



An Independent Chapter of



American College of
Healthcare Executives
for leaders who care®

Arkansas Health Executives Forum September 2020

A Message from Your ACHE Regent



Thankful! The entire team at ACHE is thankful for each and every one of our health-care leaders, as you continue to navigate the uncharted waters before us. As I have shared before, each of you are everyday heroes in the midst of COVID-19. You are focused on ensuring that all those in need receive the care that they need at this time. For your determination, sacrifices, and devoted leadership, we want to provide great gratitude. Please stay strong, and please know that the ACHE leadership, Board of Governors, and staff are here to assist in any possible way.

The fall is before us, and there are still many unknowns at this time. In the state of Arkansas, through proactive state and local leadership, many procedures have been put into place to hopefully bend the curve of positive COVID-19 cases this fall. I know that all of us hope that everyone continues to focus on prevention and taking necessary steps to protect themselves and others. The fact is, with so many unknowns, that all of us have prepared for the additional spread of the virus during the fall. As our state chapter of ACHE was looking at how we could support our leaders across the state, we felt that we needed to provide education and resources that would assist you for this fall. All our on-site training sessions have been postponed or canceled, but we will be able to provide online virtual learning through ACHE.

For this fall, we will be providing three 1.5-hour educational sessions. All three sessions will be face-to-face credit and will be held in the ACHE virtual platform. For each 1.5-hour session, we will have panel discussions on key items that focus on handling our present global pandemic. The first session will be held on September 9, 2020, from 11:30 a.m. - 1:00 p.m. This session will focus on leadership during COVID-19, and what lessons we can learn as we move into the fall. Our moderator will be Elisa White, who serves as Vice-President and General Counsel for the Arkansas Hospital Association. Our panelists for the session will be:

- J. Larry Shackelford, President and CEO of Washington Regional Medical System in Fayetteville, Arkansas
- Matt Troup, President and CEO of Conway Regional Health System in Conway, Arkansas
- Debra Wright, President, and CEO of Howard Memorial Hospital in Nashville, Arkansas

This session is going to be an exceptional opportunity to learn from three key health

systems on leading through this global pandemic. In addition to this first session in September, we will be hosting a session in October and a session in November. Please watch for further details on both of these sessions as well. If you have any questions about these virtual educational sessions, please contact Lyndsey Dumas at ldumas@arkhospitals.org.

AHEF, our Arkansas Chapter of ACHE, is here to help. If you have any needs concerning COVID-19 or any healthcare-related issue, please feel free to reach out to me as Regent. My direct line is 870-207-4421, or you can reach me by e-mail at mgivens@sbrmc.org. I am here to support and assist in any way possible. Blessings to each of you, and please stay healthy and safe. Thank you for being the heroes that you are.

Michael K. Givens, FACHE
Regent for Arkansas

AHEF News

Membership Update

Welcome to our **New Members** for June through August 2020!

New Members

JiQuintas Brown, BS, MHA
Clinical Scheduling Manager
Arkansas Heart Hospital, Little Rock

Darren Caldwell
Senior VP
St. Bernards Healthcare, Jonesboro

David Chacon
Director of Nutrition
Jefferson Regional Medical Center, Pine Bluff

Robin Dunlap
Nurse Manager
St. Vincent Morrilton

Koyia Figures, MD
Physician/Owner
Alliance Senior Health, West Memphis

Bertrand Bezanchong T. Fonji, MD, MBA
General Surgeon
Baptist Health, Conway

Bryan Jackson
Chief Admin Officer
Jefferson Regional Medical Center, Pine Bluff

Tiffany Lovelace, DDS
Veterans Health Administration,
Sherwood

Juli McWhorter, RN, MSN
CAO/CNO
Willow Creek Women's Hospital, Rogers

Christopher Miller
Director of Managed Care
Arkansas Children's Hospital, North Little Rock

Dia Partlow, MHA
Administrative Fellow
UAMS, North Little Rock

Stephen Pennington, MBS, MSN, RN
Assoc Nurse Exec & Chief of Critical Care
CAVHS, North Little Rock

Jlynn Price
Patient Care Tech
Baptist Health Medical Center-Little Rock

Samuel Rogers
Director of Compliance
Mercy Health, Rogers

Janet Stallings
Regional Clinical Site Manager
NYIT College of Osteopathic Medicine-AR
North Little Rock

2Lt Chad Tacito, BS, MHA
Tricare Ops Element Chief
U.S. Air Force

Levi Tucker
HMC Coordinator
Baptist Health, Little Rock

Kenda Watson
Business Manager
Department of Veterans Affairs, Fouke

Lisa Watson
Encompass Health, Benton

ACHE NEWS

COVID-19 Resources

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.

Now more than ever, it is important to remain connected to your professional society and fellow healthcare leaders. Our [COVID-19 Resource Center](#) is updated regularly with perspectives from front-line leaders, documents, and downloadable webinars and podcasts. We are here to support you.

New and Improved ACHE Leadership Mentoring Network

Mentoring is one of ACHE's highest priorities. We believe that no matter where you are in your career, mentoring others—and being mentored—is an integral part of professional growth and leadership development. To that end, ACHE's new digital mentoring platform is designed to enhance the mentoring experience and broaden the reach for mentoring experiences and support overall. The first cohort will launch October 1. For more information on the program, please visit the [LMN area](#) on [ache.org](#).

Exam Authorized and Recertification Extensions

Any individual who is currently Exam Authorized with an application expiration date occurring in 2020 are extended through December 31, 2020 to take and pass the Board of Governors Exam.

FACHE® Recertification deadlines are extended for the 2019 and 2020 classes. Each recertification class must have met all of the requirements, submitted their application and paid the recertification fee by the new mandatory deadlines.

- 2019 Recertification Class Extension is **December 31, 2020**
- 2020 Recertification Class Extension is **March 31, 2021**

Board of Governors Exam at Pearson VUE Testing Centers

Pearson VUE Centers continue availability for taking the Board of Governors Exam. The company is following recommendations from the CDC and World Health Organization for preventing the spread of COVID-19 and protecting testing candidates and staff. As such, availability is limited at this time due to social distancing guidelines and government guidance and candidates for the Board of Governors Exam are encouraged to schedule their appointments well in advance. Some test centers are extending their hours to be open nearly 24 hours a day.

Candidates must bring and wear a face mask while at a Pearson VUE test center and throughout the Exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as the nose and mouth are fully covered. Candidates without a face mask will be denied testing services.

Additional health and safety measures at Pearson VUE test centers include:

- Hand sanitizer available in the waiting area and prior to entering the testing room.
- Increased cleaning and disinfecting regimens in between all testing appointments.
- Tissues provided to candidates upon arrival at the test center.
- Candidates permitted to wear disposable gloves if they choose.
- Candidates reminded to wash their hands or utilize hand sanitizer upon arrival at the test center.
- Enforcement of local social distancing requirements.

A CEO Dialogue on Empowerment and Equity

On July 21, ACHE President/CEO Deborah J. Bowen, FACHE, CAE, was joined by two CEO panelists—Nancy H. Agee, president/CEO, Carilion Clinic, Roanoke, VA and Wright L. Lassiter III, president/CEO, Henry Ford Health System, Detroit, MI for a conversation about the role of leaders in advancing racial empowerment and working toward health equity. Listen and share the [recording](#) with your colleagues.

OTHER NEWS

What Seniors Can Expect as Their New Normal in a Post-Vaccine World

Experts say that in the aftermath of the COVID-19 pandemic, everything will change for older Americans, from the way they receive healthcare to how they travel and shop. This also includes their work life and relationships with one another.

Older adults are uniquely vulnerable because their immune systems tend to deteriorate with age, making it so much harder for them to battle not just COVID-19 but all infectious diseases. They are also more likely to have other health conditions, like heart and respiratory diseases, that make it tougher to fight or recover from illness. Even with a potential vaccine, most seniors will be taking additional precautions.

Here's a preview of post-vaccine life for older Americans:

Medical Care

- One in three visits will be telemedicine.
- More regular remote care will be bolstered by a team of doctors to see more patients more efficiently.
- Drugstores will do more vaccinations to avoid the germs in doctors' offices.
- Older Americans may have special devices at home to regularly analyze urine and fecal samples.

Travel

- Many trips of 800 miles or less will likely become road trips instead of flights.
- Regional and local travel will replace foreign travel. The most popular trip for seniors: visiting grandchildren.
- Demand for business class will grow. When older travelers (who are financially able) choose to fly, they will more frequently book roomy business-class seats because they won't want to sit too close to other passengers.
- Older couples who fly together, and have the money, will pay for all three seats, so no one is between them.
- Hotels will market medical care. Medical capability will be built into more travel options. For example, some hotels will advertise a doctor on-site or one close by.
- Disinfecting will be a sales pitch. Expect a rich combination of health and safety "theater," particularly on cruises that host many older travelers. Employees will be wiping everything frequently.
- Cruises will require proof of vaccination. Passengers as well as cruise employees will likely have to prove they've been vaccinated before traveling.

Eating/Shopping

- Local eateries will gain trust. Neighborhood and small-market restaurants will draw loyal customers because patrons know and trust the owners.
- To appeal to older diners, restaurants will prominently display safety-inspection signage and visibly signal their cleanliness standards. They will hire employees exclusively to wipe down tables, chairs and all high-touch points. These employees will be easy to identify and very visible.

Home Life

- More seniors will leave assisted living facilities and nursing homes to move in with their families.
- Home delivery of almost everything will become the norm for older Americans, and in-person shopping will become much less common.
- Older workers will stay home. The 60-and-up workforce increasingly will be reluctant to work anywhere but from home and will be very slow to re-embrace in-person grocery shopping.

Gatherings

- There will be forced social distancing. Whenever or wherever large families gather, people exhibiting COVID-like symptoms may not be welcomed under any circumstances.

- Older folks will disengage, at a cost. Depression will skyrocket among older people who isolate from family get-togethers and large gatherings.
- Public restrooms will be revamped. For germ avoidance, they'll increasingly get no-touch toilets, urinals, sinks and entrances/exits.

--Adapted from "[What Seniors Can Expect as Their New Normal in a Post-Vaccine World](#)," Kaiser Health News

Community Partnerships More Important Than Ever

Gracias. Mèsi. Thank you.

It's the simple words I both heard and said over and over during my visits to Beebe's four COVID-19 testing sites in Georgetown during the end of April and first week of May.

This tremendous multi-day event could not have been accomplished without our many partners: First State Community Action Agency, La Esperanza, La Red Health Center, Town of Georgetown government and police department, Veterans Affairs medical center in Georgetown, Nemours, Delaware National Guard, Westside Family Healthcare. Of course, we could not have led this multi-agency coalition without the guidance, support and partnership of the Governor's Office and the Delaware Division of Public Health, which were right beside us serving our community during each day of testing.

This tremendous partnership offered a centralized location in our county for COVID-19 testing, allowing access to all and ensuring no language or transportation barrier would prevent someone from getting the information they need to better protect themselves and their families.

One thing I continue to learn about this community—and I am continually grateful for—is the robust relationship that Beebe Healthcare has with our state and community partners. It's a partnership that stretches back long before COVID-19 rocked our everyday life. Our Population Health Team, through their extensive and long-standing work serving Sussex County in many ways alongside many of the partners I named above, has paved the way for the collaboration that was needed to make testing events successful.

These strengthened bonds will continue to help us all better serve our community as we look ahead to our expected peak in the coming weeks, and the long road to recovery after this virus has subsided.

We are all working toward the same goal: Keeping our community safe and healthy now, and when this pandemic passes, continuing to help everyone maintain their health and wellness.

Safety is at the core of everything we do at Beebe. When we collaborated with our state and community partners to expand COVID-19 testing in Sussex County, it was done to help prevent the spread of the virus and care for those who have been infected.

Safety is also why we opened the COVID Positive Care Center. Patients with the virus or who are suspected to have the virus can be safely treated and cared for – with the goal of taking care of their medical needs and keeping them out of the hospital. Beebe Medical Group also offers expanded telemedicine services to conduct virtual visits with patients from the safety of their home, and continues to operate a COVID-19 screening line for anyone to call if they have questions or need nonemergency help related to the coronavirus.

That focus on safety extends to the Margaret H. Rollins Lewes Campus, where the proper protocols are in place to protect both team members and patients while we continue to care for all patients, including those who are COVID-19 positive.

This relentless focus on safety is why Beebe just received our second consecutive A Grade from the Leapfrog Group, the independent national watchdog organization which is committed to healthcare quality and safety. The Safety Grade is a letter grade assigned to all general hospitals across the country and updated every six months, assessing how well the hospital prevents medical errors and other harms to patients.

We take a moment to celebrate that accomplishment and then get back to work during this pandemic. Our patients deserve nothing less than our best, and I am proud of my team for their daily dedication to quality and safety.

--Adapted from "[Community partnerships more important than ever](#)," *Cape Gazette*, by David A. Tam, MD, FACHE, president/CEO, Beebe Healthcare, Lewes, Del.