



MHEGA Spring Issue

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MHEGA's Mission

Our mission is to provide a local forum for the open exchange of information and viewpoints, which enhance the decision-making expertise and professional growth of persons who may have major responsibility for healthcare management in southeastern Michigan and to promote the mission of the American College of Healthcare Executives (ACHE).

MEGHA President's Message

A solid start to 2005

by

JOSEPH M. TASSE

President, St. John Macomb Hospital

A WELCOME TO OHIO!

What a great start to the new year for MHEGA! Incredible membership meetings, a fantastic ACHE Congress – and new members from the great State of Ohio!

Let me begin this edition's column by extending a warm welcome to our colleagues from northwest Ohio who joined us through a unique partnership recently. We are glad to have you with us, and look forward to your participation. Welcome also to the many new members from Michigan. MHEGA now has topped the 300-member mark.

ACHE CONGRESS

Leadership took the spotlight at The American College of Healthcare Executives' (ACHE) 2005 Congress on Healthcare Management in March. So it was appropriate that many MHEGA members were there to represent healthcare leadership in Michigan.

The overall theme was "Today's Leaders Addressing Tomorrow's Challenges" – and just in case you missed it, let me share some highlights and key points.

Leadership begins not with experience or degrees, titles or positions. It begins with ideas. If we are to be true leaders – and if we want organizational culture changes – we must display a readiness and willingness for change and the courage to execute it. We must also demonstrate how change will make the long-term job easier. After all, we must be able to articulate the importance and value of change.

Leaders support employees when they make mistakes. So it's no surprise that the best leaders are able to motivate, set the example and delegate.

This year's ACHE Congress also encouraged entrepreneurial thinking, a key trait of successful leaders today. As leaders, we must focus our attention on future success. We can't afford to drive looking backward, toward business as usual, when so much is changing in front of us.

Entrepreneurship is sensing opportunities, marshalling resources, taking rational risks, and pushing ideas through to reality. That's a good mantra for MHEGA this year as well.

NEWS & NOTES

In this edition, we begin a new column that lists and welcomes our **new members**. Networking has always been an important benefit of MHEGA membership, so I hope you will take the time to seek out these new members at upcoming meetings. Introduce yourself. Encourage them to get involved. And look for opportunities to work together in ways that will benefit not only our organization but our profession, as well.

In addition, the future of MHEGA depends heavily on whether or not we achieve our goals. I'd like to keep them in the forefront, to remind us of our direction as an organization. We've published them before; now, I've placed them at the end of this newsletter as a reminder. As always, if you have any questions or feedback regarding the **MHEGA 2005 Goals**, please let the specific committee chair or me know.

Mark **Wednesday, April 20** on your calendar. It's our next membership meeting, and it's a great one. Once again, for health care professionals, the "perfect storm" is upon us. Come to this educational session to learn how you can make sure your organization has the shelter it needs.

And finally, save **Friday, Sept. 23** on your calendar as well, for the 2005 MHEGA Fall Meeting and Golf Outing. Watch the newsletter and website for more details.

Welcome to our new members!

Please extend a warm welcome to all of our new MHEGA members. We're pleased to have them on board!

- Katherine Adler, Director, Adult Clinical Services, The Detroit Medical Center
- Kelly Brennan, Scheduling Coordinator, Crittenton Hospital
- John Hillary, RN, Consultant, Bortz Health Care Corporation
- Rhona Mays, Student
- Yvonne Newell
- Jon O'Malley, Mount Clemens General Hospital
- Elizabeth Paul, NHA
- Jeffrey Peterson, President & Chief Executive Officer, St. Vincent Mercy Medical Center
- Annette Phillips, Vice President, Finance, Henry Ford Wyandotte Hospitals
- Earl Todd Ray, Assistant Professor, Health Services Administration, University of Detroit Mercy
- Charles P. Swisher, FACHE, Corporate Vice President, Government Relations, ProMedica Health System
- David Williams, Principal, Williams Consulting Services, LLC
- Patricia DeMartini Williams, CHE, MS, Director, Trinity International
- Nicki Woodson, Caromont Health, Inc.
- Pauline Cedillos, CVS Pharmacy
- Crystal Golson, Student, University of Detroit Mercy
- Lacey Kelsey, Student, University of Michigan
- Janet C. MacFarlane, Student
- Amy Robbins, Academic Clinical Coordinator/HIT Program, Baker College
- Lisa Samerdyke, Senior Hospital Account Executive, Eli Lilly and Company
- Frank Sutter, Vice President, Mount Clemens General Hospital
- Rachel White, Team Leader, Blue Cross Blue Shield of Michigan
- Denise Wojewoda, RN, MBA, Senior Director, Inpatient Services, Mount Clemens General Hospital
- Katie Moore, Health Science Specialist, John D. Dingell VA Medical Center

Four MHEGA Members Achieve Fellowship Status

Congratulations to the following MHEGA members who advanced to fellowship status within the American College of Healthcare Executives at the March Congress on Administration in Chicago:

Eleonore A. Heinrich, FACHE
Jean Ann Larson, FACHE
Sandy L. Reoma, FACHE
Joseph M. Tasse, FACHE

New ACHE Regent

Congratulations also to Michael A. Slubowski who was sworn in as our new ACHE Regent, succeeding outgoing Regent, Robert Milewski.

The Value of a MHEGA Membership *Join Now!*

As you can see from this edition of the newsletter, we have an exciting year of educational programs coming up. And it's just the start. If you haven't yet joined MHEGA, now is the time.

With more than 300 healthcare executives and associate members, you'll discover excellent networking, professional development and mentoring opportunities with MHEGA. You can renew your membership online via our website at <http://mhega.ache.org> and send a check for \$50 payable to "Michigan Healthcare Group and Associates" to:

MHEGA
22732 Alger Street, Suite 200
St. Clair Shores, MI 48080

If you're already a member, encourage your colleagues to join or bring them to the next MHEGA event.

MHEGA 2005 Goals

- I. By-laws Committee
 - A. Review by-laws and recommend updates
 - B. Recommend changes to incorporate Northwest Ohio ACHE members
 - C. Coordinate MHEGA by-laws with ACHE Chapter guidelines

- II. Communications Committee

- A. Publish a quarterly, on-line newsletter
 - B. Update the MHEGA Website bi-monthly
 - C. Create mechanism and provide press releases to *Crains, Modern Healthcare, etc.*
 - D. Promote and support the job shadow program
 - E. Maintain CEO roster with phone calls to inactive members to invite to programs
- III. Golf Outing Committee
- A. Hold annual outing with a fundraising goal of \$25,000
 - B. Provide for vendor networking with MHEGA CEOs
- IV. Membership Committee
- A. Develop and efficient renewal process and increase membership to 300
 - B. Develop a membership retention strategy
 - C. Promote member involvement in committees
 - D. Provide networking opportunities at programs
 - E. Facilitate linkage/networking with NAHSE
 - F. Support development of a new Career Development Committee which would include: mentoring, job postings, an ACHE advancement session
 - G. Provide for orientation of new members
- V. Program Committee
- A. Provide three educational programs for members
 - B. Provide an ACHE advancement session and job networking workshop for members (Could be part of a new mentoring/career development committee)
- VI. Student Activities Committee
- A. Provide three student scholarships for graduate healthcare administration students from Sienna Heights University, U. of D. Mercy and The University of Michigan
 - B. Facilitate MHEGA and ACHE visibility with the graduate students
 - C. Offer a job shadowing day for students with MHEGA CEOs
- VII. Other
- A. Operate MHEGA with a favorable bottom line
 - B. Attract MHEGA/RAC members from all hospitals and/or health systems in SEM; explore membership from non-hospital entities
 - C. Affiliate with the members of the Northwest Ohio ACHE region, encouraging membership and participation from health executives
 - D. Provide funding support for a local healthcare-related charitable organization (\$4,500 budget for 2005)

Local News

Shadow Day Shows 'the Positive Side of Healthcare'

They were impressed with the openness, the inside look at healthcare – and the opportunity to turn textbook learning into practical knowledge.

Such were the assessments of students from the second annual MHEGA Job Shadow Day February 7, as students were paired with more than two-dozen health care executives. The event was created to raise awareness of MHEGA and the American College of Healthcare Executives (ACHE), as well as that of health system and healthcare careers.

Job Shadow Day linked students from healthcare administration programs at Siena Heights University, The University of Detroit Mercy and The University of Michigan with healthcare executives for a day of hands-on learning.

Student evaluations of the experience were overwhelmingly enthusiastic:

- “Sitting in on meetings helped me get a better feel for what actually takes place in an administrative setting.”
- “It helped define the kind of place I would like to work.”
- “I was very impressed with the CEO’s overall knowledge and how he implemented it, and his manner with his employees.”
- “I saw the positive side of healthcare, and a good future outlook.”
- “The people I met were all very generous with their time and willing to answer my questions.”
- “What a great opportunity to apply what I am learning in school. My job shadow experience really reinforced the relevance of all that I’m studying.”

Along with facility tours, students had a chance to talk with management at all levels and joined budget, senior management, nursing, planning and personnel meetings. Once again, our executives made sure that students had a fascinating, educational and real-life experience, and it’s clear from the evaluations that it whetted their appetite for a career in healthcare administration.

Our thanks to all of the executives who participated this year:

Joe Tasse, St. John Macomb Hospital
Rob Casalou, Providence Hospital
Mike Breen, St. John Health
Tony Munroe, St. John Detroit Riverview

Nancy Burton, St. John Detroit Riverview
James Sexton, Henry Ford Wyandotte
Jason Hinz, Bi-County Hospital
Ann Regling, Blue Cross/Blue Shield
Susan Barkell, Blue Cross/Blue Shield
Tom Daskalakis, Garden City Hospital
Bob Milewski, Mount Clemens General Hospital
Joan Simon, Mount Clemens General Hospital
Mark Vipperman, Mount Clemens General Hospital
Tom Brisse, Beaumont, Troy
Marie Baloga, Beaumont, Troy
Patrick O'Donovan, Beaumont Hospitals
William Scheuber, Botsford General Hospital
Margo Gorchow, Botsford General Hospital
Peter Karadjoff, Mercy Hospital, Port Huron
Michael Slubowski, Trinity Health
Robert Yellan, Huron Valley Hospital
Susan d'Olive Mozena, Midwest Eye Banks
Mike Wooley, Detroit Institute for Children
Terry Ann Reilley, Rehab Institute
Luann Ewald, Children's Hospital

Again this year, the Communications Committee, coordinated by Marie Baloga of Beaumont, Troy and Eunice O'Loughlin of St. John Health, and the Student Activities Committee planned the successful event. The University coordinators were:

- John Fick, Siena Heights
- Mary O'Shaughnessey, University of Detroit/Mercy
- Jim Fitzgerald, The University of Michigan
- Laurie Latvis, student representative

Our congratulations to all of the MHEGA members who participated in and planned this fantastic learning adventure this year and to the University coordinators for helping make it happen. Please plan to join us again next year.

Job Board available

Have a job open within your organization? Post it on the MHEGA Job Listing, an effective tool for professionals considering career advancement. Best of all, it's free to members.

Submit your open positions by the 25th of the month to Michelle Whittaker-McCracken, managing healthcare partner with The Whittaker Group in Birmingham. Job openings will be listed on our website (<http://mhega.ache.org>) and sent directly to MHEGA members as part of the monthly email broadcast.

You can reach Michelle by email at mwhittaker@wgsearch.com or phone at (248) 489-3900. To keep the job listing accurate and updated, open positions that were previously

listed need to be resubmitted each month.
Michigan Healthcare Executive Group and Associates
22732 Alger Street
Suite 200
St. Clair Shores, Michigan 48080
<http://mhega.ache.org>

Upcoming Events

MHEGA MEMBERSHIP MEETING

"Shelter From The Storm"

Wednesday, April 20

5:30 p.m. Reception

6:00 p.m. Dinner

6:45 p.m. Presentation

Featured Speaker:

Nathan S. Kaufman

Senior Vice President, Healthcare Strategy

ACS Healthcare Solutions (formerly Superior Consultant Company)

Hospitals are facing the “perfect storm.” Healthcare providers are battered by decreasing government reimbursement, increasing regulation, growing competition from physicians and freestanding providers, labor and physician shortages, a medical liability crisis, a consolidating payer market, and an ever-growing population of uninsured.

Learn the strategies and actions you'll need to get shelter from the current storm, including 10 core strategies for addressing the critical environmental factors. You'll also hear case studies that illustrate how the right strategies can enhance the performance of an organization.

Embassy Suites – Southfield
8100 Franklin Road
Southfield, MI 48034

The fee is \$35 for members; \$85* for non-members. Students, \$10.

**Includes 2005 MHEGA membership*

To register online: <http://mhega.ache.org/x53.xml> and mail payment to MHEGA at:

22732 Alger Street
Suite 200
St. Clair Shores, Michigan 48080

Questions? Call Deb Ellis at 586-776-1696. If you have difficulty with the online registration, email your registration to dkellis@wideopenwest.com.

Save the date!

MHEGA's Fall Meeting and Golf Outing is Sept. 23

Be sure to mark Friday, Sept. 23 on your calendar! That's the date for the 2005 MHEGA Fall Meeting and Golf Outing.

Once again, it will take place at St. John's Golf & Conference Center in Plymouth, Michigan. The membership meeting and breakfast take place from 7:30 a.m. to 9:45 a.m., followed by the golf outing at 10:30 a.m.

Watch the newsletter and website for more details!

Item of Interest

Record CEO turnout for Feb. 23 MHEGA meeting

Networking is an important benefit of MHEGA, and the Feb. 23 educational program and dinner meeting set the mark with a record number of CEOs in attendance – providing an excellent opportunity for networking and interaction with other area healthcare executives.

The meeting opened with dedication of the MHEGA annual scholarships, named in honor of Wallace E. Brown, Jr., FACHE. Mr. Brown passed away suddenly last year after years of strong contributions to the healthcare field with a special interest in education. His wife, Patricia, and children Kobe and Kyra were present to accept the memorial honor.

Mr. Brown was a respected healthcare administrator in Southeast Michigan and former regent for the American College of Healthcare Executives for the Eastern District of Michigan. He was active in both the Young Administrators Forum and the Southeast Michigan Health Executives Forum, predecessor organizations to MHEGA.

The dedication was highlighted by remarks by Rick Young of Henry Ford Kingswood and David Spivey of St. Mary Mercy, former colleagues of Mr. Brown. Mrs. Brown spoke of her husband as well, and made a generous personal donation to the Brown Scholarship.

Larry Warren, Director and CEO, University of Michigan Hospitals and Health Centers, then presented on the challenges facing academic medicine. As part of his program, he offered thoughtful remarks on his philosophy of management, particularly as they relate to affirmative action.

The day was punctuated by the tremendous CEO support. Attending were:

Rob Casalou, Providence Hospitals and Medical Centers
Gene Michalski, William Beaumont Hospital, Troy
Bob Milewski, Mount Clemens General Hospital, ACHE Regent
Peter Karadjoff, Mercy Hospital, Port Huron
Paul LaCasse, DO, Botsford General Hospital
Andre Lee, Leeway, LLC
Mike Slubowski, Trinity Health, EVP Eastern Region, ACHE Regent
Dave Spivey, St. Mary's Hospital
Joe Tasse, St. John Macomb Hospital
Larry Warren, University of Michigan Hospitals and Health Centers
Rick Young, Henry Ford Kingswood Hospital
Bob Yellan, Huron Valley-Sinai Hospital

MHEGA's program committee, chaired by Bill Scheuber, professional and administrative services executive at Botsford General Hospital, did an outstanding job in organizing and coordinating the event.

ACHE National News

World Congress stresses leadership skills

MHEGA was well-represented at The American College of Healthcare Executives' (ACHE) 2005 Congress on Healthcare Management earlier this month. The program topic was "Today's Leaders Addressing Tomorrow's Challenges," with a strong emphasis on ensuring employee and customer satisfaction.

Among the key points were the keys for successful improvement:

- A. Raise understanding and awareness within and outside our organizations
- B. Create standards and expectations with our stakeholders – physicians, employees, volunteers and other internal audiences
- C. Eliminate service obstacles that keep our people from being their best and providing their best care
- D. Provide feedback and measure outcomes, allowing our people to adjust their service capabilities while reinforcing desired performance
- E. Create opportunities for learning and development to ensure our organizations – and our people – are constantly growing and thriving
- F. Give reinforcement and support employees when they do well – and even more when they make mistakes

The program also provided 10 "Powerful Ideas for Improving Patient Care":

1. Put the patient in a room
2. Move a big dot – (taking aim at a Big Dot drives a fundamentally deeper and more comprehensive improvement strategy; move beyond project level improvements)
3. Pursue perfection
4. Indicators are the cheese, not the sandwich (before you invest in tracking an indicator of quality, make sure you can articulate the aim toward which this

- measurement points, and describe your plan for using the indicator to guide you toward that aim)
5. Practice science as a team; practice art as individuals
 6. Apply reliability concepts to care
 7. Use SPC (statistical process control) to guide dosage adjustments
 8. Schedule discharges
 9. Implement the Nurse Capping Trust policy (a system by which front-line nurses determine whether another patient can be safely admitted to their unit)
 10. Channel attention to improvement projects

More than 4,500 people attended this important event. If you weren't able to go, take the time to talk with one of your MHEGA colleagues who did. You'll appreciate the "leadership" download.