



SEE LAST PAGE FOR WHAT'S INSIDE



Gail Malcolm, FACHE, LFHIMSS
President

President's Remarks

Dear colleagues,

It was a pleasure to have the opportunity to see many of you at our CEO roundtable and panel on June 20th. Based on the feedback from attendees, the discussion was very thought provoking during the dinner roundtables and the panel feedback. Plans are to

make this an annual event. A special thanks to the individuals who participated in the panel and those who led the discussions at each table.

Please mark your calendar for our Annual Meeting on the evening of Wednesday, June 16. We will be acknowledging individuals for their service to ACHE and HLNDV along with the winner of the annual HLNDV Achievement Award. I hope you will be able to join us for an evening of networking and tours of the Roberts Proton Therapy Center at Penn. Check www.hlndv.org or details on this and other upcoming events.

A full calendar of events is being planned for the 2010-11 program year. We will also be supporting members who are preparing for the exam for advancement to Fellow in the College, in addition to continuing to engage students and early careerists. New SIGs (special Interest groups) will also be launched.

Thank you for your continued involvement with ACHE and your local chapter, HLNDV. Please let us know how we can enhance your membership experience.

Enjoy the upcoming summer months.

Very truly yours,

Gail B. Malcolm, FACHE, LFHIMSS
President, HLNDV
president@hlndv.org or 610-219-6609



HLNDV's Breakfast with the Regent: From Left: Jack Lynch, ACHE Governor and Main Line Health CEO; Linnette Black; Al Black, Senior Level Healthcare Executive Award Recipient and Hospital of the University of Pennsylvania COO; Jennifer Bastian, Early Careerist Award Recipient and Thomas Jefferson University Hospital Assistant Administrator, Department of Radiation Oncology; Jason Natale; Gail Malcolm, HLNDV President and Siemens Marketing Manager; Jim Burke, ACHE Regent and Hahnemann University Hospital COO.

Become an ACHE Fellow

Take the next step in your career by becoming an ACHE Fellow. Earning the ACHE Fellow distinction indicates that you have the knowledge, skill and confidence needed to continually grow your career as a healthcare professional. Moreover, the ACHE Fellow distinction shows your commitment to the healthcare profession.

One of the requirements for advancement to ACHE Fellow is taking and passing the Board of Governors Exam. HLNDV coordinates a BOG exam study group to assist ACHE Fellow candidates prepare for the exam. Participation in the study group is free of charge. The BOG exam study group will review all ten modules included on the exam. In addition, the study group gives participants an opportunity to learn from one another.

The BOG exam shall test a candidate's knowledge in the following areas:

- Governance and Organizational Structure
- Laws and Regulations
- Human Resources
- Professionalism and Ethics
- Finance
- Healthcare
- Healthcare Technology and Information Management

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

ACHENJ 2010 ANNUAL MEETING

Tuesday, June 8, 2010

6:00 – 9:00 PM

Salt Creek Grill

4 Bingham Ave., Rumson, NJ 07760

Download registration brochure...>

Nursing Special Interest Group Networking Event with SEPNL

Wednesday, June 9, 2010

5:00 – 8:00 pm

CHOPS Restaurant

700 Walnut Street, Philadelphia, PA 19106

Special Interest Group Joint Networking Event (SIG): Health Care Leaders align with Nursing Leaders at this second SIG event geared towards meeting some of the board members and health care leaders from HLNDV and SEPNL (South Eastern Pennsylvania Organization of Nurse Leaders www.SEPNL.org). Build your network in an informal setting and share experiences that transcend all levels of hospital and healthcare networks operations. HLNDV and SEPNL Membership Not Required. No charge to attend. Cash bar with drink specials from 5-7pm, Appetizers provided. On-street metered parking or several self pay garages near 700 block of Walnut St. Preregistration requested but not required. Walk ins welcome. Register here...>

HLNDV Annual Meeting: The Future of Oncology Care

Sponsored by Tsoi/Kobus & Associates

Wednesday, June 16, 2010

5:30 – 8:30 pm

The Perelman Center for Advanced Medicine

Roberts Proton Therapy Center, Penn Medicine

3400 Civic Center Boulevard, Philadelphia, PA 19104

Registration to open soon . . .

Save the date!

June 30, 2010 Category I Event

“Developing High Performance Teams”

Widener University

Stay tuned for details!

The Events and Education Committee is actively seeking new members to assist with planning and producing events for 2009. Please contact Hamish Stewart-Smith or Allison P. Wilson-Mahern at events@hlndv.org. For further information please contact the Events and Education Committee Co-Chairs at events@hlndv.org.

The Events and Education Committee is actively seeking new members to assist with planning and producing events for 2009. Please contact Hamish Stewart-Smith or Allison P. Wilson-Mahern at events@hlndv.org.

For further information please contact the Events and Education Committee Co-Chairs at events@hlndv.org.

Announcements

ACHE Call for Nominations for the 2011 Slate

ACHE's 2010–2011 Nominating Committee is calling for applications for service beginning in 2011. All affiliates are encouraged to participate in the nominating process. ACHE Fellows are eligible for any of the Governor and Chairman-Elect vacancies and are eligible for the Nominating Committee and Regent-at-Large vacancies within their district. Open positions on the slate include:

- Nominating Committee Member, District 2 (two-year term ending in 2013)
- Nominating Committee Member, District 3 (two-year term ending in 2013)
- Nominating Committee Member, District 6 (two-year term ending in 2013)
- Regent-at-Large, District 1 (three-year term ending in 2014)
- Regent-at-Large, District 6 (three-year term ending in 2014)
- Governor (three-year term ending in 2014)
- Governor (three-year term ending in 2014)
- Governor (three-year term ending in 2014)
- Governor (three-year term ending in 2014)
- Chairman-Elect

District 1: Canada, Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont.

Candidates for Chairman-Elect and Governor should submit an application to serve, a copy of their resume and up to 10 letters of support. Candidates for Regent-at-Large and the Nominating Committee should only submit a letter of self-nomination and copy of their resume.

Applications to serve and self-nominations can be submitted by U.S. mail and postmarked between Jan. 1 and July 15. Mail applications to serve to: MG David A. Rubenstein, FACHE, chairman, Nominating Committee, c/o Julie Nolan, American College of Healthcare Executives, 1 N. Franklin St., Ste. 1700, Chicago, IL 60606-3529. Materials also can be sent via e-mail to jnolan@ache.org or faxed to (312) 424-2828 by July 15.

The first meeting of ACHE's 2010–2011 Nominating Committee was held on Tuesday, March 23, 2010, during the Congress on Healthcare Leadership in Chicago.

Following the July 15 submission deadline, the committee will meet to determine which candidates for Chairman-Elect and Governor will be interviewed in person on Oct. 28, 2010. All candidates will be notified in writing of the committee's decision by Sept. 30, 2010.

To review the Candidate Guidelines, visit the Affiliates Only area of ache.org and select the “Candidate Guidelines” link on the left-hand side of the page. If you have any questions, please contact Julie Nolan at (312) 424-9367 or jnolan@ache.org.

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HLNDV Sponsor Recognition

We would like to thank the following organizations for their support as Annual Sponsors during 2009-2010. 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.

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Siemens Healthcare — PROVIDER OF IMAGING AND LAB DIAGNOSTICS, THERAPY, AND HEALTH-CARE INFORMATION TECHNOLOGY SOLUTIONS

Local Contact: Barbara Sivek barbara.sivek@siemens.com

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Local Contact: Steve Grosswald sgrosswald@hbecorp.com

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Local Contact: Lori Sullivan lsullivan@tcco.com

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Local Contact: Dan Grauman dgrauman@dgapartners.com

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Local Contact: Hamish Stewart-Smith smithh@greencastleconsulting.com

Leaders for Today — INTERIM MANAGEMENT STAFFING FOR THE HEALTH CARE INDUSTRY

LOCAL CONTACT: DIANE NICHOLAS DNICHOLAS@LEADERSFORTODAY.COM

Nova Records Management -- SPECIALISTS IN RECORDS AND DATA MANAGEMENT

Local Contact: Bill Woodard WWood21500@aol.com

For more information on becoming an annual or event sponsor, please contact Anna R. Steelman, FACHE, CHC, at 215-399-1865 or asteelman@hss-inc.com



Resume Tips: Five Ways to Grab Employers' Attention

With today's level of competition for good jobs your resume has got only one chance to make a great first impression. To be considered for interviews your resume must have that special something that grabs the reader's attention and motivates them to call you. Here are five strategies for transforming a blah document into a WOW resume that will get employers calling you.

1. Keep your focus clear and to the point.

The first thing potential employers need to know is what you do and the position you are interested in. In the past job seekers have used an objective statement at the top of their resume to indicate their employment interest. With the lightning speed scanning approach that recruiters take in viewing resumes, a wordy, vague objective statement taking up three or more lines of text just doesn't get the job done. In most cases they don't get read.

Instead, write a short, direct professional summary that clearly illustrates your career focus. Your statement should include your profession, how long you've done it and your particular areas of expertise. Something to the effect of:

Senior purchasing professions with 10 years' procurement expertise in: strategic sourcing, contract negotiation, financial analysis, strategic planning, leadership, contract law and process improvement.

Remember, your resume is not an historical tell-all. To keep your focus clear make sure that everything following in your resume relates to your focus. Leave off extraneous details.

2. Stuff your resume with key words.

The more key words you use the more frequently your resume will show up in online searches like LinkedIn, TheLadders and CareerBuilder, etc.. Additionally, employer resume data bases also use key words to query for qualifying candidates. Without appropriate key words your resume will be electronically ignored. Without key words, your resume is being shot off into a black void each time you submit it.

A good way to make sure your resume is full of key words is to check it against job postings. Use as many of the key words found in the responsibilities and qualifications sections of job postings. As much as you can, match up your terminology with what you find in job postings.

3. Keep your resume reader-friendly.

Nothing gets ignored like a resume full of lengthy blocks of text. No one has time to read through that much information. Resume screeners need to be able to absorb your information quickly. Leave out extraneous details so that key facts show up easily. Separate blocks of text into smaller easy-to-digest snippets of information. Use white space to separate bullet points so that each stand out. Be sure that your font size is readable: nothing smaller than 11 point.

4. Include plenty of accomplishments.

If you want to stand out from the crowd you must include accomplishments throughout your resume. Write accomplishments that show how you solve universal problems such as saving time, cutting costs, improving performance and

Local Headlines

Stock market drop takes toll on hospitals

Hospitals have done better than most businesses during the recession, but the tough times - particularly the stock market decline - took a toll in the last fiscal year.

- See related from the Philadelphia Business Journal: PHC4: Pennsylvania hospital margins plunged in fiscal 2009

Report: Hospitals contribute \$89.8 billion to state's economy

The Central Penn Business Journal reports that Pennsylvania hospitals contributed \$89.8 billion to the state's economy and accounted for 596,000 jobs during 2008, according to a report released by The Hospital & Healthsystem Association of Pennsylvania.

Obama's health care tab may top \$1 trillion

It's no surprise that the Congressional Budget Office now says the 10-year, \$938 billion health care bill passed by Democrats and signed by President Obama likely will cost at least \$115 billion more. USA Today reports

When the kind of nursing degree determines hiring

Main Line Health is included in an Inquirer story about education standards for nurses. Chief Nursing Officer Nancy Valentine is quoted in the article, and pictured with Diane Baraa, clinical manager, on the floor at Bryn Mawr Hospital. View

Surgeons' Convention in Philadelphia Gives Attendees iPods

The American Association of Neurological Surgeons convention in Philadelphia has paperless. Read the KYW1060 story

Surgical Robot Examined in Injuries

Surgeons who use the da Vinci regularly say the robot is technologically sound and an asset in the hands of well-trained doctors. But they caution that it requires considerable practice. More from the Wall Street Journal

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National Articles of Interest

Spring 2010

Listening as a Key Leadership Strategy Component

Successful leaders don't talk all the time; they pay close and constant attention to the people they want to influence. If you want to do a better job of leading people, start by becoming the kind of leader your people feel comfortable talking to. Here are some guidelines.

- Ask good questions. The best questions generate detailed answers and thorough discussions. Instead of telling people what you want them to do, ask them what they think they should do and why. Listen before you speak, and then ask more questions that explore their thinking.

- Don't solve problems for people. Your employees will bring you problems and ask you what to do. Resist the impulse to tell them, or to handle the problem yourself. Instead, talk about what caused the problem, explore options and—again—listen to ideas. Even if the solution ultimately comes from your head, people will feel better about putting it to work knowing they had a fair chance to share their opinions.
- Pay attention to feelings. You don't have to be a psychologist to understand and take into account the emotions of your employees. Let people vent when they're upset. Acknowledge their anger when they feel they've been treated unfairly. Smile when they make a joke. You may not agree with their feelings, but you do need to validate them.
- Look forward, not back. Always steer your discussion toward the future. Avoid dwelling on past mistakes or last year's triumphs. Don't ignore the lessons of experience; instead, take a long-term perspective that motivates people to move forward.

Adapted from "Make Listening a Key Component of Your Leadership Strategy," Communication Solutions, July 2009; (800) 878-5331; www.managementresources.com.

Power Pack Your PowerPoint

Are your PowerPoint presentations putting audiences to sleep? You can take your PowerPoint from boring to boardroom quality with just a few simple tips. Instead of using PowerPoint as the visual equivalent of a road map to your speech, try thinking of PowerPoint as a magazine, a great Web site or even a movie.

PowerPoint is an excellent visual tool that can be used to win people to your point of view, but most people don't take advantage of all that it has to offer.

Don't give your audience the same old/same old. Make your presentation more powerful by putting these expert tips into action.

1. Use words sparingly.

A common rookie error is to write everything you want to say on the PowerPoint slide. Bad idea. Your audience members can read too, and they'll be bored in minutes if you're just reading the presentation word for word.

In order to engage your audience in what you are actually saying, use words sparingly on the PowerPoint slides. One sentence to make them think is far better than 10 bullet points that put them to sleep. Use text sparingly to point out key issues, ask questions or make a call to action.

If you need notes to remember what to say, keep them with you. Use the slides to keep momentum going.

2. Make it visually appealing.

"A picture is worth a thousand words" is definitely true in PowerPoint. A single image can make a powerful statement about your message—and make your message much more memorable.

Thankfully, you are not limited to the clip art that comes with PowerPoint. One of the best resources for royalty-free, high-quality images is at dgl.microsoft.com.

(DGL stands for Design Gallery Live.) There is a box at the top of the page that allows you to search over 150,000 images, including photos and clip art. They're easy to download and add to your presentations, and they make a huge impact.



Become an ACHE Fellow
Continued from Page 1

- Management
- Quality and Performance Improvement
- Business

If you are interested in participating in the study group then please contact Jerry Baker at fellowstudy@hlndv.org. The BOG exam study group will begin meeting this coming September. For further information regarding ACHE Fellow advancement go to <http://www.hlndv.org/development/fellows.php>.

Apply to Become an ACHE Fellow Today and Save \$250

Submit your completed Fellow Application with the \$250 application fee by June 30, and ACHE will waive the \$200 fee to take the Board of Governors Exam once your application has been approved (the waiver is valid for six months). To apply go to http://www.ache.org/membership/credentialing/apply_fache.cfm

You must be an ACHE Member with at least two years of healthcare management experience and must hold a master's or other advanced degree to be eligible to apply for Fellow status.

All follow-up materials (e.g. references) must be submitted by August 31 for the waiver to be valid.



PowerPoint
Continued from Page 4

Or consider adding your own images. Would you rather see an Excel spreadsheet of the shipping department's fourth quarter results or a photo of the guys in the shipping department, hard at work and smiling in front of a sign that says "98% Delivery Reliability"? Which one would you remember?

3. Keep it simple.

It can be tempting to use all of PowerPoint's bells and whistles, including dissolving transitions, sound effects and slide printouts. But the most effective presentations are not the ones that use a Star Wars-style title fade or a door knock sound; they're not the ones with 15-page handouts. They're the ones that leave you thinking about the key points of the presentation after the slides are all done.

Keep it simple when you design a PowerPoint presentation. You don't have to use every single PowerPoint feature to be a power user. Determine what your main points are and focus on those. Sell the message you want to get across. Use PowerPoint as a tool to communicate with your audience.

By using PowerPoint to power pack your presentations, you'll make your message—and yourself—more memorable. Change the way you think about and use PowerPoint, and all of your presentations will be a success.

Adapted from "Power Pack Your PowerPoint," by Marie Bouvier. For more information, visit www.wordsculpture.com.



HLNDV Welcomes the following New Members

March through May 2010

New Fellows

- David P. Tilton, FACHE
- Egg Harbor Township
- Monica Young, FACHE, Philadelphia
- John M. McNeil, FACHE, Philadelphia
- Jane A. Severs, FACHE, Milton
- Donna Streletzky, FACHE, Lewes

Recertified Fellows

- Rieke C. Baize, FACHE, Philadelphia
- Dorothy E. Bellhouse, FACHE, New Castle
- David A. Berkowitz, FACHE, Broomall
- J. Mark Horne, FACHE, Perkasie
- Thomas E. Skorup, FACHE, Plymouth Meeting
- Thomas K. Steiner, FACHE, Lewes
- Sherry Mazer, FACHE, Medford
- Joel A. Port, FACHE, Radnor
- Anthony J. Borda, FACHE, West Chester
- David C. Capone, FACHE, Wilmington
- Anthony Clark, MD, FACHE, Chicago
- Barry L. Graf, FACHE, Mount Laurel
- Patrick A. Grusenmeyer, ScD, FACHE, Newark
- Jodi J. Hartlep, FACHE, Newark
- Barbara T. Hartnett, FACHE, Abington
- Steven J. McGovern, FACHE, Landenberg
- David P. McQuaid, FACHE, Philadelphia
- Louisa Phillips, RN, FACHE, Dover
- Penelope M. Seiple, RN, FACHE
- Brian E. Sweeney, FACHE, Gwynedd Valley

New Members

- April J. Budd, Philadelphia
- Dan Fishman, Philadelphia
- Natali Franzblau, MD, Cherry Hill
- Carissa Grant, Wyncote
- Mark Heinlein, Philadelphia
- Karen M. Hudson, Philadelphia
- Kerry Mackey Jr., Westampton
- Khari Mott, Houston
- Joseph Sheppard, Philadelphia
- Vanessa P. Stepney, Philadelphia
- Robert A. Turk, Wayne
- David A. Wright, Clarks Summit
- Mary E. Bracciale, Conshohocken
- Joyce M. Durham, Ann Arbor
- Robert Fried, Paoli
- Patricia Fuller, Dover
- Capt Corby Heyne, Dover
- Margaret Iacobacci, RN, Philadelphia
- Eileen Jameson, Abington
- Fran Morrison, Somers Point
- Gayle T. Reinhart, Philadelphia
- Brian W. Smith, PhD, Mount Laurel
- Michele Szkolnicki, RN, Philadelphia
- Elizabeth M. Yaw, Malvern
- Michael Anderson, Phila
- Medhat Banoub, Newark
- Shree P. Das, Yardley
- Kelly A. Doyle, RN, Philadelphia
- Johanna Epstein, Philadelphia
- Susan A. Kaiden, Media
- Fran Kaplan, Somers Point
- Rebecca Kohl, Philadelphia
- Rochelle Nisbett, Mt. Holly
- Kate Rock, Warrington

Delaware Regent's Message

Lynn C. Jones, FACHE

It was great to see so many HLNDV members at Congress this year! It was a very worthwhile meeting with many outstanding presentations, especially during this time of healthcare reform. Congratulations to the HLNDV for receiving a Merit Award for Member Satisfaction — a very positive reflection of the great work of our Chapter and our Chapter leaders.

As Regent for Delaware, I look forward to another active year, supporting the important work of our Chapter. We are now in the process of reappointing my Regent Advisory Council (RAC), and in establishing our goals for the upcoming year. Our plan is to build on the accomplishments of the past year, when we did the following:

- Conducted an "Advancement to Fellow" session that was attended by 11 Members who are preparing to take the Board of Governors Exam. So far, 3 have successfully passed and become new ACHE Fellows.
- Recruited 22 new members to become affiliates of ACHE.
- Recruited Wilmington University as a member of the ACHE Health Education Network.
- Completed plans to conduct a volunteer community benefit event in each county in Delaware this year.
- Had a very successful annual meeting in collaboration with the Delaware Healthcare Association that was well attended, and during which we awarded three very well deserved Regent Awards.

This year we plan to build on each of these accomplishments, and to focus greater attention on our efforts to promote diversity among our healthcare leadership community.

I am excited about the work of the HLNDV, and look forward to continue to do all that we can to increase the level of engagement (and benefit) for our ACHE affiliates.

Eastern Pennsylvania Regent's Message

James B. Burke, FACHE

The spring seems to have finally arrived in Southeastern Pennsylvania, and I am happy to report that the snow is finally gone from my neighborhood. Hopefully you can say the same thing.

There are a number of important events taking place in our region this spring, and I would like to highlight a few.

In early April the Healthcare Leadership Network of the Delaware Valley (HLNDV) sponsored their Annual Breakfast with the Regents at the Union League of Philadelphia. Trevor Fetter, President and CEO of Tenet Healthcare was the keynote speaker. In addition to Mr. Fetter's talk,

awards were presented to Albert P. Black Jr., FACHE, Chief Operating Officer at the Hospital of the University of Pennsylvania and Jennifer A. Bastian, Assistant Administrator, Department of Radiation Oncology at Thomas Jefferson University Hospital. The awards are the Regent's Award for Senior Leaders and the Regent's Award for Early Careerists, respectively. Please join me in congratulating both Al and Jennifer for this recognition.

Also in April, the Higher Education Network students group at the University of Scranton held its 15th Annual Healthcare Symposium, on the evening of April 15. The event was titled, "Building a National Health Information Network: Struggles in IT, Privacy and Reform". The topic generates interest from both ACHE members, as well as HIMSS members and provided 2.0 hours of Category II Continuing Education Credits to ACHE members.

The same evening the Eastern Pennsylvania Healthcare Executive Network (EPHEN) sponsored an event at the Reading Hospital and Medical Center titled, "The Future of Healthcare Financing". Presenters included, Brian Stello, MD, from Lehigh Valley Health Network; Matthew Vogel, from Highmark Blue Shield, and Scott R. Wolfe, President and CEO, Reading Hospital and Medical Center. This program awarded attendees with 1.5 hours of Category I Continuing Education Credits.

In May, the HLNDV sponsored a CEO Roundtable at the historic College of Physicians in Philadelphia.

This spring the ACHE Nominating Committee will begin accepting nominations for, among other national positions, the Regent-at-Large position from District #1 (our district). Anyone who has an interest in learning more about this role can contact the current Regent-at-Large from District #1, Warren L. Lyons, FACHE, at Temple University Hospital or me. While we are on the topic of succession, I should point out that I am now in the last year of my term as Regent for Eastern Pennsylvania. I would be happy to speak with any Fellow who wants to know more about the role of Regent. More about this in my next newsletter . . .

New Jersey Regent's Message

Terrence F. Cahill, EdD, FACHE

As a society we are fascinated by individuals who do great things. For example, the recent Olympics provided the stage for many "superstars" to become the focus of our attention. Who were your favorites? I'll bet you know their names, even though some of them were probably unknown to you before the competition. It is common in sports activities to recognize great achievements. We award medals, trophies, and, ribbons. We feature the winners in newspaper stories, TV and radio shows. Some are even held up as role models for our children. In fact, if I paused and asked you to name an athlete who you view as a superstar I expect that you would come up with one or more names. How about if I asked you to name a "superstar" healthcare leader? There are so many individuals in healthcare leadership positions doing great things everyday for their organizations and their communities, we tend to take a lot for granted. Who would you name as a "superstar" healthcare leader that you

Regents' Messages

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know? Let me save you some time and introduce you to three NJ ACHE members who were recently recognized as "superstars" at our Regent's Annual Breakfast meeting. Better yet, listen to what their colleagues, managers, direct reports and students had to say about them.

NJ ACHE EARLY CAREERIST AWARD-2010: Jason A. Kreitner, FACHE, Hackensack Medical Center

"Continuously sets an example for all healthcare leaders by mentoring young professionals, coaching residents and students." Mark D. Sparta, FACHE

"Willingness to take on issues directly." Louis Longobardo

"Believes in transparency." Susan Karpinski

"Open door policy; leadership by example." Barbara Cope

"Governs by integrity; a role model." Michael Horton

"Highly ambitious; knowledgeable." Eric J. Leuthold, FACHE

NJ ACHE SENIOR EXECUTIVE AWARD-2010: Alexander J. Hatala, FACHE, Catholic Health East-NJ

"The mission is always first and his organization knows it and lives it; every patient is treated with respect and the very best healthcare." Michael Camardo

"Always ready to be of service to others; works very hard to help us continue our mission to serve the poor." Sr. Helen Owens

NJ ACHE REGENT'S LEADERSHIP AWARD-2010: Dennis J. Scotti, PhD, FACHE, Fairleigh Dickinson University

"Expert in the field of Healthcare and Life Science; students hold high respect for him." Dr. Gwen Jones

"A professor's professor; commitment to providing value and substance to anyone he comes in touch with." Daniel J. Messina, PhD, FACHE

"Commitment to helping hospitals provide and get reimbursed for providing quality healthcare." Dan Willis

"One of the most dedicated faculty members I have worked with; an accomplished scholar in several fields of management in general and healthcare management in particular." Dr. Joseph J. Kiernan

"My colleagues and I came to the classroom with diverse backgrounds, professions and experiences, and with Dr. Scotti's guidance walked away totally transformed with a greater appreciation of each other and the healthcare system." Jose Rojas Jr., MD, FACHE

"A great mentor and friend to me." Carlos A. Maceda, FACHE

Just as in sports, we can learn a lot from the "superstars" in our field,

healthcare leaders. I encourage you to take a moment to reflect on the above comments, as I believe they provide great information for we who seek to become better leaders. Then, in the spirit of good networking, I encourage you to send a note of congratulations to our NJ ACHE Awardees. Here are their email addresses:

prof_djs@fdu.edu

hatalaa@lourdesnet.org

JKreitner@humed.com

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Resume Tips

Continued from Page 3

increasing customer satisfaction. Your accomplishments should stand out on your resume in bullets separate from your responsibilities. Don't make the common mistake of combining responsibilities and accomplishments in a long list of bullets. List your responsibilities in a small block of text and your accomplishments in bullet form following.

5. Get your best information on page one.

It's true, if you can't grab their attention on page one they won't stick it out to find out the wonderful things you've got on page two or three. This presents a problem for those who experienced their most productive work five or more years back. The solution is to use the hybrid resume format that allows you to create a highlight of accomplishments section at the top of page one of your resume. This area of your resume is reserved for the best examples of your work. The accomplishments you include should illustrate the key transferable skills needed for the position you are interested in.

Don't delay in implementing these resume changes. Employers are waiting for you with opportunities for a better career and a better life.

Deborah Walker, Certified Career Management Coach

Read more career tips and see sample resumes at:
www.AlphaAdvantage.com

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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.

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