue offering the BOG prep course with the next series starting in April of 2022. For more information, please visit the Advancement to Fellow section of the website.



Tammy Huster, MBA, MAS, BSN,
RN, NE-BC, FACHE



Sean Cosgrove

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

Award Committee Members

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

Community Service Committee Members

Morris Fansler, LFACHE	Sean Cosgrove
Tammy Huster, FACHE	Donna Walsh

Early Careerist Committee Members

Stephanie Finnel	Eleanor Kelly
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Fellow Advancement Committee Members

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

Mentorship Committee Members

Steve Brown, LFACHE	Alexander Fischman
Ellen Nassberg, FACHE	Kam Maghazehe
Alice Wilson, FACHE	



Communications Report



The Communications Committee is responsible for publishing the chapter's newsletter and annual report; as well as maintaining the website and managing an active presence on social media. Our team collaborates with other HLNDV committees in reviewing and preparing content that highlights educational and professional advancement opportunities for our members.

HLNDV has taken leap forward in Inclusive engagement with leaders on the importance of Diversity, Equity, and Inclusion. We encourage input from members and chapter leaders. We also facilitated the updating of our website structure, functionality, and content offerings. Overall, the Communications Committee had a busy year in 2021.

NEWSLETTER/ EMAIL BLAST

The Committee issued newsletters on a quarterly basis, producing and curating relevant content. The newsletters highlighted the chapter's various events and included feature articles of general interest to the membership. Many members from HLNDV have written articles based on activities, volunteering, and interests. The electronic HLNDV program and news updates were sent out on Mondays, and the updates contained news, upcoming events, announcements, and other highlights. The Committee solicits and 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 committee worked with ACHE in drafting the outline and contents for the new website to enhance various components of the site-maintained functionality. The committee and chapter leadership are working closely with ACHE to upgrade our chapter website on their new platform and review the site to make sure it reflects all the information it requires.

SOCIAL MEDIA

We supported the chapter's online presence by building a sense of community, connectivity and enhancing outreach and value to members during the height of the pandemic. Our social media presence was consistent and in fostering communication with our members and Fellows. The committee has increased content marketing from our events and education leaders, sponsors, postings regarding member spotlight, Diversity, Equity, and Inclusion highlights, mentoring, volunteering and their services to the community, photos, and event updates to all our pages. We are happy to report an increase in members and use in 2021.

- [LinkedIn](#) – 1,132 group members
- [Twitter](#) – 166 Followers, 560 Following
- [Instagram](#) – 222 posts 161 followers, 486 following
- [Facebook](#) – 191 Followers, 175 page likes



Sachit Verma, MD, MBA, FAPCR

Communications Committee Members

Leeann Essai, MBA, FACHE Faith Needleman, MSN, RN
Tamara Dilbeck, MA Colleen King-McClintock, MHA
Melissa Fox, MHA, FACMPE, Sushma Sharma, PhD
FACHE



Ryan Haydu, MBA, FACHE

Co-Chairs, Communications Committee
communications@hlndv.ache.org

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, Bronze) 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 virtual “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 multi-skilled committee with at least 10 members with expertise in areas such as Marketing, Communications, Information Technology, and Diversity and Inclusion.

HLNDV offers outstanding sponsor benefits: As leaders in healthcare strive to make high quality care more accessible and efficient, they need exceptional leadership and management skills. We rely on the support of organizations like yours to offer our members an array of educational programs, networking events, and prominent recognition.



Cheryl Kreider, MBA, FACHE, RT



Weston Riesselman, MHA

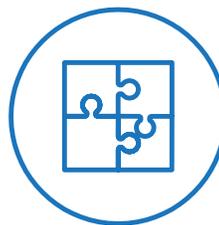
Corporate Sponsorship Committee Members

Cheryl Kreider, FACHE
Pat Moser, FACHE
Stephanie Finnel, Ph.D.

Weston Riesselman, MHA
Marc Schlessinger, FACHE

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

Diversity, Equity and Inclusion Report



The Healthcare Leadership Network of Delaware Valley (HLNDV) embraces all diversity within the healthcare management industry and recognizes that diversity is both an ethical and business necessity. HLNDV values 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 chapter's various activities and initiatives in 2021.

- We renamed the committee to Diversity, Equity, and Inclusion, emphasizing the importance of understanding the impact of equity on our patients and workforce.
- The Diversity, Equity and Inclusion Committee has met monthly, to strategize and operationalize discussions that helped chapter members understand current diversity-related issues.
- The committee has reinvigorated conversations to partner with like-minded organizations to enhance education on diversity and inclusion, postings and connections to webinars and other offerings from diverse organizations such as NAHSE, NALHE, & the Diversity Institute.
- Two new co-chairs were brought on board due to a transition on this committee.
- In September of 2021, the committee drafted a Charter highlighting our mission and objectives to enact change and move towards a greater understanding of diversity, equity, and inclusion.
- The committee has continued to work on developing a 2-year strategy around DE&I starting in late 2020, further developing tactics and timelines specific to strategic goals.

HLNDV and the DE&I committee recognize that we must continue to build on our momentum around diversity, equity, and inclusion and acknowledge, thereby enabling us to make a positive difference with our partners and for our stakeholders.



Mayange Kane, MBA



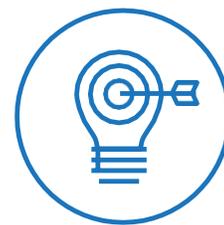
Katie Boston-Leary,
PhD, MBA, MHA, NEA-BC

Co-Chairs, Diversity, Equity and Inclusion
Committee
diversity@hlndv.ache.org

Diversity, Equity, and Inclusion Committee Members

- | | |
|----------------------------|-----------------------|
| Priyanka Adusumalli, FACHE | Melisa Mairs |
| Sean Essex, FACHE | Ellen Nassberg, FACHE |
| Chris Fraser, FACHE | Faith Needleman |
| Lisa Flores | Roopa Pappan |
| Melissa Fox | Shawn Parekh |
| Michael George, FACHE | Shonalie Roberts |
| Charlese Hawkins | Seema Sood |
| Teray Johnson | Coy Smith |

Events and Education Report



The disruption of 2020 and into 2021 allowed for some creative thinking around how programming is planned/delivered, and key areas for improvement were identified to ensure continued success including:

- Stronger alignment with our sponsors around our virtual opportunities for learning and networking
- Collaboration and communication between committees around shared goals
- Continuity of shared messaging between committees and other organizations (Sponsors and PHOs)
- Program planning communication

The Events and Education (E & E) committee recommended a new programming framework beginning June 1, 2021 that divides the year into 3 programming segments with themes:

- September- December 2021- Leadership
- January- March 2022 – Health Equity
- April- June 2022 – Behavioral Health

Each planning segment included:

- A theme that all events would highlight in some aspect
- 1-2 Signature, in-person event(s) if possible
- Supporting virtual events - networking or a specific topic
- Highlight of specific sponsor(s) as relates to programming or strategic plan
- Collaboration with another organization (PHO; HIMSS; NAHSE, etc)
- Focus on both early careerist and senior leadership

The Events and Education committee led the segment planning with a cross functional committee including specific assignments delegated with accountability and timeline and a focus of education to include our 3 strategic pillars – leadership, inclusive engagement and member development.

HIGHLIGHTS INCLUDED:

- The chapter offered 4.5 ACHE Face-to-Face credits.
- Despite two attempts to organize in-person events, the COVID data and masking rules did not allow for that; all educational events were held virtually.
- In our programming, we explored relevant issues around both the COVID pandemic as well as programs centering around aspects of leadership as we moved into the Fall segment.

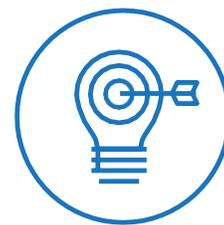
2021 EVENTS:

Research, Regulation and Rollout: Ethical Considerations for COVID- 19 Therapies and Vaccines, January 14, 2021
Moderator Louis D Horvath, Adjunct Teaching and Consulting joined panelists Arthur Caplan, PhD and Holly Fernandez Lynch, JD, MBE to discuss ethical issues around enrolling COVID patients in research, vaccine EAU's and allocation issues.

Breakfast with the Regents, March 3, 2021

The chapter's annual event was held virtually and featured speaker Dr. Thomas A Farley, Commissioner of Health for Philadelphia, who spoke on the impact of COVID 19 on Healthcare in Philadelphia. We were also delighted to celebrate the Regent Award recipients for the year: Senior level healthcare Executives: Coy L Smith and Anthony Stanowski were recognized as senior level healthcare executives and Merritt M. Brockman and Weston P Riesselman for their contributions as early careerists. This event attracted more than 100 attendees and provided a unique interactive environment for networking.

Events and Education Report



COVID 19: What We Learned: Supply Chain, March 11, 2021

Our virtual panel of experts provided insights into what organizations were able to accomplish to protect their employees and to optimize care delivery for patients and the community, in direct response to the COVID-19 outbreak. Moderator Jennifer Garvin, Vice President of Supply Chain, Christiana Care was joined by Brian Dolan, Vice President, Resource Management, Bayhealth; Tom Diehl, Senior Director Supply Chain, TidalHealth; Jim Pigott, Group President, Medline Industries; Dan Knight, Vice President of Supply Chain, ProMedica.

Early Careerist Virtual Happy Hour, April 5, 2021

Disruptive Innovation in Health Care Delivery, April 13, 2021

This virtual panel discussion provided insights into the impact of COVID 19 pandemic on a number of models of care delivery including both quality and cost impact. Moderator David Wierz, Group Lead, Applied Solutions, ECRI was joined by panelists Shirley Weaver, Executive Director Bayada Home Health care; Jeffrey A Shaman, Chief Science Officer, Coriell Life Sciences; Rick Davis, Founder and CEO Linq Care; and Constantine Michaelidis, Senior Medical Director of Product and Strategy, Medically Home.

New Member Networking Event, May 6, 2021

HLNDV Annual Meeting, October 6, 2021

Our virtual annual meeting, the first since October 2019, featured keynote speaker Amy Mansue, President and CEO Inspira Health, speaking about agile leadership. In addition, the event featured our Administrative Achievement Award recipient, Meredith Inniger as well as a fun networking session.

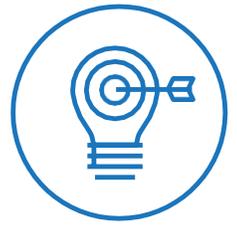
Virtual Leadership Development Series, September- November 2021

Our first program of this three-part virtual leadership development series, *Becoming an Agile Leader*, focused on self-awareness of the agile leader, being a change agent through active listening and adaptability, and leading through change. Our panel included Brian Sweeney, President & Chief Operating Officer, Jefferson Health-New Jersey; Bridget McCormick, AVP of Organizational Effectiveness & Learning, Cooper University Health Care; Mary Huntington, Talent Development & Engagement Consultant, Nemours Children's Health System; and Tammy Huster, Assistant Vice President, Nursing Operations, Cooper University Health Care.

Our next program, *Leading Innovation*, focused on ways to build a culture of innovation to boost employee satisfaction and retention as well as stay competitive in rapidly changing markets. Our panel included Sunil Marwaha, Administrative Director of the Adult Health Institute, Medical Specialties, Cooper University Health Care; Joanna Horst, Chief Clinical Officer Home Health & Hospice Practice, Bayada Home Health Care; Angelo Venditti, Chief Nursing Executive, Executive Vice President Patient Care Services, Temple Health; and James Aulisio, Regional Vice President; Crothall Healthcare.

Our final program focused on *Coaching to Improve Employee Performance*, focused on coaching in the workplace and how it leads to improved employee performance. The program provided coaching insights to help leaders develop more effective and meaningful working relationships with their employees. Our panel included Maggie Veloski, Global Health Services Program Director, Nemours Children's Health; Joel M. Brown II, Vice President-Acute Care Operations, Medical Group, ChristianaCare; Michael Ferraina, Chief Executive Officer, JEVS Care at Home; and Brooke Fairbanks, Regional Vice President, Sales-East, Compass One Healthcare.

Events and Education Report



Building Up: How Innovators and Entrepreneurs Built Their Brands in Healthcare, October 13, 2021

Our virtual panel discussed their personal successes, obstacles, and ways they leveraged failures to their advantage. Early careerists gained valuable insights on building their brand and participate in a robust Q&A session. The panel was moderated by Eleanor Kelly, Project Specialist, DaVita Kidney Care and was joined by John DiMartino, Founder Liberty Benefit Advisors & Managing Partner, Crumdale Partners; Shivan Mehta, Associate Chief Innovation Officer, Penn Medicine; Donna Walsh, Co-founder and Principal, RevityRx; and Mia Gonzales Dean, Chief Operating Officer, DriQ Health.

Annual Delaware Health Care Forum, October 28, 2021

This virtual event was organized by the Delaware LPC. A panel discussion about The Role of the Media in Shaping the Public's Perception of Healthcare. Moderator- Kevin Snyder, VP of Marketing and Communications, Bayhealth was joined by panelists Christina Crooks Bryan, Director, Communications and Policy, Delaware Healthcare Association; Maggie Norris-Bent, Deputy Chief of External Affairs & Communications Officer, Westside Family Healthcare; Jenna MacPherson-Marketing Strategy Manager, Nemours Children's Health and Nancy Rawdin D'Argenio, Public Relations Manager, Nemours Children's Health

TopGolf Holiday Networking Event with HIMSS, December 8, 2021

Our 2021 holiday networking event was held in person and jointly hosted by HLNDV and DVHIMSS. The event was held at Top Golf in Mount Laurel, NJ, and was a great evening of professional networking, golf, food and drinks!

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.



Joan Deming-Murphy, RN MS, MBA

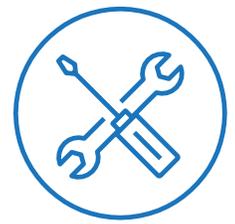
[Events and Education Committee Members](#)

Jennifer Pawlowski	Meredith Sullivan, FACHE
Louis Horvath, FACHE	Faith Needleman
Ahema Asare	Alex Nelson
Marcella Cassanelli	Mark Forbes, FACHE



Chris Horn

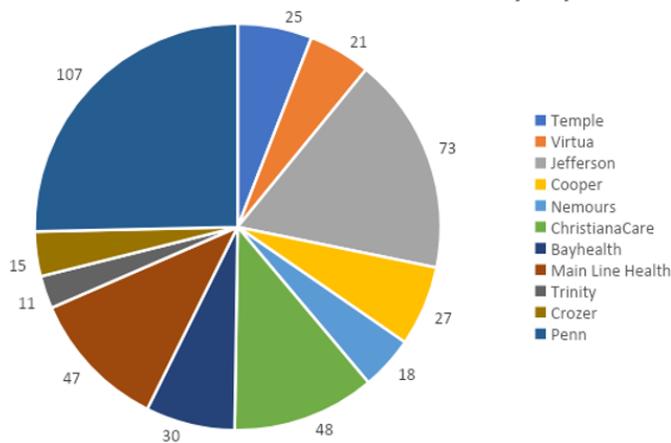
Co-Chairs, Events and Education Committee
events@hlndv.ache.org



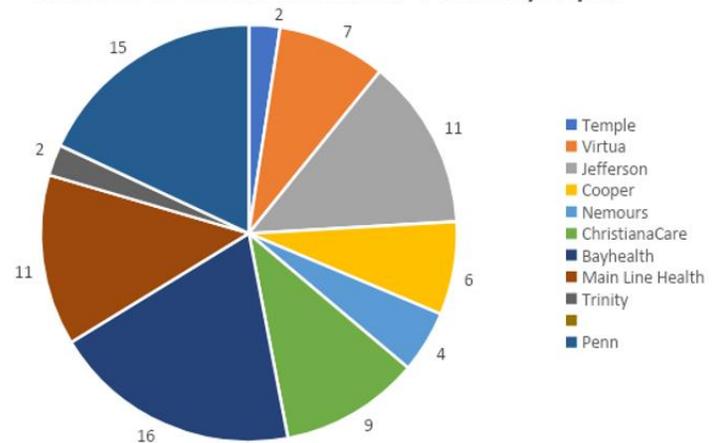
Member Services Report

HLNDV ended 2021 with a total of 1,065 members, an increase of 22 members from the previous year. In April 2021, 251 members were lost due to member attrition. The goal set by ACHE was to reinstate 25% of these individuals (63). As of 11/30/21, HLNDV reinstated 56 members (88.9% of the goal set by ACHE). This was the result of increased outreach efforts by the committee and the Board July -December 2021. The number of members broken out by organization and the number of members who have achieved the fellow accreditation, is summarized below. Fellows within the PHO's represent 83 of the 288 total fellows within HLNDV.

Number of HLNDV Members- Total DE/PA/NJ



Number of FACHE Members- Total DE/PA/NJ

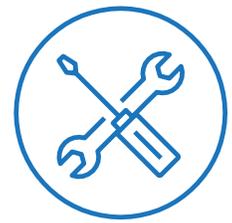


HLNDV is currently ranked the 9th largest of 75 chapters nationally and 2nd largest in the region of 13 chapters total. During 2021, the Member Services Committee continued to work toward attracting, retaining, and engaging members through the following initiatives:

NEW MEMBER SPONSORS

As an extension of our New Member Sponsorship Program launched in 2020, all members joining the chapter during 2021 (51 new members), received outreach emails welcoming and introducing them to the chapter. Membership benefits and upcoming events were included in these emails, as was an invitation to connect with a volunteer from the Member Services Committee. Many new members responded to these emails and our committee volunteers met individually with these members. Many new members with whom we spoke were interested in volunteer opportunities with the chapter and/or becoming a mentor or mentee. For these members, we arranged warm hand offs to our volunteer coordinator and mentorship subcommittee.

Member Services Report



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 Penn Medicine as its newest PHO in 2021.

Also in 2021, the Member Services Committee partnered with several of the PHO's, including: Cooper University Health Care, Nemours Children's Health, and Jefferson Health to launch a new Virtual Leadership Series. This was a three-part series meant to engage leaders in our area and help grow membership/increase member satisfaction.

Session topics included:

- Becoming an Agile Leader
- Leading Innovation
- Coaching to Improve Employee Performance

SUBCOMMITTEE STRUCTURE

Member Services created a new structure for the committee in late 2021. This included creating multiple subcommittees and assigning a leader to each committee. The subcommittees are Networking led by Teray Johnson and Events and Education led by Marley Alig.

We believe this structure will help us to better partner with other committees and help streamline best practices/processes for upcoming events.



Member Services Report

CROSS-COMMITTEE COLLABORATION

In 2021, the Board renewed its focus on cross-committee collaboration. Member Services partnered with many of HLNDV’s committees throughout 2021. This led to the addition of the Networking and Events & Education subcommittees noted above. In addition to continuing our work with the Events & Education Committee, Member Services volunteers contributed multiple post-event articles to our Communications Committee.

Equally important was our collaboration with the Diversity, Equity and Inclusion Committee. We were fortunate to have May Kane (Co-chair of DEI committee) as a Member Services committee member. May was able to share about the work being done by DEI and provided consultation to our committee from a DEI perspective. Finally, in 2021, we gained a new committee member, Steve Havrilla, who had a specific interest in Academic Relations and helping us increase our student membership and engagement.



Jennifer-Pawlowski, MA



Meredith Tinnelly, MHA

Co-Chairs, Member Services Committee
membership@hlndv.ache.org

Member Services Committee Members

- | | |
|-----------------|-------------------|
| Marley Alig | Teray Johnson |
| Dr. Thomas Boyd | May Kane |
| Meg Getzfread | John Kiernan |
| Steven Havrilla | Faith Needleman |
| Chris Horn | Dan van der Kwast |

Volunteer Report

2021 was a great year for our board committees, despite the challenges of the pandemic. Over 100 of our 1,000+ chapter members participate on committees. Our total committee participation remained relatively constant from the prior year.

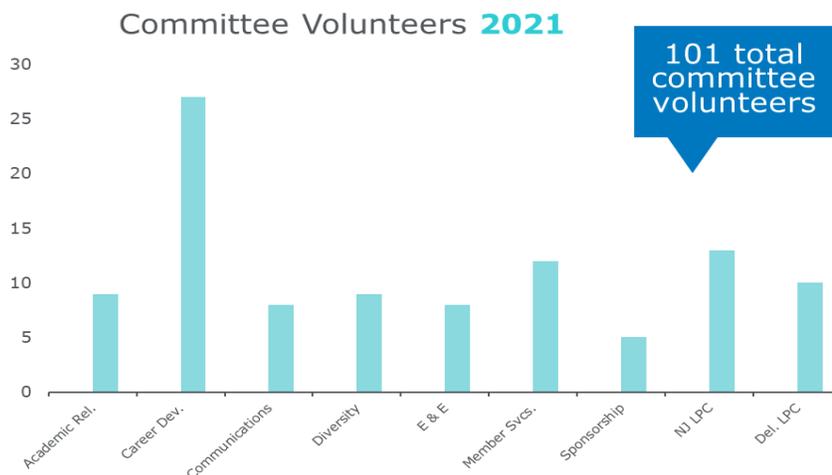
Many committees continue to plan for growth in 2022. As in previous years, committees are focused on engagement and retention of members.

The volunteer engagement survey again identified opportunities to enhance the chapter volunteer experience, including increasing volunteer recognition at events and throughout the year. 71% membership growth was experienced to the Member Services Committee

In 2022 the chapter will continue to look for ways to:

- Increase committee volunteer recognition and communication, including releasing another volunteer survey for feedback.
- Target growth in committees that need additional members, notably Sponsorship and Events & Education.

Planned focus areas for next year will include increasing total membership and reinvigorating in-person recognition events for volunteers as the pandemic sunsets.



Meredith Inniger, MHA, FACHE

Volunteer Coordinator
volunteer@hlndv.ache.org

Delaware Local Planning Council (DE-LPC) Report



The 2021 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 we did in 2020, we continued to learn to adapt and pivot to our new normal in 2021. The world of virtual meetings became a new-found tool and has proved to improve our connections with our team members.

We continued with our fall conference in partnership with the Delaware Healthcare Association (DHA) to present an ACHE qualified education event at their annual forum meeting in October of 2021. ACHE template #68 “The Role of the Media in Shaping the Public’s Perception of Healthcare” was moderated by Kevin Snyder, Vice President of Marketing and Communications at Bayhealth. The panel of speakers included Christina Crooks-Bryan, Director of Communications and Policy at Delaware Healthcare Association, Maggie Norris-Bent, Deputy Chief of External Affairs and Communications Officer at Westside Family Healthcare, Jenna MacPherson, Marketing Strategy Manager at Nemours Children’s Health and Nancy Rawdin D’Argenio, Public Relations Manager at Nemours Children’s Health. The event was again held virtually and was an excellent discussion regarding media in healthcare. The team is looking forward to returning to an in-person event with DHA in 2022.

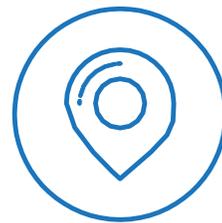
Delaware Local Program Council (DE-LPC) Membership:

Chris Fraser, FACHE
Gemma Lowery, MBA
Gina Skipper, FACHE
Jodi Hartlep, FACHE

John Shevock, FACHE
Jane Cordrey, FACHE
Lynn Jones, LFACHE

Meredith Sullivan, FACHE
Patricia Isherwood, FACHE
Linda Weamer

South New Jersey Local Planning Council (SJ-LPC)



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 2022.

2021 HLNDV New Fellows

Guy Barber, FACHE

Margaret J. Creany, FACHE

James Curtis, PharmD, MHA, FACHE

Leeann Essai, MBA, FACHE

Kimberly Evans, FACHE

Deborah Y. Harmon, CPA, FACHE

Tammy Huster, MBA, BSN, RN, FACHE

Meredith C. Inniger, FACHE

Faith Orsini, FACHE

James J. Paradis, FACHE

Ryan A. Pauline, MBA, FACHE

Keely A. Scamperle, FACHE

Joshua Snyder, FACHE

Pamela L. Randolph, DPT, MBA, FACHE

Sharon Urban, FACHE

2021 ACHE Service Award Recipients

Emily Burrell, FACHE

Christopher Fraser, FACHE

Carey H. Gallagher, FACHE

Lynn C. Jones, LFACHE

Sanjay P. Cheulkar, FACHE

Jodi J. Hartlep, FACHE

Patricia A. Resnik, FACHE

Marc Schlessinger, FACHE