

## A Message from the President

Dear Colleagues,

Thankfully, the snow is behind us, and we move forward into the nice weather of the Spring and Summer!!! While I could probably pass on the lawn mowing and weed whacking, I look forward to taking my son to the park, sporting events, and teaching him to swim in his baby pool.



JOHN HANEY (CENTER) PRESENTED WITH LEADERSHIP AWARD BY PAST REGENT DENNIS KAIN (RIGHT) AND ST. LUKE'S PHYSICIAN GROUP PRESIDENT, DEAN EVANS (LEFT)

EPAHEN has been very busy over the past few months. As you will recall, in February 2008 we had Michael Heard of QHR present on "Are You Ready For Consumer Driven Healthcare?". We had over fifty of our members attend this event at St. Luke's Hospital. In addition, we recognized our friend and colleague John Haney. John received the Senior Leadership Award from our past regent Dennis Kain. This award recognizes John not just for his career success, but also for his service to EPAHEN and ACHE.

In April 2008, we had another successful event at Kirkland Village. That evening, Ben Dillon from Geonetric, provided a thorough and enlightening presentation on eHealth entitled, "Building a Case For eHealth...The Value for Keeping Pace with Online Healthcare Trends". I personally want to thank our friend Dan Frost for being an extremely cordial host for this event. Finally, on May 14, EPAHEN joined other ACHE chapters in the Commonwealth by sponsoring the HAP Breakfast presented by Dr. Terry Madonna. Terry spoke about the immediate election process.

Moving forward in 2008, we have a few key events lined up. First, on June 5, we will be back at Brookside Golf Club for a dinner event. This event, sponsored by HCSC, will be presented by Brian Eury of the Hospital & Health System Association of Pennsylvania, and he will be providing us with a "Legislative Update".

In addition, our annual Summer Social is on the horizon. This year, we will be reserving a box at the new Coca-Cola Park on July 17, 2008. Please join your EPAHEN colleagues as the Iron Pigs play host to the Scranton-Wilkes Barre Yankees.

In ACHE-based news, Jim Burke, FACHE, has taken over as Regent to our group. Jim is presently the Chief Operating Officer at Hahneman University Hospital in Philadelphia. Jim has already joined us for our past event at Kirkland Village, and immediately been an asset to our chapters, along with the others in his area of responsibility.

As many of you know, we are reaching the halfway part of the year. This means that in a few months, we will need to start moving forward with reassembling our new Board. While Steve Kaja, President-Elect, will take over as our President, new officers will need to be brought on to

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## EPAHEN earns 2nd Annual ACHE Chapter Award

The Eastern PA Healthcare Executives Network was recently notified that it earned its second consecutive ACHE Chapter award for chapter performance by meeting or exceeding the chapter performance indicators associated with the Chapter Management and Awards Program (MAP) for performance in 2007. EPAHEN is *one of only three chapters nationwide* to achieve this distinction for two consecutive years.

## Calendar of Events

### Eastern Pennsylvania Healthcare Executive Network (EPAHEN)

**June 5, 2008 \* 6:00pm**

**EPAHEN Membership Meeting**

Brookside Country Club

**Speaker:** Brian Eury, Hospital & Health System Association of Pennsylvania  
"Legislative Update"

**July 17, 2008 \* 7:00pm**

**ACHE-EPAHEN Members Only**

**Summer Social**

Coca-Cola Ballpark, Allentown (PA)

### Healthcare Leadership Network of the Delaware Valley (HLNDV)

**June 19, 2008**

The Gift of Life Institute, Philadelphia

**Program:** HLNDV Annual Meeting

### American College of Healthcare Executives (ACHE)

**June 2-5, 2008**

Cap Cod, MA Cluster

**August 4-7, 2008**

Seattle, WA Cluster

**\*\*\* October 20-23, 2008 \*\*\***

**Philadelphia, PA Cluster**

Information on these, and other upcoming local, regional and national events is also available at the EPAHEN web site:

<http://epahen.ache.org>

(note: no "www" !)

## Notes From ACHE

**Rules Aim For Better Patient Safety Through Confidential Error Reports.** *American Medical News (3/10/08) Hansen, Dave.* On February 12, the Federal Agency for Healthcare Research and Quality unveiled national patient safety rules as part of the Patient Safety and Quality Improvement Act of 2005, which would create patient safety organizations (PSOs). Healthcare regulators and health insurance forms cannot become PSOs. These groups would collect medical error and near miss data voluntarily and confidentially reported by doctors and other medical staff and identify overarching error trends to be shared with the medical community to foster patient safety improvements. Any data submitted by medical personnel also must follow the privacy standards of the Health Insurance Portability and Accountability Act. Dr. J. James Rohack, a trustee of the American Medical Association said, "The proposed rule is the first step toward implementing this important legislation, which will allow healthcare professionals to report errors voluntarily without fear of legal prosecution and transform the current culture of blame and punishment into one of open communication and prevention." While data provided to a PSO is protected from a subpoena or a Freedom of Information Act request, original patient data in medical records or billing and discharge information are still subject to subpoena or Freedom of Information Act requests for use in medical liability cases. Experts believe the liability protections will encourage doctors to participate.

**Lessons Learned From Extraordinary Leaders.** *Healthcare Financial Management (3/08) Waymack, Pamela.* Pamela Waymack of the Healthcare Financial Management Association's First Illinois Chapter says there are some significant differences between leaders and managers. While managers focus on concrete issues and ensure things are done correctly, leaders are visionaries dealing with intangibles and taking steps to bring their visions to life. Waymack notes that the best leaders determine how every issue affects the strategic plan, looking at how elements enhance the organization's strengths, whether it is the appropriate time to launch a specific initiative and whether the market will want it. Additionally, leaders know how to say "no" when resources are lacking or the organization is unable to handle more than one initiative at the same time. Rather than manage conflict, Waymack says the best leaders recognize the importance of managing agreement, as team members each have different beliefs and sometimes fail to make their opinions known to avoid dissension. These leaders ensure team members air their opinions and discuss all their options, instead of approving the first initiative that appears capable of meeting the organization's goals. Waymack adds that the best leaders understand the importance of implementation and offer plenty of time and resources for strategic plan deployment. Rather than roll out a plan immediately without considering the necessary training or communication, these leaders take the time to ensure everything is in place before moving ahead. With the multitude of changes facing the healthcare industry, leaders with these qualities are necessary to improve hospital operations and patient and medical staff satisfaction.

**Medical Record ID Fits In Your Wallet.** *St. Charles Journal (2/26/08) Becker, Eric.* Hospitals and consumers are gaining access to identification cards that store patient information for use in an emergency. Companies that offer the cards store patient medical histories, including medications, allergies and insurance information, on a secure server. To minimize the risk of identity theft, some companies do not allow Social Security numbers to be accessed through the card. When patients are unconscious or otherwise unable to let healthcare providers know what is wrong, being able to scan the wallet-sized cards and access the patient's medical information would allow medical staff to provide the necessary treatment in a timely fashion. With some municipalities equipping their ambulances with computer systems, the cards allow the proper treatment to be provided quickly. However, the cards are not useful if a hospital's server is down.

**The Quality Connection: Bridging the Disconnect Between CFOs and Quality Managers.** *Health Facilities Management (3/08) Rosenstein, Alan H; O'Daniel, Michelle; Tyler, Patricia.* Hospitals and other healthcare organizations should conduct self-assessments to determine the varying perspectives of stakeholders before devising possible operational strategies to improve patient care outcomes. Staff knowledge about healthcare delivery and best practices is not enough to guide structural and procedural changes within a healthcare system; hospitals also need to adopt standard protocols, access adequate resources and system support and retain qualified leaders to spur change. Recent analysis of quality indicators from the U.S. Centers for Medicare and Medicaid Services and The Joint Commission indicate hospitals need to improve, and a recent survey of CFOs, COOs, CMOs, CNOs and directors of quality and performance improvement by VHA West Coast revealed leaders view barriers to improved patient outcomes differently depending on their role within the organization. Hospital leaders must first clearly define their roles within the organization and then educate themselves on other leaders' perspectives about hospital functions and how to achieve patient care improvements. Leadership commitment and communication are essential to driving care quality initiatives because those leaders must demonstrate best practice expectations to hospital staff. Finally, hospitals will want to create an environment of teamwork to foster multidisciplinary involvement and input in quality initiatives.

### **PRESIDENTS MESSAGE** *continued*

support Steve, and lead our prestigious chapter. If you are a member of ACHE, and have interest in joining our Board, please feel free to reach out to myself, or any of the Board members. Personally, I have been part of this Board for nearly six years, and have enjoyed every second of my service. Many of you I have worked with in different capacities, and appreciate the opportunity to be part of this group's growth and development.

As always, if at anytime you have any questions, thoughts or ideas, please do not hesitate in contacting me or other Board members at anytime.

Regards,

Andrew B. Starr, FACHE  
President-EPAHEN

## Welcome New ACHE/EPAHEN Members

**Eric Anderson, PhD**  
Immaculata University

**Richard Anderson II, FACHE**  
St. Luke's Hospital & Health Network

**Neil Armstrong**  
Susquehanna Health System

**Jane Baus-Niemeyer**

**Lloyd Beck Jr.**  
Respiratory Specialists Ltd

**Margaret Bligh**  
The Reading Hospital and Medical Center

**Valeria S. Boyer, LFACHE**

**Gayle Capazzalo, FACHE**  
York New Haven Health System

**Susan Chalmers**  
The Rothman Institute

**Keith Chamberlain**  
Healthworks, Inc.

**Bruce Colburn**  
Kadent

**Affrille Degoma**  
Student

**Robert Detato**  
Pocono Medical Center

**John Ervin, RN**  
Estech, The Cardiac Surgery Specialist

**Jeff Etchason, MD**  
Lehigh Valley Hospital

**Joel Fagerstrom, FACHE**  
St. Luke's Hospital & Health Network

**Stephen Flannery**  
Cardinal Health

**Jonathan Forte**  
Student

**John-Hans Giga**  
Pocono Imaging Partners

**Robin Godshalk**  
St. Luke's Hospital

**Andrew Harris**  
Blue Mountain Health System

**Joseph Henahan**  
Warren Hospital

**Janet Henry, Sr., PhD, FACHE**  
St. Joseph Medical Center

**Pamela Howard**  
Lehigh Valley Hospital

**Frank Hyland**  
Good Shepherd Rehabilitation Hospital

**William Isemann, FACHE**  
Kidspeace Corporation

**Steve Jagiela**  
Lehigh Valley Hospital

**Cynthia Jones**

**Diane Knudsen**

**Margaret Kornuszko-Story**  
Lehigh Valley Physician Group

**Charles Kovaks III**  
Student

**Sr. Mary E. Kral, LFACHE**  
Villa Our Lady of the Poconos

**Tony Langston**  
Lehigh Valley Hospital & Health Network

**Michele Lerch**  
Lehigh Valley Hospital

**Angela Marchi, FACHE**  
Easton Hospital

**Christopher Mariotti, RN**

**Patricia Marth**  
Lehigh Valley Physician Group

**George Miller, FACHE**

**Tracy Miller**  
ARAMARK Healthcare

**Lt. Col. David Mistretta**  
Lehigh Valley Hospital & Health Network

**Anthony Mullen, PhD, FACHE**

**John Norton, LFACHE**

**John Palumbo**  
Amerisource Bergen Corporation

**Dennis Pfleiger, Jr.**  
Sacred Heart Hospital

**Terrence Purcell**  
Blue Mountain Health System

**Brent Reitz, FACHE**  
Good Shepherd Rehabilitation Hospital

**April Robles**  
Hahnemann University Hospital

**Carl Seidl**  
The Reading Hospital and Medical Center

**Peter Serra**  
Student

**Hardik Shah**  
Student

**Ellwyn Spiker, LFACHE**

**Elliot Sussman, MD**  
Lehigh Valley Hospital & Health Network

**Deborah Swavelly, RN**  
Lehigh Valley Physician Group

**Virginia Wagner**  
St. Luke's Hospital & Health Network

**John Wansacz**  
Pocono Medical Center

## Welcome new EPAHEN Associates!

**Keith Boroch**  
Visiting Nurses Association of St. Luke's

*The full EPAHEN membership directory can be found on our web site ([epahen.ache.org](http://epahen.ache.org)).*

### Eastern Pennsylvania Healthcare Executive Network

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Deborah Corcoran, FACHE, Treasurer  
Lehigh Valley Hospital and Health Network

Marie Clemens, Secretary  
Hospital Central Services, Inc & Affiliates

Teresa Martis, Vice President, Membership  
Easton Hospital

Michael Bonner, Vice President, Programs  
Lehigh Valley Hospital and Health Network