



American College of  
Healthcare Executives  
for leaders who care®

# ND Healthcare Executives Forum

SPRING ISSUE

APRIL 2016

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## Message from your President

continued support.

Our Board has some fresh faces with a broad range of healthcare experience and perspectives. We pledge to be an active board with a focus on membership engagement.

As members, I ask you for your input and participation on future events. We want to hear from you!

The North Dakota Chapter of ACHE is here to serve your needs and most importantly, I am eager to connect with each and every one of you!

Together we can make ND a chapter of excellence!



## Upcoming EVENTS (including face to face education!)



We kicked off 2016 with a tremendous amount of Strategic Planning! We heard your requests and want to bring exceptional networking and educational opportunities to your area to connect and engage our members.

Our first event of 2016 is June 2nd from 5pm-630pm at St Alexius in Bismarck titled "Sustaining a Financially Vibrant Healthcare Organization" You will be able to network and receive 1.5 hours of Face-to-Face education. Registration details will be emailed shortly.

See you there!

# Featured Fellow



**John Wagner, FACHE**

**VP Sanford Health**

John Wagner is a lifelong resident of the Midwest. Born and raised in Iowa, John has progressively moved north along I-29, spending 10 years in Sioux Falls, SD, and currently a resident of Fargo, ND.

He received his Bachelor of Science degree in Nursing (BSN) for South Dakota State University and his Master's degree in Healthcare Administration (MHA) from Bellevue University near Omaha, NE.

John has been an ACHE member since 2013 and recently earned Fellow (FACHE) status through the American College of Healthcare Executives.

Mr. Wagner has 17 years of experience in healthcare, practicing nursing and leadership in a variety of hospital settings.

For the past 13 years, John has been employed by Sanford Health where he currently serves as the Vice President of Procedural Services. This role includes responsibilities over imaging, heart/vascular services and peri-operative services.

Recent projects have included reducing variation and costs of physician preference items, expanding preventive screening service lines and participation in the design, equipment acquisition and workflow design of Sanford Health Fargo's new Medical Center, opening the summer of 2017.

## Exam PROMO

### Board of Governors Exam Fee Waiver Campaign

**Feb. 1 – May 31**

Become board certified and maximize your professional potential by earning the premier credential in healthcare management: ACHE's prestigious FACHE® credential.

The Board of Governors Exam fee waiver promotion for ACHE Members to save \$200 when they submit their Fellow application will now take place between Feb. 1 and May 31, 2016.

Eligible members must submit their completed Fellow application, \$250 application fee and all required materials (including references) by May 31.

Pending application approval, ACHE will waive the \$200 Board of Governors Exam fee.

For more information on the promotion or to apply, go to [www.ache.org/FACHE](http://www.ache.org/FACHE).

**FACHE**

Fellow of the American College of Healthcare Executives  
*The Distinction of Board Certification*

Apply now and save **\$200**  
with the **Board of Governors Exam**  
Fee Waiver

# ACHE Presents CareerEDGE



## CareerEDGE

In the rapidly changing healthcare field, a career plan is more important than ever. To help you navigate this evolving marketplace, ACHE is pleased to bring you a unique, interactive and comprehensive tool for planning and managing your career—CareerEDGE™, available as a complimentary benefit to ACHE members.

### CareerEDGE Features:

- A personalized online Career Dashboard featuring career management tools, job board links, news items and other career resources
- Access to several free assessments including a 360° Working Style tool, a modified versions of Meyer's Briggs Type Indicator and ACHE's Healthcare Leadership Competencies Assessment Tool
- An innovative career planning framework to guide your thinking about career success today and in the future and help you build a solid career plan document
- A process to help you make the connection between clarifying goals, identifying the competencies required for success, identifying valuable resources and assessing the level of progress toward developing critical skill sets.

Give yourself an edge and visit [www.ache.org/CareerEdge](http://www.ache.org/CareerEdge)

## Inspiring Positivity

### Inspire Positivity Through Constructive Criticism

Constructive criticism can help employees improve their work and thus the organization. However, some managers can be negative when delivering the criticism, even if they have good intentions. Prefacing criticism with a comment such as "I want to help you do your job better" isn't constructive if it destroys an employee's confidence. Keep the strategies below in mind when providing advice to your employees:

**Create an agenda.** Criticism should typically be given soon after a mistake is made, but make you plan out what you will be saying prior to any conversation. Take a few moments to consider the situation and jot down some notes. Most importantly: Don't criticize in public.

**Don't use humor.** While humor can help to lighten the mood, jokes can send a mixed message. Criticism should be played straight when talking to employees about mistakes and performance problems.

**Stay calm.** If you lose your temper, you could lose control of the situation—and you don't want the discussion to turn into an argument. If necessary,

wait a few minutes to calm down before speaking with your employees. If not, the conversation could have the opposite effect of your intentions.

**Say something positive.** There's no need to share extraneous praise, but it's important to give employees a reason to listen to you. Expressing confidence in them can make them more receptive to your message.

**Offer suggestions.** Pointing out errors is only a first step. Provide them with suggestions to avoid mistakes in the future, and ask him or her what could be done differently. Strong constructive criticism goes beyond identifying problems—it also is a way of offering ideas and solutions.

Adapted from *Communication Solutions* January 2016 newsletter, [www.communicationbriefings.com](http://www.communicationbriefings.com).



# North Dakota Healthcare Executives Forum



An Independent Chapter of  
American College of  
Healthcare Executives  
*for leaders who care ®*

Three colleagues recently joined our board - Katie Aukland, Kathy Naylor, and Steve Mund. This is an energetic group that is ready to continue its great work in 2016! If you are interested or would like to nominate someone, please contact me at [Hailey.schepp@sanfordhealth.org](mailto:Hailey.schepp@sanfordhealth.org)

ND Chapter Website:

<http://nd.ache.org>

National ACHE Website:

[www.ache.org](http://www.ache.org)

## Board Members:

ND REGENT - Keith Heuser, FACHE

President - Hailey Schepp

Past President - Greg LaFrancois, FACHE

Sec/Treasurer - Steve Mund, FACHE

Board of Directors - Mark Waldera, FACHE

Board of Directors - Linda O'Halloran, FACHE

Board of Directors - Jeff Drop, FACHE

Education Chair - Kathy Naylor, FACHE

Membership/Events Chair - Katie Aukland



*"Nothing is impossible, the word itself  
says "I'm possible!"*

Audrey Hepburn

# ACHE National News

## ACHE Senior Executive Program

The Senior Executive Program prepares senior healthcare leaders for complex environments and new challenges. Past participants have been senior directors, vice presidents, COOs, CNOs and CFOs—many of whom aspire to be a CEO. The program consists of three sessions, each two-and-a-half days in length. Locations and dates are as follows: Chicago (June 6–8), San Diego (Aug. 14–17) and Orlando, Fla. (Oct. 24–26).

Participants grow professionally in a supportive learning environment over three sessions. The program includes relevant topics, including reducing medical error, improving board relationships, increasing personal influence, understanding financial management in the era of payment reform, confronting disruptive behavior and influencing organizational change.

Enrollment is limited to 30 healthcare executives. A limited number of partial scholarships—underwritten in part by Toshiba America Medical Systems Inc.—are available for those individuals whose organizations lack the resources to fully fund their tuition. For more information, contact Catie Russo, program specialist, at (312) 424-9362, or visit [ache.org/SeniorExecutive](http://ache.org/SeniorExecutive).

## ACHE Executive Program

The ACHE Executive Program is designed to help healthcare middle managers refine their knowledge, competencies and leadership skills. Participants will have the opportunity to learn, share and grow professionally together over three multiday sessions. The program covers relevant topics, including improving patient safety and clinical quality, understanding physician integration strategies, appraising personal leadership, managing disruptive behavior, increasing talent development, understanding hospital governance and conflict management and measuring financial success.

The Executive Program will be held at the following locations and dates: Chicago (June 6–7), San Diego (Aug. 14–17) and Orlando, Fla. (Oct. 24–26). Participants must attend all three sessions in each city.

Enrollment is limited to 30 healthcare executives. A limited number of full scholarships underwritten in part by Toshiba America Medical Systems, Inc. are available for those individuals whose organizations lack the resources to fully fund their tuition. For more information, contact Catie Russo, program specialist, at (312) 424-9362, or visit [ache.org/Executive](http://ache.org/Executive).

## Tuition Waiver Assistance Program

To reduce the barriers to ACHE educational programming for ACHE members experiencing economic hardship, ACHE has established the Tuition Waiver Assistance Program.

ACHE makes available a limited number of tuition waivers to ACHE Members and Fellows whose organizations lack the resources to fund their tuition for education programs. Members and Fellows in career transition are also encouraged to apply. Tuition waivers are based on financial need and are available for the following ACHE education programs:

- Congress on Healthcare Leadership
- Cluster Seminars
- Self-Study Programs
- Online Education Programs
- Online Tutorial (Board of Governors Exam preparation)
- ACHE Board of Governors Exam Review Course

All requests are due no less than eight weeks before the program date, except for ACHE self-study courses; see quarterly application deadlines on the FAQ page of the tuition waiver application. Incomplete applications and those received after the deadline will not be considered. Recipients will be notified of the waiver review panel's decision no less than six weeks before the program date.

If you have questions about the program, please contact Teri Somrak, associate director, Division of Professional Development, at (312) 424-9354 or [tsomrak@ache.org](mailto:tsomrak@ache.org). For more information, visit [ache.org/TuitionWaiver](http://ache.org/TuitionWaiver).

## Physician Executives and Healthcare Consultants Forums

ACHE's Physician Executives Forum and Healthcare Consultants Forum enhance value for physician executive and healthcare consultant members through a package of benefits tailored to their unique professional development needs.

The Physician Executives Forum offers education, networking and relevant information that address the top issues physician executives face, such as leading quality initiatives and enhancing interdisciplinary communication skills. Benefits include a special designation on ACHE's online Member Directory, e-newsletter and the opportunity to participate in ACHE's exclusive LinkedIn Group. Physician executive members with an MD or DO credential are encouraged to visit [ache.org/PEForum](http://ache.org/PEForum) to learn more about the Forum's benefits and to join.

The Healthcare Consultants Forum can help healthcare consultants stay ahead of the curve and more effectively meet client needs through targeted resources. Benefits include a special designation on ACHE's online Member Directory, e-newsletter and the opportunity to participate in ACHE's exclusive LinkedIn Group. More information is available on [ache.org/HCForum](http://ache.org/HCForum), where interested consultant members can join.

The cost of membership in both Forums is \$100 per year, in addition to ACHE annual dues.

## ACHE Announces Its 2016–2018 Strategic Plan

At the November Board of Governors meeting, the Board approved the 2016-2018 Strategic Plan. In drafting the plan, ACHE reached out to members, chapter leaders and Regents to learn how ACHE can continue providing the best value to you in the rapidly evolving healthcare environment.

As changes in healthcare unfold, we continue to offer top-notch educational programs, as well as research, books, magazines and journals with insight from experts on topics that are vital to your success. We also are expanding our 45,000-member community to include professionals from across the continuum of care, such as physician executives and other clinical leaders. In doing so, we will help prepare a new cadre of healthcare leaders. In addition, ACHE is committed to enhancing the FACHE® credential to ensure relevancy to the marketplace and stakeholders. Through a continued focus on professional development, we strive to help prepare leaders to provide the best care to the patients and communities they serve.

ACHE continues to deliver innovative products and meaningful new solutions to keep you on the leading edge. Through new collaborations—such as our recent partnership with the National Patient Safety Foundation in developing a culture of safety—ACHE is working to engage top leaders in innovative leadership solutions. And, additional collaborations are being developed to increase and sustain diversity at the highest levels of healthcare leadership.

New challenges and uncertainties test us as we work as a profession toward better health for all. ACHE is keeping a pulse on our environment, expanding resources and growing our community to help you meet those opportunities head on.

Gain detailed information on the plan [here](#).

*"Leaders aren't born, they are made. They are made by hard effort, which is the price which all of us must pay to achieve any goal which is worthwhile".*

Vince Lombardi