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2020 GAHE Year in Review

Despite all the challenges with the pandemic, 2020 was another successful year for GAHE. At our November virtual Annual Meeting, GAHE President Trent Lind highlighted our key accomplishments for the year. Below is a brief summary of our achievements:

- **Financial** – The chapter is in excellent financial condition, thanks to programs revenue, decrease in programs expenses due to virtual programs, steady membership numbers, and support from our corporate sponsors.
- **Membership Growth** – membership and fellows from 1/1/2020 to 12/22/2020:
 - 213 New Members
 - We achieved our lapsed chapter member reinstatement goal
 - 9 New Fellows
 - 49 Recertified Fellows
- **Education** – After beginning the year with two in-person events with 3.0 face-to-face hours, GAHE responded to in-person meeting restrictions due to the pandemic by offering virtual programs. By the end of the year, GAHE provided:
 - 7 virtual face-to-face programs offering 10.5 F2F hours,
 - 12 webinars offering 14 qualified hours, and
 - our virtual Board of Governors exam review course offering 19.5 qualified hours over 12 weeks.
- Despite these successes, GAHE still faced the struggles of an abnormal year of operations due to this global pandemic. Based on these disruptions in 2020, the GAHE Board of Directors voted to enact a temporary by-law change allowing for current Board of Directors members and Officers to extend their service for one more year. Thank you to our Board members for their service to GAHE and ACHE. See page 5 for a list of GAHE's 2021 Board.



Virtual programs allowed GAHE to continue offering education credits to members.



Call for Webinar Proposals

Do you have an idea for a webinar that would be appropriate for educating GAHE's membership? If so, GAHE's Webinar Subcommittee invites you to contribute to our [Call for Webinar Proposals](#).

Message From Your ACHE Regent

With the cooler weather and the holiday season kicking off with Thanksgiving, I am filled with gratitude to serve in healthcare at this moment in time. I am truly humbled and in awe of my fellow healthcare workers – on my team and across the state and nation. It is an honor to lead and serve alongside talented, compassionate, expert leaders, providers, caregivers, and team members who work every day to ensure the people in our communities receive the care they deserve. It is an honor to serve GAHE.

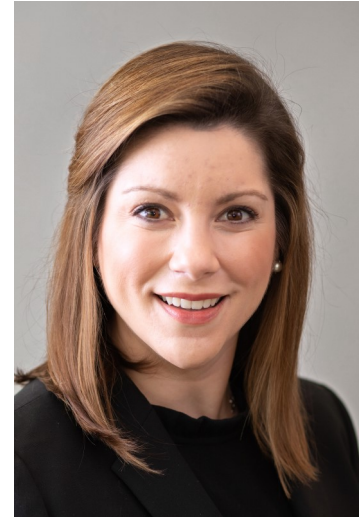
As the pandemic continues to present challenges, our hospitals and healthcare systems have persevered in the face of every obstacle. We have remained committed to the task at hand and, thanks to support from GAHE and ACHE, members have collaborated across the state and nation to meet the needs of every person we serve.

The valuable information and partnerships these organizations offer are essential as we strive to deliver world-class healthcare and move forward prepared and ready to respond. With a nationwide shortage of caregivers, it is also our goal to continue to attract other healthcare professionals to join us in our pursuit of wellness. I am grateful for every person who has stepped up to use their talents to care for Georgians during the pandemic. We are truly stronger together.

Even in the midst of the enormous change and challenge we have faced in 2020, there is so much to be thankful for – the lives saved, patients healed, families comforted, and partnerships formed are just a few that come to mind. With 2021 on the horizon, I am optimistic that we will continue to make well happen and deliver compassionate, personalized care to the people of Georgia. Thank you to the GAHE Board, volunteers, and all members for working so hard to continue to drive our mission and move the chapter forward, and may you experience an abundance of gratitude as the year comes to a close.

Sincerely,

Callie C. Andrews, FACHE
Regent for Georgia



Callie Andrews, FACHE

Call for Committee Volunteers

Do you have a particular interest in serving on a GAHE committee? Please let us know as we would love to have you join us. Current committees include Career Development, Communications, Fellow Advancement, Membership Growth & Satisfaction, Physician Executives Group, Programs, Sponsorship, Senior Executives, and Diversity and Inclusion.

Be involved and a part of our GAHE Leadership team! (You must be a member in good standing of ACHE and GAHE to participate.) Submit your statement on your interest on our online [Committee Application Form](#).

Wellstar Paulding Hospital Receives Malcolm Baldrige National Quality Award , Nation's Highest Recognition For Performance Excellence

Congratulations to GAHE Vice President John Kueven and His Team at Wellstar Paulding Hospital

In November, Wellstar Paulding Hospital was awarded the Malcolm Baldrige National Quality Award, the nation's highest level of recognition for performance excellence. Wellstar Paulding Hospital is the first healthcare organization in the state of Georgia to receive this award and the second organization in Georgia to ever receive it. The award is the nation's only presidential award for performance excellence, recog-



*John Kueven, FACHE, MHA, RN
President
Wellstar Paulding Hospital
GAHE Vice President*

categories in which the awards are given include manufacturing, service, small business, education, nonprofit and healthcare — the category in which Wellstar Paulding Hospital won.



Wellstar Paulding Hospital is the first healthcare organization in Georgia -- and the second organization in the state — to receive the award.

nizing U.S. organizations and businesses that have shown an unceasing drive for innovative solutions to complex challenges, visionary leadership, and operational excellence.

“Our team at Wellstar Paulding Hospital is honored and humbled to receive this award. Participating in the Baldrige program has challenged us to meet and exceed the high standards set by the organization,” said Wellstar Paulding Hospital President John Kueven. “We are committed to continually pursuing excellence and improving our processes while remaining focused on our mission to enhance the health and well-being of every person we serve.”

Named after Malcolm Baldrige, the 26th Secretary of Commerce, the Baldrige Award was established by Congress in 1987 to enhance the competitiveness and performance of U.S. businesses. Since the first group was recognized in 1988, 134 national-level awards have been presented to 124 organizations. The awards are handed out annually by the U.S. Department of Commerce's National Institute of Standards and Technology (NIST) and are considered the most prestigious U.S. recognition of quality performance. The six

Upcoming Events



Register for All GAHE Events at:

<https://gahe.org/events>

January 6 — Leadership Series Webinar — “Leadership Imperatives in a Post-COVID-19 Environment,” featuring Chuck Stokes, FACHE, Founding Partner, Relia Healthcare Advisors

12:00–1:00 pm, 1 hour of ACEH Qualified Credit

[Learn more and register now](#)

January 21 — Monthly Virtual Lunch and Learn — “Disruptive Innovation in Healthcare Delivery”

12:00–1:30 pm, 1.5 hours of ACEH face-to-face credit (limited to 65 registrants)

Mark Your calendar. More details and registration will be announced soon.

March 22-25 — ACEH Congress on Healthcare Leadership — Virtual

Earn up to 12 hours of ACEH face-to-face credit.

Learn more and register at www.ache.org.

Healthcare Careers

What I Would Have Done Differently

by Larry Tyler

As I am by far the oldest member of the GAHE board and have come to the twilight of my career, I have some thoughts for those that are still climbing up the career ladder as to what I would have done differently in my own career if I had to do it over again. I lived my career in the moment and in the future, never often looking back, but now I find there are some things that I should have done that I want to pass on to the next generation.

1. **I would have produced more hand-written notes** to people I know. While email is fast and you can continue a conversation, email does not have the impact nowadays as much as a hand-written note. By taking the time to reach out, you show someone their importance to you. You can buy personal note cards cheaply from any of the on-line vendors. Go ahead, write a personal note and make somebody's day. I am writing more personal notes today than I ever have.
2. **I would have made notes of important events or accomplishments** for when I might need the information in the future. I would have had a journal so that I could refer to it when needed. With the advent of the personal computer and the cloud, I would have kept this information on-line so that it would not get wiped away in a house flood, like my wife's journals did.
3. **I would have recorded on my calendar the birthdays of everyone I possibly could.** Luckily for me, in the later part of my executive search career we decided to calendar the birthdays of all of the people who had been in the queue to be considered for a search, as we had their birthdays for credit and criminal checks. In my current career, one of my joys is calling contacts on their birthdays and catching up. I sing them the Happy Birthday dirge.
4. **I would have reached out to anyone who I had somehow wronged to apologize and make things right.** Luckily, there were few of these but there were probably many more that I never realized I had wronged. Along the same lines, I would have engaged those who had wronged me. Even if they did not apologize, reestablishing the relationship gives an opportunity for reconciliation.
5. **I would have tried to find a mentor.** I had one while I was in college at Georgia Tech, but I didn't after I "got out" (Georgia Tech speak for graduating). Advisors came and went during my career, and I appreciated their advice, but they were not really mentors. A mentor is someone who cares for you, your career and your life. Nowadays, they are hard to find. So now, I am trying to be a mentor to several individuals, giving them what I purport to be "sage advice" and suggesting alternatives for them to consider. I gave advice recently to two would-be executive search consultants. Maybe they will want to see me as a mentor. As a mentor, I also tell them when they are wrong or pursuing a path that will lead to bad consequences.

As I wrote this article, I thought that there would be more things that I would have done differently. I made plenty of mistakes but none of them were catastrophic. I think I took the road less traveled..... now, can someone give me directions on how to get home?



*J. Larry Tyler, FACHE, FHFMA, CMPE
Chairman & CEO
Practical Governance Group*

Note: We would like to encourage members to share "What I Would Have Done Differently" by posting on GAHE's [LinkedIn page](#) or [submitting an article](#) for the newsletter. Also, check out videos of Larry Tyler's [Job Search for Students](#) webinar series presented last May (no charge) along with other career resources for students.

GAHE's 2021 Board of Directors

OFFICERS

President

R. Trent Lind, FACHE
Chief Executive Officer
Eastside Medical Center

Vice President

John Kueven, FACHE, MHA, RN
President
WellStar Paulding Hospital

Secretary

Jon-Paul Croom
President & System Senior VP
WellStar North Fulton Hospital

Treasurer

Taylan Bozkurt, MBA, FACHE
Chief Technology Officer and VP of Operations
Burn and Reconstructive Centers of America

ACHE Regent for Georgia

Immediate GAHE Past President and
Senior Executives Committee Chair
Callie Andrews, MBA, MSHA, FACHE
Senior Vice President and President
WellStar Cobb Hospital

BOARD MEMBERS AT LARGE

Board Member At Large and Fellow Advancement Committee Chair

Rahul Ghotge, MD, MS, MBA, FACHE
Principal
EHR 2.0

Board Member at Large and Membership Growth and Satisfaction Committee Chair

Doug Gregory, FACHE
Executive Director of Cardiology
Wellstar Kennestone Hospital

Board Member at Large and Programs Committee Chair

Angela Henry, FACHE
Vice President
M3 Executive Search

Board Member At Large and PEG (Physician Executive Group) Committee Chair

Boykin Robinson, MD, MBA, FACHE
CEO
Core Clinical Partners

Board Member At Large and Sponsorship Committee Chair

Bobby Ryan, FACHE, MBA
Chief Growth Officer
ApolloMD

Board Member At Large and Local Programs Councils Committee Chair

Chet S. Bhasin, FACHE
COO
Shepherd Center

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Communications Committee Chair

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President, BRIGHTHOUR HIT Consulting
Information Technology Operational
& Project Leader,
Emory Healthcare, Inc. (Johns Creek)

Joint Programs Committee Chair

W. Bryant Cornett, FACHE
President
DTSpade – Specialized Real Estate

Career Development Committee Chair

Sonja McLendon, FACHE
Chief of Operational Excellence
Northeast Georgia Health System

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Board Member (ex officio)

Mary Germann, RN, MN, SFHM, FACHE
AVP, Hospital-Based Physician Services
HCA Healthcare, Inc.

Board Advisor

J. Larry Tyler, FACHE, FHFMA, CMPE
Chairman & CEO
Practical Governance Group

Membership Report (September 1-December 20, 2020)

Congratulations to these GAHE members who achieved their **Fellow of ACHE (FACHE)** credential. Please take a moment to congratulate your colleagues for their commitment to advancing their healthcare careers:

- **Lindsey Maria C. Gazy, FACHE**
- **Jeffrey M. Harden, MBA, BSN, RN, FACHE**
- **Dorian L. Williams, FACHE**

We recognize the following **members who recently recertified their Fellow status:**

Annie N. Cheek, FACHE	Anna H. Ivory, FACHE	A. Charles Platt, FACHE
Ajay Dhawan, MD, FACHE	Steve A. Kargas, MD, PhD, FACHE	Susan L. Robbins, FACHE
Robert G. Eaton, JD, FACHE	Anne Meisner, FACHE	Andrew T. Sumner, ScD, FACHE
Derek L. Felder, FACHE	Kem M. Mullins, FACHE	James B. Warren, FACHE
Victoria L. Humphrey, RN, FACHE	Olugbenga Obasanjo, MD, FACHE	Zachariah P. Wheeler, FACHE

We welcome the following **new members of ACHE** in the Georgia chapter and hope to meet you soon:

Charles L. Adams, MBA, MHA	Hugh M. Gravitt, IV	A. Merritt McKenzie, MHSA
Mary Grace Albuna, MBA	Ashley W. Gresham	Amanda G. Mewborn
Cynthia M. Alexander, EdD, MS	Michael R. Hagan	Tarun Mohan Lal
Marcus Allen	Kristy L. Headrick, MBA	Tendai I. Mudisi Soley
TSgt Charles A. Ancrum	Laura A. Hochwalt, RN	Lynda J. Napier, MBA, MHA
Janet K. Asafo	Waynee R. Hyman	Keri Norris, PhD, MPH
Rex I. Bell, RN, BSN	Dan Jennings	Lbiyemi O. Ojo, MS
Roopa M. Bhupathi, MD	Kamia Johnson	Karen H. ONeal
Bailey E. Brock	Prisana Johnson, MSc	Kasandra Parks, MBA, BA
Andrea Cameron	William Joseph	Heather Schofield
Aubrey Cawthon, III, MD	Lalit Pranay C. Karnam	Rashad Shedd
Michael Collins	Chad L. Key, DBA	Jessica Sheridan
Mychal Cooper	Faith W. Lewis	Susan M. Simpson, RN
Paddy Cunningham, RN, MSN	MAJ Michael P. Lynch	Tiffany Smallwood
Brian G. Daigle	Julie Mack, RN, BSN	Messie N. Squire, RN, MPH
Timothy D. Dorminey, Jr.	Michael Mantoath	Roger Su, MD
Kwase H. Dowe	Megan Mathis	Questa Tingler, PA-C
Neha Dugal	Bonnie P. Matthews, RN, MSN	Eugene Triplet, II
Darra Edwards, PharmD, MS, BCPS	Lisa McBee-Gabriel, MSN	Christina Walker, MSN, RN, CRRN
Shelly Edwards	Erica McDonald	Vicki Wild-Mcleod
Alison Firth	Jeremy McDonald	COL Joshua Will, DO
CPT Maurice L. Galloway	Tonia McGhee	ADM Nadia Williams, MBA
William D. Gaynor	Jill McIntyre	Lori M. Wood

Congress Registration Is Now Open

Registration is now open for the [2021 Congress on Healthcare Leadership](#), March 22–25. Join us for this reimagined virtual experience and earn up to 12 ACHE Face-to-Face Education credits for an early-bird rate of only \$449. Register by Feb. 22 to receive the discounted registration.



The registration process has changed. Please register today for your Congress all-access pass. You will not need to select your sessions at this time. After registering for Congress, you will receive a communication in early March to select your sessions and personalize your schedule in the virtual event platform. Check the [website](#) often for updates on sessions and speakers.

FACHE Membership Tenure Requirement Change

You have shown incredible resilience and leadership as you've faced new challenges this year. We are grateful so many talented and dedicated leaders choose the FACHE® credential to demonstrate their commitment to healthcare management excellence.

As you know, the Board of Governors made the decision to change the membership tenure requirement for initial Fellow advancement from three years to one year effective Jan. 1, 2021. We remain confident the change will make Fellow status possible for more of our Members who meet the requirements and wish to advance to this important leadership level. Keep in mind that while the membership tenure requirement was adjusted, the other requirements for Members to obtain the FACHE credential remain the same.

If you have any questions about the FACHE requirements, the [deadline extensions](#) or the process in general, please reach out to our Customer Service Center at contact@ache.org or (312) 424-9400, Monday through Friday, 8 a.m. to 5 p.m., Central time.

Digital Self-Study Courses

ACHE's self-study courses are now available in an all-new digital format, accessible from your desktop, laptop or mobile device. Courses are accessible in a self-directed format and build on the expertise found in books published by Health Administration Press. Upon completion of the course, participants earn six ACHE Qualified Education credit hours that can be applied toward advancement to Fellow or recertification. To learn more about the digital self-study courses, visit ache.org/selfstudy.

COVID-19 Resource Center

Thank you for the work you are doing in your healthcare organizations and communities to manage the impact of COVID-19 and take care of patients. We are well aware these are extraordinary times for you as leaders. We hope you continue to leverage your professional and chapter-leader network to share ideas and learn from each other.

Our free **"COVID-19 Series With Front-Line Leaders"** webinars continue to be well received by our members. Registration for and recordings of all these sessions will be available as soon as possible following the live webinar at ache.org/COVID, along with numerous other resources, including a listing of members in the news.

We've compiled information on the most frequently asked questions from members. [Learn more](#) about plans for education, recertification and other areas.

Thank You to GAHE's 2020 Sponsors

Platinum Sponsor



Gold Sponsor



Cartersville Medical Center • Eastside Medical Center • Redmond Regional Medical Center



Silver Sponsor



Find Out More About GAHE Sponsorship

If your organization is interested in becoming a GAHE sponsor, visit our sponsorship page at <https://gahe.org/sponsors/> and learn more about sponsorship levels, benefits, and pricing.

CONNECT WITH GAHE

GAHE is on social media – so remember to connect with us for the most up to date news and photos...

- Linked In: www.linkedin.com/groups/1121747
- Twitter: @GAHEConnect -- twitter.com/GAHEConnect
- Facebook: www.facebook.com/GAHEConnect



CALL FOR CONTENT

Content submissions to the GAHE newsletter are for reviewed for appropriateness by the Communications Committee. Please send your contributions, including articles, news, member accomplishments and photos to bruce.lloyd@gahe.org, no later than close of business by the 20th day of the last month of each quarter (March, June, September, December). Approved submissions made after this date will be placed into the next newsletter.

Please note that GAHE reserves the right to reject submissions that are not consistent with the goals and purposes of the organization. Articles that endorse or appear to endorse specific products, businesses, services, and are self-promotional or advertorial will not be accepted. Subjects that are appropriate deal with healthcare industry news (national and local), career management, leadership, mentoring, diversity and other professional topics. If you are not sure, please ask.

Articles submitted for the newsletter must be relevant to professional development or healthcare administration. Please format content in a Microsoft Word document, left justified, and be 1-2 pages in length. The content of the article must include: title; name of the author; the source the article was obtained from; full URL that links to the article (if applicable). Please submit photographs as email attachments in JPG file format. Please do not embed photographs in your article text. Provide name and affiliation of any person shown in photographs along with a brief caption. When using a reprint article, please provide credit to the author and/or obtain permission to use the article before submission.

GAHE reserves the right to edit, change or omit certain content (including photographs) because of length, style, relevance, or simply due to lack of space as deemed appropriate.