



Official ACHE Chapter  
Serving Southeastern Pennsylvania,  
Southern New Jersey & Delaware



# Letter from the President



Dear Healthcare Leaders and Friends of HLNDV,

On behalf of our Board of Directors, I am pleased to present our 2019 Healthcare Leadership Network of the Delaware Valley (HLNDV) Annual Report. HLNDV is the local chapter of the American College of Healthcare Executives (ACHE). Our mission is to provide healthcare professionals with opportunities to grow, learn, and lead through education, collaboration, and networking. Our values include Integrity, Lifelong Learning, Leadership, and Diversity.

As you will see in this report, throughout 2019, HLNDV provided exceptional value to our members, friends, and sponsors. The following pages highlight this and detail the incredible work of our board members, leaders, and committees.

In 2019, our Academic Relations Committee continued to advance the growth of our profession by connecting with our next generation of leaders and hosting our local student case competition. The Career Development Committee provided opportunities to advance in ACHE, connect with a mentor, receive recognition for outstanding contributions in the field, and to give back through local volunteerism.

Our Membership Committee supported our members with outreach and ongoing monitoring of needs. The Diversity and Inclusion Committee challenged us to grow as leaders and colleagues and connected us with other professional healthcare organization partners that are focused on diversity and inclusion. Our Communications Committee kept us informed via our newsletter, website, and social media. This committee is also responsible to publish this annual report, so additional kudos is due to them!

The past year was also filled with many learning and networking opportunities, thanks to our Events and Education Committee and our South Jersey and Delaware Local Planning Councils, which ensured that events were available throughout our tri-state region. Our Regents continued their efforts to promote the value of ACHE to our local scholars in the healthcare management fields and to connect us to ACHE on the national level, which helps drive our strategy. Our Volunteer and Sponsorship Committees also provided the valuable support of our volunteers and sponsors who enable us to do all that we do as a chapter.

In final review of the 2019 chapter accomplishments, I would like to extend my thanks to all of you who continue to serve as leaders in this exciting and challenging world of healthcare. As we moved into 2020, many new challenges were presented and we know that many of you are working harder than ever to provide quality care to our region. We look forward to serving as your local ACHE chapter and supporting this work going forward.



**Emily Burrell, FACHE**  
President, Healthcare Leadership  
Network of the Delaware Valley

# Treasurer's Report



In 2019, the overall financial condition of HLNDV was sound. As of 12/31/2019, the chapter's total assets were \$154,459, consisting of \$8,502 in cash and \$145,957 in investments which include a money market account and certificate of deposit. The chapter has no outstanding liabilities.

Revenue was down in 2019 compared to 2018 due to the chapter's having one less event compared to last year. Revenue for 2019 totaled \$79,618.

Overall expenses increased for the year, to \$96,904 due to measures to improve the chapter's mission, such as hiring a new chapter consultant, event costs to honor our volunteers, and engaging a marketing consultant.

During 2019, HLNDV experienced a net loss of \$17,286 down from \$13,451 profit in calendar year 2018. Revenue declined from the prior year due to one less event being held compared to last year. Expenses were higher than budgeted as the Board implemented a plan developed mid-year to reinvest chapter funds (prior retained earnings) to best support delivery of our mission.

The balance of the I. Donald Snook Education Fund is approximately \$50,110

## REVENUE

2019 - \$79,618

The major categories that supplied revenue include: Programs/Events, Corporate Sponsorship, ACHE Dues, Rebates, and Interest Income. Event Revenue was below budget last year due to having one less event than in previous years.

## EXPENSE

2019 - \$96,904

The major categories that made up the chapter expenses include: Programs/Events, Database/Printing/IS Expense, Corporate Sponsorship, Board Expenses, Professional Services/Insurance, Revenue Processing, Telecommunications, and Banking Fees.

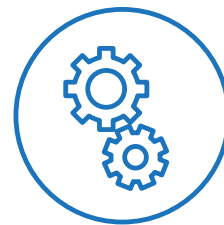
Actual Expenses were over budget due to engaging a new consultant to best support chapter operations and communications (with costs projected to level out next year as responsibilities are redistributed), holding an unbudgeted event to honor volunteers, and costs related to a marketing project utilizing a consultant.



**Scott Bowes, FACHE, MBA**  
Treasurer, HLNDV  
treasurer@hlndv.achechapter.org



# Academic Relations Report



The Academic Relations Committee (ARC) is committed to promoting and advancing the healthcare profession by connecting with our next generation of leaders – current healthcare management students. ARC serves as a local resource for students and focuses on engaging them through a variety of outreach efforts.

The group had another successful year of student outreach and member engagement. Some highlights include:

- To stay connected to local healthcare management schools, the committee sent a regular communication about chapter events and activities of interest to students. Mark Benner, ARC co-chair, led the communication efforts through various outlets such as email newsletters and social media.
- Continued efforts to engage students through other communication channels such as networking – both in-person and online via social media.
- Support for many internship opportunities for graduate and undergraduate students as well as our early careerist events hosted by other HLNDV committees.

ARC is looking forward to another exciting year of student engagement in 2020!



**Mark Benner**



**Andrew Wierzbieniec**  
MHSA, FACHE

Co-Chairs, Academic Relations Committee  
[academicrelations@hlndv.achechapter.org](mailto:academicrelations@hlndv.achechapter.org)

## Academic Relations Committee Members

Mark Benner

Merritt Brockman, FACHE

Lauren Glowienka, FACHE

Marni Guba

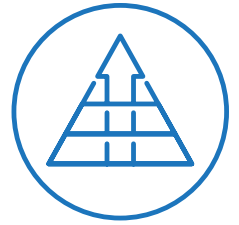
Harry Holt

Shonalie Roberts

Seema Sood

Andrew Wierzbieniec, FACHE

# Career Development Report



In 2019, the Career Development Committee (CDC) maintained oversight for the chapter's awards, community service, early careerist outreach, fellow advancement, and mentorship programs.

## AWARDS

### Regent Awards

The 2019 Regent Awards were presented at the Annual Breakfast with the Regents held on February 13, 2019 at the Masonic Temple in Philadelphia. This year marked the second year that the ACHE Regent of Southeastern Pennsylvania and Southern New Jersey, Allison Wilson-Maher, MBA, FACHE, along with the ACHE Regent of Delaware, Mike Eppheimer, MHSA, FACHE, presented joint awards.

For Southeastern Pennsylvania and Southern New Jersey, the Early Career Healthcare Executive Award winner was Stephanie Finnel, PhD, Director of Research, Analytics & Innovation, BAYADA Home Health Care, and the Senior-Level Healthcare Executive Award winner was Gail B. Malcolm, M.A., FACHE, LFHIMSS, Site Visit Concierge, Siemens Healthineers.

For Delaware, Meredith Kydd-Hindelang, MHA, FHM was the Early Career Healthcare Executive winner and Patricia Resnik, MJ, MBA, FACHE, CPHQ, CHC, Vice-President, Care Management & Carelink CareNow Operations, Christiana Care Health System was the Senior-Level Healthcare Executive Award winner.

### Administrative Achievement Award

The 2019 Administrative Achievement Award was presented at the annual meeting on October 3, 2019 at the KPMG offices in Philadelphia. The 2019 award winner was Lola A. Osawe, DHA, FACMPE, FACHE, who most recently served as the Administrative Director, Breast Center at Christiana Care Health System.

## COMMUNITY SERVICE

During 2019, the Community Service subcommittee continued its community outreach with a focus on providing a variety of opportunities to HLNDV membership through diverse organizations in mission and location.

Community service opportunities across the chapter consisted of connections with the following organizations:

- Philadelphia O2 Breathe Walk—Volunteering to help with day of walk logistics
- Alzheimer's Walk at Citizens Bank Park—Raising awareness and funds for Alzheimer's Research
- Share Food Program—Assisting with packing food for those in need
- Ronald McDonald House of South Jersey—Serving meals to families in need
- Cradles to Crayons—Assisting with sorting & packaging school supplies for children in need

## EARLY CAREERISTS

On October 15, 2019, the Early Careerist Sub-Committee held a fall event at Jefferson Health in which 32 early careerists learned about three critical job search skills: networking, resume writing, and interviewing. Four panelists, including three recruiting professionals and one recent job search candidate, shared their experiences and provided useful tips, facilitating small group discussions and answering participant questions.

# Career Development Report (cont'd.)



The organizers express gratitude to the panelists who shared their expertise and served as discussion facilitators. The Early Careerist Sub-Committee hosted a networking happy hour on April 16, 2019. Early careerists gathered to meet with each other as well as with more experienced health care professionals.

## MENTORSHIP

The Mentorship Committee started 2019 with 46 active matches. Throughout the year, the matches received checks from committee members on progress and on continuation of the match. Several mentors were recruited, adding 10-12 mentors who were paired up with mentees. While some of the mentors were in career change or recently retired, they want to be considered for future mentor assignments.

In 2019, 12 new matches were made by committee members. The group also created a membership flyer and business cards to promote both mentee and mentor information. An article, "Want to Make a Difference? Be a Mentor" was included in the Spring HLNDV newsletter supporting mentor and mentee recruitment. Additionally, work was done to update the group's Dropbox account and Survey Monkey with assistance from an ACHE connection.

The 2019 mentorship committee was delighted to have added two members in 2020. Special thanks to Shelby Moser for her volunteer time while working in the Philadelphia area in 2019!

## FELLOW ADVANCEMENT

A total of 15 members advanced to Fellows in the chapter during 2019. This year, the subcommittee developed an approach to create Chapter content for the online Board of Governors Exam prep seminars and hosted a webinar introducing FACHE to members.

The subcommittee continues to highlight and share opportunities to support membership advancement, including resources at the national level. For more information, please visit [www.ache.org/fache](http://www.ache.org/fache).



**Colleen King-McClintock**  
MHA



**Jodi Hartlep**  
MHA, MBA, FACHE

Co-Chairs, Career Development Committee | [careerdevelopment@hlndv.achechapter.org](mailto:careerdevelopment@hlndv.achechapter.org)

## Awards

### Committee Members

Carl Adkins, FACHE  
Emily Burrell, FACHE  
Chris Fraser, FACHE  
Michael George, FACHE  
Robert Hill, FACHE  
Doug Hughes, FACHE  
Colleen King-McClintock  
Melissa Schrier  
Tom Skorup, FACHE  
Ellen Nassberg, FACHE  
Christine Winn, FACHE  
Joshua Zissman

### Community Service Committee Members

Jeffrey Bryers  
Zenda Clinton  
Morris Fansler, LFACHE  
Chris Fraser, FACHE  
Tammy Huster  
Bryce Sillyman, FACHE

### Early Careerist Committee Members

Stephanie Fimmel  
Fatorma Greene  
Eleanor Kelly

### Fellow Advancement Committee Members

Alex Koroll, FACHE  
Marlin Williams

### Mentorship Committee Members

Steve Brown, LFACHE  
Kelly Lorah, FACHE  
Barbara Mihatov  
Shelby Moser  
Ellen Nassberg, FACHE  
Carolyn Polales  
Alice Wilson, FACHE

# Communications Report



The Communications Committee is responsible for publishing the chapter's newsletter and annual report, maintaining the chapter's website, and managing the chapter's presence on social media. The Committee had a busy year in 2019.

## NEWSLETTER

The Committee issues newsletters on a quarterly basis. The newsletter highlighted the chapter's various events and included feature articles of general interest to the membership. Several of our corporate sponsors provided articles for publication. Many members from HLNDV have written articles based on activities, volunteering, and outside interests. The Committee welcomes articles from our membership, sponsors, and chapter affiliates.

## ANNUAL REPORT

The annual report highlights the work of the previous calendar year. The report features updates from the co-chairs of Board committees, lead officers, the ACHE Regents, and the Local Planning Committees (LPC).

## HLNDV WEBSITE

The website [hlndv.ache.org](http://hlndv.ache.org) is now hosted on the WordPress platform, making the website more dynamic and mobile-friendly. The content of all the chapter's committees was reviewed and updated. Value-added features of the site include the chapter's promotional video, a featured photo, a photo gallery, a calendar of events, and links to the chapter's social media feeds. The committee continued work into 2019 to assure various components of the site-maintained functionality. The committee and chapter leadership continually review and revise the web page as needed.

## SOCIAL MEDIA

Our social media plan (including Facebook, LinkedIn, Twitter, Instagram) has remained in effect for 2019. The committee maintains an active role in expanding the chapter's social media presence. The committee has increased posting with photos and event updates to all of our pages. Social media statistical reports are available for review by the Committee and Board. We are happy to report an increase in visits and use in 2019.

- [LinkedIn](#) – 652 group members
- [Twitter](#) – 135 Followers, 533 Following
- [Instagram](#) – 124 posts 126 followers, 454 following
- [Facebook](#) – 181 followers



**Sachit Verma**  
MD, MBA, FAPCR



**Faith Needleman**  
MSN, RN

Co-Chairs, Communications Committee

## Communication Committee Members

- |                               |                              |
|-------------------------------|------------------------------|
| Louis Fetscher MSN RN         | Siobhan Hawthorne, MBA       |
| Lola Osawe, FACHE             | Melissa Fox, MHA, FACMPE     |
| Bryce T. Sillyman, MHA, FACHE | Colleen King-McClintock, MHA |
| Tamara Dilbeck MA             | Caitlyn Allen, MPH           |
| Ilyse Shapiro, MBA, CMP       | Ryan Haydu, MBA              |
| Khalil Elliott, BA (MBAc)     | Amy Brazina, MBA, BS         |
| Sachit Verma MD, MBA          | Kristine Gjonpali, MPH       |
| Faith Needleman MSN RN        |                              |

# Corporate Sponsorship Report



The Corporate Sponsorship Committee develops and maintains relationships with organizations to enhance the visibility of their brand within HLNDV and support our mission of quality educational programs. The Committee achieves this through:

- Reviewing/revising annual sponsorship level benefit descriptions (e.g. Platinum, Gold, Silver) on an annual basis
- Ensuring benefits of existing corporate sponsors (e.g., website logo, complimentary passes to events, newsletter articles, marketing opportunities at events)
- Communicating with identified potential corporate sponsors for event-specific or annual sponsorships
- Securing new corporate sponsors and maintaining relationships with existing corporate sponsors
- Serving as a voice for sponsors to the Board and other committees

While annual sponsorship has remained steady, event sponsorship has dropped significantly partly due to hosting the Spring Institute at universities, as other collegiate sponsors will not participate at a competitor location. The savings associated with hosting outweighs the loss of event sponsorship.



**Marc Schlessinger**  
MBA, FACHE



**Cheryl Kreider**  
MBA, FACHE

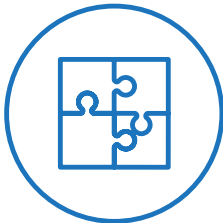
Co-Chairs, Sponsorship Committee  
[sponsorship@hlndv.achechapter.org](mailto:sponsorship@hlndv.achechapter.org)

## Corporate Sponsorship Committee Members

Mary Jane Casey	Pat Moser, FACHE
Kim Evans	Sandra Neubauer, FACHE
Francis Haggerty	Paul Northen
Cheryl Kreider, FACHE	Wes Riesselman
Maria McCall, FACHE	Marc Schlessinger, FACHE



# Diversity and Inclusion Report



HLNDV embraces diversity and inclusion within the healthcare management field and recognizes that priority as both an ethical and business imperative. HLNDV also values and actively promotes diversity and inclusion in its leaders and members because diverse participation can serve as a catalyst for improved decision-making, increased productivity, and competitive advantage.

HLNDV works to foster an inclusive environment that recognizes the contributions and supports the advancement of all, regardless of race, ethnicity, national origin, gender, religion, age, marital status, sexual orientation, gender identity or disability. An inclusive environment can enhance the quality of healthcare, improve hospital/community relations, and positively affect the health status of society. This priority is reflected in various activities and initiatives of the chapter.

The Diversity and Inclusion Committee has continued with the tradition of being an active and committed group of leaders that focuses on member empowerment. Our team brought diversity-focused innovation discussions and projects to chapter members. The committee’s vision to bring value-added benefits has been supported by the Board.

### Key 2019 Accomplishments:

- The Diversity and Inclusion Committee has met monthly to strategize and operationalize forums, events and discussions that helped chapter members understand current diversity-related issues.
- The committee has continued to work with like-minded organizations and collaborated to enhance education on diversity and inclusion. In 2019, we worked closely with NAHSE to brainstorm and organize events.
- A demographic analysis of diversity within HLNDV was completed. Goals were established to work with Member Services Committee to increase HLNDV’s proportion of health care leader members in the following areas: under age 50, student, CEO, CNO, and Latino members as compared to ACHE. HLNDV was equally balanced between men and women. We had a slightly larger proportion of FACHE and black members than the mean score for other ACHE chapters.
- During HLNDV’s 2019 Spring Institute, the D&I committee organized and developed the panel presentation of “Understanding Implicit Bias and its impact on Healthcare Leadership.”
- In our quest to collaborate with affinity groups in the Philadelphia area, our Board Member at Large, Ellen Nassberg reached out to build collaboration with NAHLE.



**Sanjay Cheulkar**  
MD, FACHE



**Coy Smith**  
ND, RN, MSN, NEA-BC, FACHE, CPHQ

Co-Chairs, Diversity and Inclusion Committee

### Diversity and Inclusion Committee Members

- |                            |                       |
|----------------------------|-----------------------|
| Sanjay Cheulkar, FACHE     | Teray Johnson         |
| Seema Sood                 | Melisa Mairs          |
| Faith Needleman            | Charlese Hawkins      |
| Melissa Fox                | Lola Osawe, FACHE     |
| Priyanka Adusumalli, FACHE | Coy Smith, FACHE      |
| Sean Essex, FACHE          | Ellen Nassberg, FACHE |
| Shonalie Roberts           |                       |

# Events and Education Report



The Events and Education Committee organized five educational and networking events in 2019. Total attendance in 2019 was 594, or an average of more than 100 attendees per event. Thank you to outgoing committee chairs, Lola Osawe and Michelle Santoro, and to all of our participating speakers, event sponsors, and volunteers for their generous support!

## HIGHLIGHTS INCLUDED:

- Including Local Programming Council (LPC) events, the chapter offered 14.5 ACHE Face-to-Face credits and 43 ACHE Qualified Education credits
- Collaboration with the Sponsorship committee to provide meaningful on-site interaction among attendees and sponsors
- Fifth consecutive holiday event collaboration with Delaware Valley HIMSS
- Positive contribution to the chapter treasury.

## 2019 EVENTS:

### **Breakfast with the Regents, March 20, 2019**

Masonic Temple, One North Broad Street, Philadelphia

Speaker: Edmund L. Lafer, MD, FACHE, Medical Director, Health Partners Plans

### **CEO Roundtable, April 18, 2019**

Christiana Campus, Newark, DE

Location Sponsor: ChristianaCare

### **“Women Healthcare Leaders Perspectives on Healthcare Leadership, Innovation, Digital Health, and Patient Experience”**

Moderator: Cindy Bo, MBA, Chief Strategy and Business Development Officer and Operational Vice President, Nemours Children Health System

Panelists:

- Janice Nevin, MD, MPH, President and CEO, ChristianaCare
- Lori Herndon, RN, BSN, MBA, President and CEO, AtlantiCare
- Michele Volpe, MS, MBA, FACHE, CEO, Penn Presbyterian Medical Center

### **7th Annual Spring Institute, June 6, 2019**

Thomas Jefferson University, Philadelphia, PA

Four panels presented as follows:

### **“Understanding Implicit Bias and its impact on Healthcare Leadership”**

Moderator: Nolan N. Atkinson Jr., Chief Diversity & Inclusion Officer, Office of the Mayor, City of Philadelphia

Panelists:

- Bernard Lopez, MD, Associate Provost, Diversity and Inclusion, Thomas Jefferson University
- Franck Nelson, Health Equity Manager, RWJ Barnabas Health
- Jaqueline Ortiz, Director of Health Equity and Cultural Competence, ChristianaCare
- David Boyd Williams, Director of Global Diversity, Sodexo

# Events and Education Report (cont'd.)



## “Sustainability of Healthcare Organizations: A Plan of Action”

Moderator: Charmaine Rochester, DHA, CPA, FACHE, CHFP, Senior Vice President and Chief Financial Officer, Chester County Hospital

Panelists:

- Jeffrey Doucette, DNP, RN, FAAN, Senior Vice President and Chief Nursing Officer, Thomas Jefferson University Hospitals
- Tom McCormick Jr., Vice President of Patient Accounting, University of Pennsylvania Health System
- Guilherme (Gui) Valladares, Chief Financial Officer, Princeton Health

## “Leadership Secrets of Malcolm Baldrige National Quality Award Recipients”

Moderator: April M. Taylor, CLSSBB, CMQ/OE, CPHQ, CPPS, Director of Quality and Patient Safety, Children’s Healthcare Associates, Children’s Hospital of Philadelphia

Panelists:

- Kenneth R. Cohen, PhD, Founder/CEO, The Synergy Organization
- Celia Johnston, CLSSBB, Senior Process Improvement Engineer, Main Line Health

## “The Promise and Perils of Precision Medicine”

Moderator: Andrew Wierzbieniec, Director, Business Development, Penn Medicine

Panelists:

- Eric Kmiec, PhD, Director, Gene Editing Institute, Helen F. Graham Cancer Center & Research Institute, ChristianaCare
- Scott Megill, President and Chief Executive Officer, Coriell Life Sciences

## Annual Meeting, October 3, 2019

Event Sponsor: KPMG

## “Bringing It All Together: The Trinity Health Mid-Atlantic Journey”

Speaker: James Woodward, FACHE, President and CEO, Trinity Health Mid-Atlantic Region

## Year End Holiday Celebration, December 10, 2019

World Café Live in Philadelphia, PA

Co-organized with Delaware Valley HIMSS

## “Successful Mindset for Complex Times”

Speaker: Tarun Kapoor, MD, MBA, President, VirtuaPhysicianPartners



**Siobhan Hawthorne**  
MBA



**Joan Deming-Murphy**  
RN, MS, MBA

Co-Chairs, Events and Education Committee

## Events and Education Committee Members

- |                        |                         |
|------------------------|-------------------------|
| Carey Gallagher, FACHE | Stef Kuonen             |
| April Taylor, FACHE    | Tom Skorup, FACHE       |
| Marcella Cassanelli    | Seema Sood              |
| Maria Carrion          | Coy Smith, FACHE        |
| Faith Needleman        | Ryan Haydu              |
| John Kiernan           | Meredith Kydd-Hindelang |
| Joel Port, FACHE       | Joe Monastero           |
| Brook Tillman          | Robert Redden-Huff      |

# Member Services Report



The chapter membership roster is 1,111, representing a net increase of 22 members from the previous year. HLNDV is currently ranked the 8th largest of 55 chapters nationally. During 2019, the Member Services Committee continued to work toward attracting, retaining, and engaging members through the following initiatives:

## NEW MEMBER ORIENTATION

The committee sent personalized welcome packets to new members, including the HLNDV Annual Report, to invite participation in chapter activities and events.

## ACHE CHAPTER MEMBER REINSTATEMENT OUTREACH

To enhance membership retention, the team proactively reached out to lapsed members to encourage them to reinstate. Fifty-seven lapsed members elected to renew for 2019.

## MEMBERSHIP SURVEY

A survey was conducted in 2019, in collaboration with the Events & Education committee, to obtain feedback from our chapter membership and to inform the content and format of future educational programming and events. The survey results will help to guide event planning in 2020 & 2021.

## DATABASE & EVENT MANAGEMENT UPGRADE

A committee project team conducted a review and assessment of our legacy database and event management tool, MemberClicks, and evaluated options to upgrade to a new platform. With support from our communications consultant, a new event management tool will be implemented in 2020 offering enhanced features including mobile device apps.

## MEMBERSHIP INCENTIVES

The committee led the development of a new member incentive program with full roll-out in 2020.

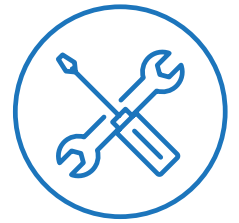
## PARTNER HEALTHCARE ORGANIZATION (PHO) PROGRAM

HLNDV was awarded an ACHE Innovation Grant in 2013 to launch the PHO program and has established relationships with the following organizations:





# Member Services Report (cont'd.)



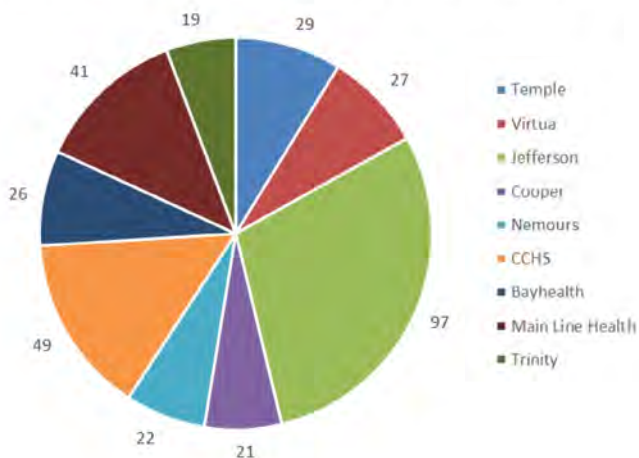
## 2019 HIGHLIGHTS

- PHO events were held at Jefferson Health and Main Line Health
- HLNDV welcomed Trinity Health Mid-Atlantic as a new PHO

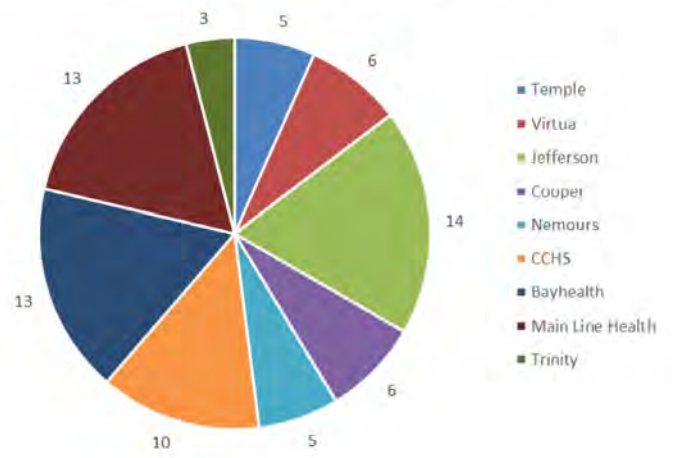
## PHO-AFFILIATED MEMBERS

HLNDV members employed by our Partner Healthcare Organizations make up a substantial component of our total membership. We thank our PHO partners for their support of HLNDV and their employees for appreciating the value of their membership.

Number of HLNDV Members- Total DE/PA/NJ



Number of FACHE Members- Total DE/PA/NJ



John Kiernan



Jennifer Pawlowski,  
MA.

Co-Chairs, Member Services | [membership@hlndv.achechapter.org](mailto:membership@hlndv.achechapter.org)

## Member Services Committee Members

Scott Bowes, FACHE

John Kiernan

Thompson Boyd, MD, FACHE

Faith Needleman

Meredith Kydd-Hindelang

Jennifer Pawlowski

Teray Johnson

# Volunteer Report

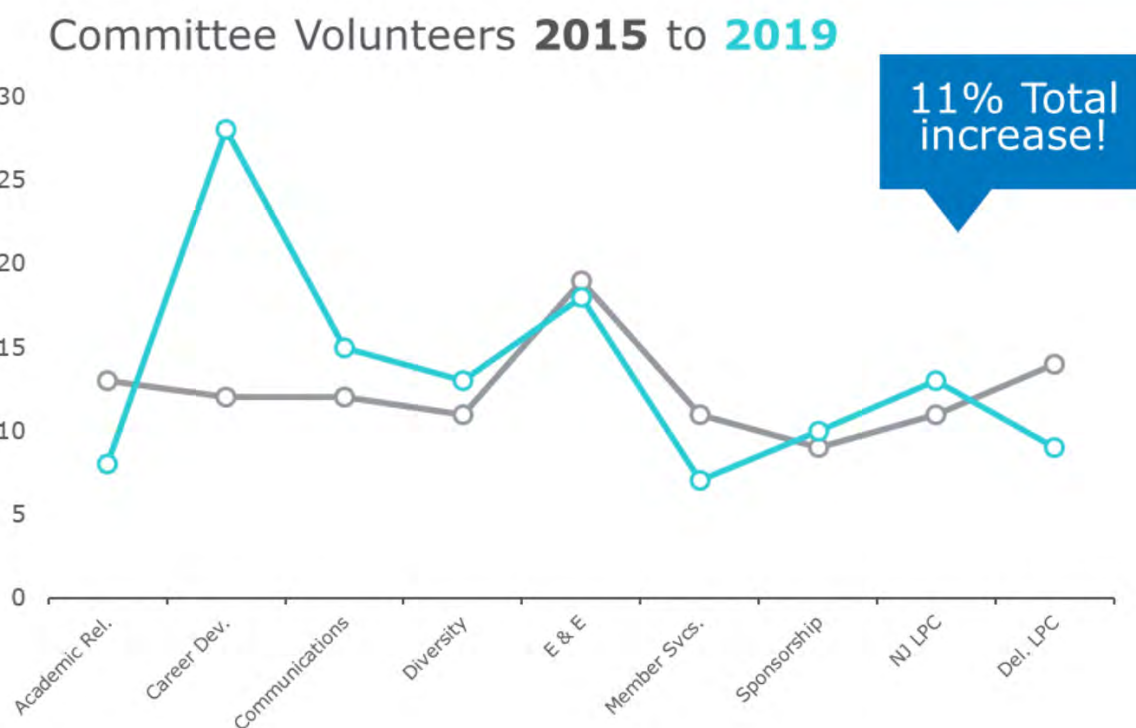


2019 was a great year for all HLNDV volunteers and committees. **Nearly 120 of our 1,100 members participate on committees.** Many committees continue to plan for growth in 2020. As in previous years, committees are focused on engagement and retention of members.

Last year was the first year a volunteer engagement survey was implemented to identify additional opportunities to enhance the chapter volunteer experience. One outcome of the survey was the recommendation to hold volunteer recognition events and increase volunteer recognition generally. The chapter was pleased to hold its first annual volunteer recognition event in November.

In 2020 the chapter will continue to look for ways to increase committee volunteer recognition and communication, including releasing another volunteer survey for feedback. Planned focus areas for next year will include succession planning and increasing:

- Retention
- Engagement
- Total membership



# Delaware Local Planning Council (DE-LPC) Report



The 2019 Delaware LPC membership included representatives from throughout the state of Delaware, who collaboratively coordinated the event that occurs as part of the Delaware Healthcare Association Annual Forum which features ACHE Face-to-Face credits.

In October, through the partnership with the Delaware Healthcare Association (DHA), the DE-LPC coordinated a 1.5 Face-to-Face credit panel discussion at the annual DHA Fall Forum. The panel was moderated by Sharon Kurfuerst, COO, ChristianaCare; with panelists, Vinay Maheshwari, M.D., Vice-Chair Department of Medicine, ChristianaCare; Tammy Brown, RN, Director of Clinical Care Management at ChristianaCare; Lauren Brittingham, Director of Organizational Development, Bayhealth Medical Center; and Linda Brittingham, Corporate Director, Social Work at ChristianaCare. The panelists discussed *Leading a Successful Multigenerational Organization*.

## Delaware Local Program Council (DE-LPC) Membership

Patty Resnik, Chair, FACHE  
Chris Fraser, FACHE  
Lynn Jones, LFACHE

Patti Isherwood, Secretary, FACHE  
Meredith Sullivan, Vice-Chair, FACHE  
Jane Cordrey, FACHE

Jodi Hartlep, FACHE  
Ray Fulkrod  
Chantel Creque

# South New Jersey Local Planning Council (SJ-LPC) Report



The South New Jersey Local Planning Council (SJ-LPC) adds another successful year in 2019! The SJ-LPC has had an increased level of participation by its committee members, and with over 200 healthcare professionals living or working in New Jersey (who are members of HLNDV); the SJ-LPC will continue to develop educational and networking opportunities locally in New Jersey. This year the SJ-LPC partnered with the Education and Events committee as well as the volunteer committee for HLNDV, to better coordinate the timing of events to allow for growth of attendance at all HLNDV programs. The SJ-LPC has coordinated events at the Cathedral Kitchen in Camden New Jersey, which is the largest emergency food provider in Camden New Jersey, serving more than 100,000 meals a year.

In response to all the events in the current year, SJ-LPC is planning to take 2020 in a different direction, and provide relevant events.

SJ-LPC will continue to grow membership and offer interesting educational topics that align with HLNDV and ACHE strategic planning processes, as a value add for all our members.



# Eastern Pennsylvania and Southeast New Jersey Regent Report



Thank you for your support and participation in HLNDV and ACHE again in 2019. It's hard to believe time has gone so fast, but 2019 was my last year to serve as your Regent for Southeastern Pennsylvania and Southern New Jersey. I was honored to represent HLNDV's Southeast Pennsylvania and Southern New Jersey members at the Council of Regents District One meeting four times this year (twice in person and twice telephonically), as well as the national Council of Regents twice, which occurs in person each year at Congress in March and the Chapter Leaders Conference in September. All Regents also participate in the annual Convocation ceremony at Congress—I encourage all new Fellows to join in this process as it is both inspiring and rewarding.

HLNDV is always well represented at Congress and participated in 2019 in the Pennsylvania and New Jersey joint chapter reception across the street from the Hilton Chicago (the main ACHE Congress hotel this year) at Mercat a la Planxa at the Blackstone Hotel. As in past years, turnout and networking was stellar. I'm also pleased to report that the chapter was well-represented at the Chapter Leaders Conference in Chicago this past fall. This meeting is a wonderful opportunity to network and learn from other chapters, as well as develop future leadership potential within HLNDV.

I was able to visit three of our four Higher Education Network (HEN) schools in the area in 2019: Widener University, St. Joseph's University and Temple University, though regrettably Arcadia University was missed. We are actively looking for a contact for Arcadia University, so if you are reading this and know of one, please reach out to the current sitting Regent. These HEN visits spread the good word of ACHE and encourage students to engage in this fantastic chapter dedicated to professional growth and lifelong learning. Large classes, great sponsor support and student interest contributed to especially large audiences at both St. Joe's and Temple this year.

In 2019, HLNDV again held a Joint Breakfast with the Regents, including both myself for Southeastern Pennsylvania and Southern New Jersey and Michael S. Eppehimer, Regent for Delaware. I'd like to congratulate again to our four fantastic and deserving award winners who were honored February 13, 2019 at The Historic Masonic Temple at One North Broad in Philadelphia:

## **Early Career Healthcare Executive, Southeastern PA/Southern NJ:**

Stephanie Finnel, Ph.D.

Director of Research, Analytics and Innovation

Bayada Home Health Care

## **Senior-Level Healthcare Executive, Southeastern PA/Southern NJ:**

Gail Malcolm, M.A., FACHE, LFHIMSS

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# Eastern Pennsylvania and Southeast New Jersey Regent Report (cont'd.)



## **Early Career Healthcare Executive, Delaware:**

Meredith Kydd-Hindelang, MHA, FHM  
Director of Practice Operations, Hospital Medicine  
Christiana Care Health System

## **Senior-Level Healthcare Executive, Delaware:**

Patricia Resnik, MJ, MBA, FACHE, CPHQ, CHC  
Vice President, Care Management & Carelink CareNow Operations  
Christiana Care Health System

Thank you all for your dedication, service, and membership in ACHE. I encourage you to become active if you are not already and consider pursuing your Fellow credential in the coming year if you are eligible. I have thoroughly enjoyed serving as your Regent for the past three years, and I offer my support and congratulations to the incoming Regent, Michael George.

All the best,



**Allison P. Wilson-Maher**  
**MBA, FACHE**  
Regent, American College of Healthcare Executives (ACHE)  
Southeast Pennsylvania and Southern New Jersey  
[Allison.Wilson-Maher@Pennmedicine.upenn.edu](mailto:Allison.Wilson-Maher@Pennmedicine.upenn.edu)

# Delaware Regent Report



It is an honor to have been nominated to serve as the Interim ACHE Regent for Delaware for the last year. The torch was passed to me by Michael Eppheimer, MHSA, FACHE and I am looking forward to working diligently to carry on the excellent work that he and our previous Regents have established in serving the ACHE members of Delaware and the HLNDV chapter.

The HLNDV chapter continues to demonstrate leadership in the region and across the nation, as one of the largest active chapters in ACHE. I am looking forward to assisting HLNDV to advance our strategic plan and fulfill our vision, mission, and values. I am proud that HLNDV strives to be the premier professional organization for healthcare leaders in the Delaware Valley. We have consistently delivered on our mission is to provide healthcare professionals with opportunities to grow, learn, and lead through education, collaboration, and networking. Our members consistently demonstrate a commitment to the ACHE Values of integrity, lifelong learning, leadership, and diversity and inclusion.

In 2019, we were able to celebrate and honor ACHE leaders in Delaware, promote the value of ACHE for healthcare leaders in various stages of their career, assist members in advancing to Fellow status, and connect with students and emerging leaders. Our members have benefited from the excellent learning opportunities through local HLNDV and national ACHE events and also through more recent online educational opportunities.

In the upcoming year, I am looking forward to serving by connecting with students and the faculty of our local Healthcare Education Network schools, encouraging membership in our HLNDV chapter, and supporting leaders as they advance to achieve their FACHE credential. In doing so, I am committed to working with and supporting the amazing team of the HLNDV Board of Directors in our journey to advance healthcare leadership in Delaware and our tristate region.

Thank you!



**Chris Fraser**  
**MBA, FACHE**

Interim Regent for Delaware, American College of Healthcare Executives (ACHE)  
[chris.fraser@westsidehealth.org](mailto:chris.fraser@westsidehealth.org)

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# 2019 HLNDV Fellows

April M. Taylor, FACHE

Brandon E. De Julius, FACHE

Christopher Tascione, CPA, FACHE

Colleen Davis, RN, FACHE

Eric Schantzenbach, FACHE

Harry McCloskey, FACHE

Jennifer A. Harkins, FACHE

Jordan B. Barnett, MD, FACHE

Judith B. Suska, DPA(c), MPH, MBA, FACHE

Karthik M. Ranganna, FACHE

Maria C. McCall, MS, FACHE

Nickolas E. Dawlabani, MD, FACHE

Tammy Anderson, FACHE

Michael D. Bass, MD, FACHE