



SEE LAST PAGE FOR WHAT'S INSIDE



**Robert Hill, FACHE**  
President

## President's Message

Dear Chapter Members:

As we close out 2007, I want to thank our membership, committee volunteers, and fellow Board members for their time and effort dedicated to HLNDV. We continue to improve as an organization and enhance our program, education, and networking events. A recent example of this was

our November event in Philadelphia to formalize the establishment of the I. Donald Snook Education Fund. This was truly a first class event to honor and commemorate an individual that was a leading healthcare executive in our region for three decades. The event was well attended and we raised more than \$20,000 for the fund. Particular thanks go to the generous contributors and sponsors for the event, as well as the planning committee that worked diligently preparing for the event. It is because of events like this that HLNDV have been recognized by ACHÉ as a Model Chapter.

It takes a great deal of time to organize, coordinate, and operationalize the work of our chapter. HLNDV has particular needs for additional volunteer assistance in several important areas:

- u Membership and marketing
- u Sponsorship
- u Program and event planning

If you can make time to volunteer, please consider contacting me or any of the Board members and Committee Chairs listed later within this document. My thanks to all of you who support HLNDV and the people and organizations that we serve. Best wishes to all for a healthy and happy holiday season.

Robert Hill, FACHE

HLNDV President

...



## Talent Bank Event at National Constitution Center

HLNDV hosted a breakfast program at the National Constitution Center on October 2nd, "Building An Organizational Talent Bank" that brought together health care leaders from across the region, including many new faces, at this landmark venue. Daniel J. Sinnott, CEO of Sinnott Executive Consulting, kicked off the program with a discussion focusing on the business case for investing in future leaders and described what others can do in their own organization to become a future leader. Mr. Sinnott's presentation was expanded upon by a panel of senior executives who shared specific experiences and strategies to develop talent. The panel included Elyse A. Kaplan, Senior VP, Human Resources of Mercy Health System of Southeastern Pennsylvania, Daniel J. Hilferty, President and CEO of AmeriHealth, and Garry L. Scheib, COO of the University of Pennsylvania Health System.

Mr. Sinnott concluded the program by issuing an incentive-based challenge to those in attendance to "do something with the information learned," and pledged a financial contribution to the Gift of Life organ transplant program for each attendee who demonstrated application of one or more of the ideas discussed during the session.

The program was conceived and organized by the Career Development Committee and co-chairs John Kiernan and Chuck Walczak with sponsorship support from Crothall Services, Exude Benefits, and Management Pathways.

To access Dan Sinnott's article on developing talent, go to:  
<http://www.healthleadersmedia.com/viewfeature/87469.html>

...



## U P C O M I N G E V E N T S

Friday, February 7, 2008

### **Breakfast with the Regents**

Medical Sciences Building at Lankenau Hospital  
Wynnewood, PA

For further information please visit the Healthcare Leadership Network of the Delaware Valley web page: [www.hlndv.org](http://www.hlndv.org) Or contact the Events and Education Committee Co-Chairs, Gail Malcolm ([gail.malcolm@siemens.com](mailto:gail.malcolm@siemens.com)) or April Taylor ([amtaylor@alumni.gwu.edu](mailto:amtaylor@alumni.gwu.edu))

...

### **Become Board Certified in Healthcare Management as a Fellow of ACHE!**

Maximize your professional potential by earning the premier credential in healthcare management. When you become board certified in healthcare management as an ACHE Fellow (FACHE), you'll have the knowledge, skills and confidence to succeed.

One of the requirements for advancement to ACHE Fellow is the successful completion of the Board of Governors (BOG) Exam. HLNDV is hosting a study group at this time ~ free of charge.



The BOG Exam study group is composed of individuals who are working toward advancement to their Fellow credential

and are studying for the exam together, using materials developed by study groups from previous years. The current study group has 6 members and meets every two weeks to discuss one of the ten modules on the exam. The group began meeting in September 2007 and will meet until the spring of 2008. The next study session is still being scheduled. Contact Richi at the email below to confirm the schedule and location.

To participate in the 2007/2008\* Board of Governors Exam Study Group or for questions on requirements and exam preparation, please contact Richi Chaudhry at [Richi.Chaudhry@hlndv.org](mailto:Richi.Chaudhry@hlndv.org)

\*If you are interested in joining this study group, but your schedule will not permit it for 2007-2008, please consider joining the group when it reconvenes in Fall 2008!

...

## Regent's News

### **Experience the Benefits of Being a Mentor**

Our legacy lives on through those lives we touch. Mentoring is one way to give back to your profession. As a mentor, you can help discover and cultivate talent, improve your coaching skills and use your experience to influence future leaders.

ACHE's Leadership Mentoring Network [[http://www.ache.org/new-club/career/MentoringNetwork/mentor\\_network.cfm](http://www.ache.org/new-club/career/MentoringNetwork/mentor_network.cfm)] makes it easy for executives to fit mentoring into the fast pace of today's workplace. ACHE matches mentors and protégés and provides helpful resources. Since mentors in the Leadership Mentoring Network typically guide protégés through phone and e-mail interaction, geographic proximity is unnecessary.

This affiliates-only service has matched more than 450 mentoring pairs and is now seeking 100 experienced executives to serve as mentors. To become a mentor, simply fill out the online mentor profile form [<http://www.ache.org/see/mentor>]. For more information, call ACHE's Healthcare Executive Career Resource Center at (312) 424-9444.

### **Prove You're an Innovator**

The 2008 Congress on Healthcare Leadership can be your site to feature your talent and creativity. Consider sharing a management innovation you have introduced in your organization. Innovations address wide-ranging subjects such as improving quality, enhancing customer service, reducing costs and increasing revenues. To learn how you can contribute to the 2008 Management Innovations Poster Session [<http://www.ache.org/PUBS/Research/postersession.cfm>] and to see the 2007 Poster Session [<http://www.ache.org/PUBS/Research/mgmtinnovations.cfm>], visit [ache.org](http://www.ache.org).

For more information and submission instructions, contact Peter Weil at [pweil@ache.org](mailto:pweil@ache.org) or (312) 424-9440. The submission deadline is January 15, 2008.

### **Leader-to-Leader Program**

Encourage your colleagues to join ACHE or earn a credential and you'll enhance their professional development and invest in the future of your professional organization. When you recruit a new Member or Fellow, you earn one point toward rewards like an ACHE gift certificate, a Waterman pen, a fleece sweatshirt and many other stylish logo items. With ACHE's Leader-to-Leader Program [<http://www.ache.org/membership/l2l/index.cfm>] you can redeem your points anytime, even with just one point. Visit the Join ACHE area of [ache.org](http://www.ache.org) or contact the Division of Membership at (312) 424-9400 for more information.

...

## Welcome to our New Members

September through November 2007

**Yosaif August**  
Gilbert Tweed Associates

**Suzanne Battaglia**  
Siemens

**Jane Baus Niemeier**

**Lloyd Beck, Jr.**  
Respiratory Specialists, Ltd.

**Kathryn Briggs**  
Penn Presbyterian Medical Center

**Joseph Compagnino, FACHE**  
Temple University Hospital

**Timothy Cousounis**  
DAI Healthcare

**Brad Geiger**  
Pennsylvania Hospital

**Dayana Habib-Rapoport**  
DGA Partners

**Kisha Hortman, FACHE**  
Memorial Health System

**Steven Perkel, DSW**  
Steven E. Perkel & Associates, LLC

**Grena Porto**  
Marsh USA, Inc.

**Mary Shaub**  
Shaub Management Consulting

**Susan Spinner**  
Virtua Health

**Carol Sysak**  
TriMedx

**Christine Winn, FACHE**  
Paoli Hospital

**Gregg Zanette**  
ARAMARK

## HLNDV Sponsor Recognition

We would like to thank the following organizations for their support as Annual Sponsors during 2007-2008. Through their generous support we are able to host a variety of educational, career development, and networking programs throughout the year.

Please contact any of our sponsors (below) to get more information on their products/ services.

**Siemens** -- Providing information technology, voice communications, building automation and consulting services

Local Contact: Bill Myers  
bill.myers@siemens.com

**Copy Request, A Nova Company** -- Medical Reproduction Specialists

Local Contact: Bill Woodard  
WWood21500@aol.com

**Aramark Healthcare** -- Providing food, hospitality, facility management services

Local Contact: Paul Northen  
northen-paul@aramark.com

**DGA Partners** -- Management Consultants to the Healthcare Industry

Local Contact: Dan Grauman  
dgrauman@dgapartners.com

**Turner Healthcare** -- The Nation's Leading General Builder

Local Contact: Lori Sullivan  
ljsullivan@tcco.com

**HBE, Inc.**

Local Contact: Steve Grosswald  
sgrosswald@hbecorp.com

For more information on becoming an annual or event sponsor, please contact April Taylor at 610-355-2158

• • •

## Mentoring Program on the Move

The HLNDV mentorship program is once again live and active. Under the leadership of the Career Development Committee, notable progress has been made to promote mentoring partnerships among HLNDV members and further develop the process and support offered to participants in the program. There are currently nine active matches underway with several mentor and mentee prospects yet to be matched. A reference tool, "Components of a Quality Experience" was recently developed by CDC committee members, Bill Evans, FACHE and Mary Struthers, Ph.D., FACHE, and will be available on the HLNDV website.

According to John Kiernan, co-chair of the Career Development Committee, "The CDC has spent a lot of time looking at ways to move the program forward toward a more contemporary format. We've streamlined the process for those interested in identifying a mentor or mentee, and continue to launch and support new partnerships through a personalized approach. We've learned that the degree of success in mentoring is largely dependent on the motivation and follow through of each partner. With feedback from those active in the program, we look forward to further enhancing the mentorship experience and establishing compatible and fruitful relationships in the coming year." The CDC has reported that the program will once again be promoted in early 2008 to solicit new mentors and mentees for additional matches.

One of the recent matches features Richi Chaudhry and Chuck Walczak. They have shared testimonials as to the value this mentorship program has provided to them:

### Richi Chaudry – The Mentee Perspective

The HLNDV mentor/mentee program has been a very timely and valuable experience for me. The program's match process introduced me to my mentor – Chuck – at a time when I was seeking a career change and advice regarding various facets of my professional growth. My connection with Chuck formulated in a structured manner where we outlined objectives, discussion topics, and goals that we both wished to accomplish. Since I was searching for a new role, I prepared lists of job hunting type questions and charged him

with helping me strategize as soon as we met. During our first meeting, I decided to be honest and openly discussed some of the roadblocks I was facing and my fears of the job search process. Chuck quickly picked up my questions and offered me direct advice as well as honest opinions of an experienced healthcare professional. He guided me to consider areas of healthcare I had not thought about, and also went as far as connecting me with his network. Before I knew it, our formal relationship had turned into an informal friendship. I became very comfortable with picking up the phone and discussing opportunities and interviewing situations with him. I began to run personal strategies by him, which he either agreed with or offered alternatives to. This process was not only a good planning mechanism, but presented me with moral support and new found confidence. Receiving instant direction from somebody who had been in my shoes as an early careerist and was at a point in their career where I strive to be, served as an extremely beneficial experience for me. Needless to say, he was instrumental in my career change, which I am now extremely content with. As I continue to grow professionally, my relationship with Chuck has become very important to me. I am able to discuss issues with him without a fear of being judged and can run ideas by him without any questions or inquiries. It is a relationship I highly recommend for all early careerists like me who have a desire to grow and achieve success in their respective careers.

### Chuck Walczak – The Mentor Perspective

As mentor, I have found my experience very rewarding from a number of perspectives - the most of which is tapping into the energy and enthusiasm of my mentee, Richi. Not to say I feel I lack these attributes but in some ways I've certainly winded-down a bit from my immediate post-fellow days. It's been fun to be re-energized as a result. Additionally, as we have discussions, I find myself doing a lot of introspection and reflection in terms of what I've learned and how I've processed experiences. Prior to this program, I don't think I've been very good in being thoughtful to myself in this regard. This relationship has also helped me to keep me contemporary on various aspects of areas in her line of work. From a personal standpoint, it also is nice to know there is someone I can call anytime and "bounce some ideas off" of or ask for some perspective without having to go into a big explanation as to why I'm calling. For anyone who becoming tenured in their career, I highly recommend becoming a mentor to help you reach even greater heights in your own journey.

...

## Volunteering Opportunities:

We are eager to consider community service activities within the HLNDV network. If you are looking to advertise or find volunteers for a community service project you're involved in; or if you are interested in serving alongside HLNDV members, please contact Luke Balinski at 856-380-4701



## Articles of Interest

### Improve Your Communication Skills

Listening skills are especially critical in doing a job accurately and fostering good relationships—not to mention understanding others' needs. Actively practice the following effective listening pointers to improve your communication skills.

- Assume an attitude of listening readiness. Listening is active, not passive. Be mentally and physically ready.
- Write thoughts down. Jotting an occasional key word or fact can improve retention. The speaker will feel flattered you are writing down his or her thoughts.
- Paraphrase the other person. That helps you stay alert and attentive, and you will be less likely to misunderstand what was said.
- Avoid comfortable positions. If you are sitting on the edge of your chair you will not be comfortable enough to let your mind roam. When you are too comfortable, you can become passive.
- Listen as though you need to report the information to others. Ask yourself "What's in it for me?" Then listen to make sure you understand correctly the content and the feeling behind it.

Adapted from Communication Briefings, March 2007; (703) 518-2343; [www.briefings.com](http://www.briefings.com).

### Respond to Nonverbal Messages

People typically send nonverbal messages via one of these channels: facial expressions, body positions or gestures. Follow these suggestions to respond appropriately:

- Be aware. As you enter a meeting, for instance, keep in mind that nonverbal communication is inevitable. Notice, but do not immediately respond to, attendees' various cues.
- Stop. Don't assume. Approach people cautiously to discuss body language cues. You can never assume that you fully understand nonverbal meanings. Don't assert that you know what someone is thinking based on nonverbal behavior. If you are wrong, your assumption could damage your relationship with that person.
- Look for consistent responses. The first time you notice a specific nonverbal cue, don't react. But if the person consistently responds in a particular way to similar situations, bring the behavior into the open.

Example: "Manny, if I am reading you correctly, it seems as if you disagree. Is that the case?"

- Check for patterns. If several co-workers respond nonverbally to your presentation, something significant may be afoot. If you notice negative reactions—people moving their heads from side to side, pushing back from the table or rolling their eyes—probe for significant disagreement with questions about your statements.

Example: "Let me stop right here. I sense that several people have some questions. Who wants to start?"

Key: Make it a question because you can never assume that your interpretation of others' nonverbal communication is correct. When you question their body language, your co-workers have a chance to disagree or to join the discussion.

Adapted from Communication Briefings, February 2007; (703) 518-2343; [www.briefings.com](http://www.briefings.com).

...

### Photos from HLNDV's September Program **DIVERSITY AND DISPARITIES: THE ROLE OF LEADERSHIP**



Left to right; Robert C. Like, MD, Albert Black, Jr., FACHE, Albert Guterrez, FACHE, and Janice Dreaschlin, Ph.D..



At the Podium; Michael Geroge, FACHE

President's Message	1
Talent Bank Program	1
Upcoming Events	2
Become a Fellow of ACHE	2
Regent's News	2
Welcome to our New Members	3
HLNDV Sponsor Recognition	3
Mentoring Program on the Move	4
Volunteer Opportunities	4
ACHE National News	5



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

4514 Chester Avenue  
Philadelphia, PA 19143-3707

UPDATE

We gratefully acknowledge our Annual-level leaders in corporate support for the Healthcare Leadership Network of the Delaware Valley.



**Copy Request**  
a NOVA Company  
Medical Records Reproduction Specialists



VISIT OUR WEBSITE AT [WWW.HLNDV.ORG](http://WWW.HLNDV.ORG)

2007 - 2008 BOARD OF DIRECTORS

**President**

Robert Hill, Jr., FACHE  
Principal  
Health Strategies & Solutions, Inc.  
215-636-3500, x107 (Office)  
bhill@hss-inc.com

**Past-President**

Warren Lyons, FACHE  
Director Operations Support  
Temple University Health System  
215-707-8829 (Office)  
Warren.Lyons@tuhs.temple.edu

**President-Elect**

Thomas Skorup, MBA, FACHE  
VP of Applied Solutions  
ECRI Institute  
610-825-6000, x5160 (Office)  
tskorup@ecri.org

**President Emeritus**

Michael George, FACHE  
Executive Director  
Summit Surgical Center, Virtua Health  
856-325-5838 (Office)  
mgeorge2@virtua.org

**Secretary**

Dennis Hovanec  
Area Director Managed Care  
Kindred Hospitals  
215-722-8555 x4420 (Office)  
DennisHovanec@aol.com

**Treasurer**

Rieke Baize, CHE  
Supervisor, Provider Assessment/Informatics  
Independence Blue Cross  
215-241-3801 (Office)  
rieke.baize@ibx.com

**Co-Chairs, Events and Education Committee**

Gail Malcolm  
Product Manager  
Siemens Medical  
610-219-6609 (Office)  
gail.malcolm@siemens.com

**April Taylor**

Patient Satisfaction Coordinator  
Children's Hospital of Philadelphia  
267-426-2886 (Office)  
exscape@gwu.edu

**Co-Chairs, Membership/Marketing Committee**

Bill Myers  
Healthcare Solutions Account Executive  
Siemens  
610-313-3933 (Office)  
bill.myers@siemens.com

**Doug Hughes**

Director of Nursing  
Paoli Hospital  
610-560-8106 (Office)  
hughesd@mlhs.org

**Co-Chairs, Career Development Committee**

Chuck Walczak  
Director, Strategic Planning  
University of Pennsylvania Health Systems  
215-662-4855 (Office)  
charles.walczak@uphs.upenn.edu

**John Kiernan**

Managing Director  
Management Pathways  
610-415-0888 (Office)  
jkiernan@management

**Co-Chairs, Career Educational Relations Committee**

Kate Flynn, FACHE  
Vice-president  
VHA East Coast, L.L.C.  
215-245-4874 (Office)  
kflynn@vha.com

**Michael George, FACHE**

**Directors-At-Large**  
Joan G. Thomas, R.N., CHE  
SVP, Perioperative Services  
Christiana Care Health System  
302-733-6508 (Office)  
jgthomas@christianacare.org

Gregory N. D'Adamo, FACHE  
VP Support Services  
Capital Health System  
609-394-4030 (Office)  
gdadamo@chsni.org

**Directors-At-Large (con't.)**

Richard J. Cohen, Ph.D., FACHE  
President/Chief Executive Officer  
Philadelphia Health Management Corporation  
215-985-2501 (Office)  
rjc@phmc.org

**Regents**

Dennis Kain, FACHE (Southeastern PA)  
Executive Vice President and COO  
Tyler & Company  
610-558-6100 (Office)  
dkain@tylerandco.com

Deborah Watson, FACHE  
Vice President Operations, Southern Region  
Bayhealth Medical Center  
302-430-5616 (Office)  
Deborah\_watson@Bayhealth.org

Emily Marcelli, FACHE  
Administrative Director  
Hackensack University Medical Center  
201-996-4128 (Office)  
emilymarcelli@gmail.com

**Regent-at-Large**

Warren Lyons, FACHE  
Director Operations Support  
Temple University Health System  
215-707-8829 (Office)  
Warren.Lyons@tuhs.temple.edu