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WinterReport

Collaboration. Cooperation. Education.

THE Healthcare Council

The Healthcare Council Celebrates its 75th Anniversary

THIS YEAR MARKS AN INCREDIBLY IMPORTANT MILESTONE FOR THE HEALTHCARE COUNCIL. In 2021, the Council is recognizing its 75 years of service and is proud and grateful for its journey in helping to meet the healthcare challenges of tomorrow by working together today.

It was May 8, 1946, at 4:00 P.M., the Presidents of the Boards of Directors and the Administrators of the hospitals in the District of Columbia, Arlington County and Alexandria County in Virginia and Montgomery County and Prince George's County in Maryland convened at Children's Hospital to organize a Hospital Council. The following resolution is an exact quotation from the minutes of the initial meeting:

"On Motion, it was resolved by a unanimous vote of the hospital representatives present that there be organized by the hospitals in the National Capital Area a Hospital Council with the General purposes of promoting intelligent planning and the discussion of common problems and as a clearinghouse for the exchange of information looking to the advancement of service; to interpret to the public the functions of hospitals and their place in the community; to cooperate with all agencies concerned with health and social problems' and to consider such other business as may properly come before it." (More on page 6).

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2021

THE HEALTHCARE COUNCIL
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The Healthcare Council/ShareSource Welcome Rolf Haarstad to the Board

In 2016 Rolf Haarstad was named Chairman of the Western Maryland Health System, and after merging with the University of Pittsburgh Medical Center in 2019, has been chairman of UPMC Western Maryland. His strong strategic planning skills and his specialty in healthcare projects with design and delivery offer a unique perspective that will be a new skill set on the board. Mr. Haarstad is Senior Vice President of CRGA Design with his work being featured in numerous publications, including: Architectural Record, Healthcare Design, and Architecture Minnesota. In December 2020, Rolf Haarstad joined The Healthcare Council & ShareSource Board for a three-year term.

"With the addition of such a highly respected board member, we are committed to continuing the work of the association to bring new members and offer strategic value added services to healthcare providers in the mid-Atlantic," said Dean Teague, Chairperson of the board.

"We are excited to welcome Rolf Haarstad to our board of directors. He brings decades of leadership in key areas, such as strategy implementation, business development, and planning that are vital to our future operations and strategy," said Les Pitton, President & CEO. Kathy Gorman said, "Rolf's counsel and expertise will bring energy to our board and strengthen the association's commitment to development and enhancing mission-critical solutions to better serve our membership, clients, and suppliers."

The Healthcare Council/ShareSource Also Welcome Dionne Dougall-Bass, M.A., as Ex-Officio Board Member

Dougall-Bass joined the American Hospital Association (AHA) in December 2018 as Regional Executive for Region 3. On behalf of the AHA, she supports hospital and health system members in Delaware, District of Columbia, Kentucky, Maryland, North Carolina, Virginia and West Virginia. Dionne is an alum of the AHA, having spent more than two decades in between her time there providing strategic council and communications to c-suite executives and their teams in public health, health care and health policy on issues like childhood obesity, (cont'd on page 8)

The Healthcare Council Divisional Chairs

Behavioral Health Division Chair -
Dr. Marie Rose Alam, 410-402-7652,
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Facilities & Engineering Divisional Chair -
Mark Mininberg, 203-668-3522, mark@hospitalenergy.com

HR Divisional Chair -
Mary Jo Schweickhardt, 703-558-1204,
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IT Divisional Chair - Open

Patient Experience Divisional Chair -
Takiya Reavis-Benjamin, 540-741-2705,
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Pharmacy Division Chair -
JoAnn Neufer, 202-537-4171, jneufer1@jhmi.edu

Physician Management Division Chair -
Darmita Wilson, 240-437-8994, dgwilson36@gmail.com

Population Health Divisional Chair -
Marta Perez, 301-315-3515, MPerez@adventisthealthcare.com

Rehab Divisional Chair -
Srilekha Palle, 703-839-3976, srilekha_palle@yahoo.com

Supply Chain Divisional President of MASHMM -
Mark Steppling, 301-774-8882, mark.r.steppling@medstar.net

Volunteer Divisional Chair -
Roxanne Holston, 202-316-5604, tweetroxie@hotmail.com

Young Health Care Professionals Chair -
Crystalle A Bortnick, 410-610-7886, cbortni1@jhmi.edu

Supply Chain Advisory Council Planning Committee Contact Information

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Lisa Wallace, Goodwin House
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Open Invitation for Additional Members

AREA NEWS & CURRENT EVENTS

Hasan A. Zia Named President and Chief Operating Officer for Sibley Memorial Hospital: Dr. Zia has served the role of interim president since October 2018. His permanent appointment was approved by the Sibley Board of Trustees in January. For the past two years, Dr. Zia has led Sibley through a challenging and, at times, difficult landscape. His leadership and focus on quality, safety and patient experience will continue to improve the care we provide at Sibley. Dr. Zia has developed important relationships both inside and outside the organization that will support his success as a leader of the strategic, operational and clinical performance of Sibley, and the continued development of a more inclusive health care model for the Washington, D.C. area. He will also play an integral role in the growth of Johns Hopkins services as part of the larger National Capital Region strategy that includes services at Suburban Hospital and outpatient services expansion across the region.

April Taylor Named The Johns Hopkins Hospital's New Vice President of Quality: April Taylor joined the Johns Hopkins Hospital team on January 28, 2021 as the new vice president of quality. In this role, April will plan and direct the hospital's performance improvement programs to ensure that it provides the highest quality of care for patients and their families at The Johns Hopkins Hospital. April joins Johns Hopkins with more than 15 years of experience in health care quality improvement. Most recently, she was with the Children's Hospital of Philadelphia, an academic medical center with more than 15,000 employees, including 750 physicians. There, she held positions of increasing responsibility, first serving as a patient experience coordinator and, most recently, as senior director of improvement and project management and director of quality and patient safety. She also was the director of strategic operations for the Center for Healthcare Improvement and Patient Safety at the University of Pennsylvania's Perelman School of Medicine.

Deneen Richmond Named Luminis Health Doctors Community Medical Center President: Luminis Health Doctors Community Medical Center's (formerly Doctors Community Hospital) Board of Trustees named Deneen Richmond as president of the medical center, located in Lanham, Md. Richmond has been serving as acting president since September 2020. Prior to her role as acting president, Richmond served as chief Quality and Population Health officer for Luminis Health and, before then, vice president of Population Health at Anne Arundel Medical Center. Richmond came to Anne Arundel Medical Center from Inova Health System, where she served as vice president of Performance Improvement and Outcomes. She has also held leadership positions at Holy Cross Hospital, the Delmarva Foundation and the National Committee for Quality Assurance.

Suburban Hospital President Retires: Jacky Schultz, MSN, RN, has retired as president of Suburban Hospital in Bethesda, Md. Ms. Schultz retired Oct. 1 after four years as president. Previously, she was the hospital's executive vice president. She also served as chief nursing officer, senior vice president for patient care, senior vice president for clinical operations and COO at the hospital, which is owned by Baltimore-based Johns Hopkins Medicine. During her tenure at Suburban, Ms. Schultz led a $270 million expansion project that added a new 300,000-square-foot parking garage and connected new and old buildings.

Interim President of Suburban Hospital Appointed: LeighAnn Sidone, D.N.P., R.N., C.E.N.P., serves as Suburban Hospital's Interim President and Vice President of Nursing/Chief Nursing Officer. Working directly with Suburban Hospital's Board of Trustees and Johns Hopkins Medicine executive leadership, Dr. Sidone is responsible for managing and implementing the overall strategy and direction of the hospital. She also oversees all aspects of hospital operations and ensures that standards and practices comply with federal and state guidelines. She also maintains primary responsibility for nursing activity at the hospital, leading quality improvement, nursing standards, professional practice and more.

New President Named for Sentara Norfolk General Hospital: After a nationwide search, Sentara Healthcare has called Liisa Ortegon to be the new president of Sentara Norfolk General Hospital. Ortegon comes to Sentara from Houston Methodist Hospital, Texas Medical Center, where she has served as senior vice president of operations and chief nursing executive since 2014. It is a 1000-bed academic medical center affiliated with Weill Cornell Medical College. Ortegon has a Doctorate in Business Administration from Northcentral University in San Francisco, executive certification from the Wharton School of Business, a Master of Arts in Administration from the University of the Incarnate Word in San Antonio and a Bachelor of Science in Nursing from the University of Texas. Liisa Ortegon joined Sentara Norfolk General Hospital as president on February 1, 2021.

DID YOU KNOW?

Based on responses collected by the United States Census Bureau between January 6 through January 18, the Household Pulse Survey estimates that: 7.7% of adults have received a COVID-19 vaccine; and among adults who have yet to receive a COVID-19 vaccine, 50.9% definitely will get one when available.

AREA NEWS & CURRENT EVENTS, CONTINUED

First Physician to Lead Mercy Health Services: Dr. David N. Maine, a Pikesville resident, took over as president and CEO of Mercy Health Services in July of 2020, becoming the first physician to lead health care organization in its 145-year history. The Mercy Health Services Board of Trustees in January announced Maine would succeed Thomas R. Mullen, who retired in July 2020 after 28 years with Mercy Health Services. Dr. Maine, who previously served as Executive Vice President for Mercy Health Services since October 2019, is responsible for all MHS operations, overseeing the Medical Center, specialty and primary care physician networks, and Mercy affiliates. Prior to assuming the role of Executive Vice President of Mercy Health Services, he was Executive Vice President of Mercy's Physician Enterprise, focusing on the growth of its physician network. His other roles at Mercy have included serving as President of Medical Staff; as Senior Vice President of Clinical Transformation, leading Mercy's efforts to launch the SurgCenter of Towson; and since 2007, as Medical Director of The Center for Interventional Pain Medicine at Mercy, perennially earning the distinction as a Baltimore magazine "Top Doctor".

Sharon Kurfuerst Appointed President of ChristianaCare, Union Hospital: In her new role, Kurfuerst will oversee efforts to strengthen community relationships in the communities that Union Hospital serves. Union Hospital joined ChristianaCare a year ago. Kurfuerst also will continue her leadership responsibilities as ChristianaCare's system chief operating officer, where she heads the development and execution of core enterprise business processes and functions, including campus operations for Newark, Middletown, Wilmington and Cecil County, where Union Hospital is located; clinical essential services; corporate compliance; facilities and services; urgent care, safety and security; real estate; retail strategy and expansion; and design and construction activities.

Michele Martz Named UPMC Western Maryland President: UPMC has announced the appointment of Michele Martz, CPA, FACHE as the new, incoming president of UPMC Western Maryland effective Jan. 1, 2021. Martz succeeds Barry Ronan, FACHE, who will retire after serving as President and CEO of Western Maryland Health System and President of UPMC Western Maryland since 2000. Martz currently serves as senior vice president and chief financial officer. During her tenure in this position and in her previous roles as vice president of both Physician Enterprise and Financial Services, she has been an integral part of the management team at UPMC Western Maryland and has proven herself to inspire and motivate her teams to achieve amazing results.

UPMC Western Maryland President Ronan Retires: Ronan began his career as an equipment orderly at Pittsburgh's Presbyterian University Hospital, now UPMC Presbyterian Shadyside, the flagship hospital of the health care system. After progressing through several increasingly responsible leadership positions there over 11 years, he joined Allegheny General Hospital where he spent the next three years. Ronan served as president and CEO of the local health system from 2000 and became president of UPMC Western Maryland when they joined UPMC. Throughout his more than 30 years in Western Maryland, Ronan served on numerous boards, committees and commissions locally and statewide. He is a fellow in the American College of Healthcare Executives, and member of Allegany College of Maryland's Board of Trustees, and the Cumberland Economic Development Corporation. In retirement he plans to join Pamela, his wife of 44 years, in Charleston, South Carolina, to be close to their family.

Sunrise Assisted Living with Corporate Headquarters in McClean, VA Appoints New CEO: Sunrise Senior Living, its Board of Managers, and its owners announced in early February the appointment of Mr. Jack R. Callison, Jr. to the role of Chief Executive Officer for Sunrise Senior Living, following the engagement of Ferguson Partners in an extensive executive search. He will officially assume this role effective April 1, 2021. "Jack's commitment to his team, extensive operational acumen and demonstrated focus on growth compliment Sunrise's best-in-class community footprint and the distinctive customer experience it has delivered to benefit residents and families for the last 40 years." Mr. Callison's background includes more than two decades of executive experience in senior and multi-family housing. Most recently serving as Chief Executive Officer of Enlivant, Mr. Callison has a proven reputation for delivering operational and financial improvements as well as capturing strategic opportunities. His leadership approach fosters a culture of diversity, inclusion and belonging, promoting an environment centered on resident care and quality, along with meaningful investments in people and training. He balances this with comprehensive data insights to drive deliberate decision making that fortify the organizations he serves.

Meritus Health Nurse Practitioner Selected for State Council on End-of-Life Care: Susan Lyons, B.S.N., M.A., M.S.N., ACNP-BC, palliative care program supervisor for Meritus Health, has been appointed by Maryland Governor Larry Hogan as a member of the state advisory council on quality care at the end of life for a term of four years. Lyons has more than 30 years of hospital experience and has coordinated inpatient palliative care services for the health system since 2002. In 2013, Lyons was selected to participate in the Maryland Medical Orders for Life-Sustaining Treatment (MOLST) certified training program. She has since educated dozens of consumer and health care provider groups in MOLST, as well as advance care planning, barriers to palliative care and ethical issues commonly encountered in hospitals. Lyons is chair of the ethics committee at Meritus Health, as well as the Meritus Institutional Review Board. The state advisory council on quality care at the end of life was created in December 2002 to study the impact of state statutes, regulations and public policies on providing care to the dying. The council advises the Maryland General Assembly, Maryland Office of Attorney General, the Maryland Department of Aging and the Maryland Department of Health on matters related to the provision of care at the end of life.

AREA NEWS & CURRENT EVENTS, CONTINUED

MedStar Health Awarded a Nearly $1 Million Grant to Launch a New Telehealth Research Collaboration with Two Other Leading Health Systems: To better understand and address technology-driven U.S. primary care access and health disparities around COVID-19 and beyond, the Agency for Healthcare Research and Quality (AHRQ) has awarded MedStar Health a nearly $1 million grant to create and advance a telehealth research collaboration with Intermountain Healthcare and Stanford Health Care. As the two-year effort launched in January, it establishes one of the largest COVID-19 primary care data sharing and analysis alliances to date, including three systems that have previously delivered 4.5 million primary care appointments in a year.

NIH Networks to Advance Emotional Well-Being Research: Five new research networks with $3.13 million in funding from the National Institutes of Health (NIH) will allow investigators to refine and test key concepts that advance the study of emotional well-being, reported the agency. Emotional well-being has been defined as an overall positive state of one's emotions, life satisfaction, sense of meaning and purpose, and ability to pursue self-defined goals. The opportunity to research emotional well-being and its core components — a sense of balance in emotion, thoughts, social relationships, and pursuits — aligns with NIH's broader objectives of fostering health promotion and disease prevention. For example, having a sense of purpose in life has been shown to reduce the risk of heart attack and stroke. "Understanding the science of emotional well-being and how we can apply its concepts to help people live and feel better will benefit our efforts to improve health and healthcare," said Dr. Helene Langevin, NCCIH director. "Sustained well-being benefits the whole person, helping individuals manage stress and anxiety over the long term." (HPN)

Adventist HealthCare Unveils Plans to Create a Health Destination at National Harbor: As reported in our last quarterly newsletter, Adventist HealthCare announced it will create a health destination that will offer comprehensive specialty and preventative care services in southern PG County. The health system will occupy 73,000 square-feet of space at National Harbor. The National Harbor expansion aligns with Adventist's strategy to provide quality compassionate care throughout the metropolitan area. The health destination will serve as a link between nearby Adventist HealthCare Fort Washington Medical Center and its new primary care facility, minutes away from the hospital. Together, the facilities will provide the critical services that are essential to meeting the healthcare needs of the community. Comprehensive services include: an ambulatory surgery center offering orthopedic, ophthalmic, cardiovascular and general surgery; diagnostic imaging services; a cancer center offering breast, colorectal and prostate; as well as a vascular clinic, catherization lab, rehabilitation center and wound care treatment.

Shenandoah Medical Center Launches e-Emergency Service: Local medical providers will now treat patients who arrive at Shenandoah Medical Center's emergency department with assistance from an online team of board-certified emergency physicians and critical care nurses. The new e-CARE Emergency telemedicine program, funded by a $173,000 grant from The Leona M. and Harry B. Helmsley Charitable Trust Rural Health Program, went online recently at SMC. The facility's medical staff is now connected with Avera Health in Sioux Falls, S.D.,where emergency professionals are on duty 24 hours a day, seven days a week. Using high-definition live video and sound equipment, Avera's e-CARE Emergency virtual team can guide nurses and emergency staff until a local physician arrives. They can also consult with doctors on difficult cases. (The Valley News)

ChristianaCare CareVio earns accreditation from National Committee for Quality Assurance: ChristianaCare CareVio, an award-winning care management organization serving individuals with acute, chronic and complex health care needs, has earned accreditation in two areas – Case Management and Population Health Program – from the National Committee for Quality Assurance (NCQA), a private, nonprofit organization dedicated to improving health care quality. CareVio is the first non-health-plan population health management organization in Delaware to receive NCQA accreditation for case management and population health. CareVio earned three-year accreditation due to "strong performance of the functions outlined in the standards" for case management and population health. (Delaware Business Times)

Mayor Bowser and Universal Health Services Announce Major Milestones for New Hospital and Other Essential Health Services: In late January, Mayor Muriel Bowser and Universal Health Services (UHS) announced multiple milestones in the development of a new hospital at St. Elizabeths East in Ward 8, including award of the hospital design and engineering contract and the location of the first of two new urgent care centers to be located in Wards 7 and 8. In addition, Mayor Bowser announced a four-year award from the DC Workforce Investment Council to the DC Hospital Association for a DC Works Healthcare Workforce Partnership Grant that will develop health careers training opportunities for those interested in careers in the healthcare industry."We know that what this new state-of-the-art hospital and its supporting services will mean to our residents – it represents hope and the promise of better care and health outcomes," said Mayor Bowser. "We look forward to working with all of our partners to keep moving these critical projects forward so that together we can continue to transform our health care system while creating jobs and opportunities for small business." (The DC Line)

75TH Anniversary of The Healthcare Council, continued

75 YEARS

Since that original meeting on May 8, 1946, there have been many notable events-naturally-occurring, and man-made-that have impacted the nonprofit and charted a course to the present. And in 1987 the name was changed from The Hospital Council of the National Capital Area to The Healthcare Council of the National Capital Area recognizing its expanded role to all types of providers.

For the next 12 months, the board of directors will recognize our anniversary achievement and the many members and volunteers past and present (community members, policymakers, suppliers, crucial partners) who were and continue to be an integral part of the voyage. The reach of our community is far greater than the National Capital Area. That is why the name of our association has evolved and changed to The Healthcare Council in 2020.

Throughout 2021 we will recognize this milestone by reflection on our storied history, commemorating our achievements, honoring the people who have contributed to our success, and preparing for an even brighter future. With you, we are celebrating 75 years of an important vision and mission, and throughout this year, we will look back at our history and forward to what comes next.

Looking Back

The main facility at Gallinger Hospital became DC General Hospital after the Second World War. The brick and wood frame buildings have not survived. Although they were added to the National Register of Historic Places in 1989, demolition took place in 1990. DC General closed in 2001. The main building still stands but is not in use as of 2015.

The Columbia Hospital for Women, originally opened in 1866 as a healthcare facility for wives and widows of Civil War soldiers, was the city's birthplace of choice for all races for a century and a half. The hospital was the primary maternity facility in the city and the birthplace of about 275,000 individuals—the vast majority of all persons born in the District of Columbia during the 20th century. Until its closure in 2002, Columbia was also a leading national and international innovator in women and infant health.

Welcome to our Newest Members

New Healthcare Council member Upwardly Global helps integrate refugees and immigrants into the U.S. workforce. All of its job seekers have work permits (and do not require visa sponsorship), are multilingual, and have experience working in diverse cultural contexts. Most (over 90% of those surveyed) are interested in contributing to the pandemic response and some bring experience working on Ebola, SARS, and other outbreaks.

There are currently an estimated 165,000 foreign-trained refugee and immigrant professionals seeking to enter the U.S. workforce. Upwardly Global's large and growing talent pool includes doctors, nurses, allied health professionals, researchers, counselors, and others, as well as experts in STEM, IT, finance, and business/administration.

Upwardly Global looks forward to working with The Healthcare Council and ShareSource, their Premier Affiliate Program colleagues to position themselves as a resource and referral source for member organizations seeking to build a diverse and inclusive workforce. "The Healthcare Council is excited about this new partnership and looking forward to collaborating with and working towards building a diverse and inclusive workforce with them," said Les Pitton, President and CEO of The Healthcare Council.

For more information, please contact Rebecca Fishman at rfishman@upwardlyglobal.org or Jennie Murray at jennie@upwardlyglobal.org.

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Healthcare is local, community-based healthcare – even more so. At **CHAP**, we are patient centered, partner focused. Which means we take steps to make sure you are prepared for the clinical, operational, and growth demands of your organization. Accreditation is the threshold, quality that outshines is the outcome. Expect easy tools, helpful resources, quick readiness to survey timelines, and a consultative on-site survey experience.

CHAP has remained a trusted source of healthcare accreditation services for over 50 years. Their streamlined accreditation process has set the industry standard. The Healthcare Council and ShareSource are pleased to welcome them as a new valued member and are looking forward to collaborating with them.

For more information on how CHAP can help you be prepared for the clinical, operational, and growth demands of your organization, please contact Kristofer Gochenour, Chief Financial Officer at kristofer.Gochenour@chapinc.org.

CHAP Community Health Accreditation Partner

ENDORSED PARTNERS

THE HEALTHCARE COUNCIL, IN CONJUNCTION WITH ITS WHOLLY-OWNED SUBSIDIARY, SHARESOURCE, IS TO SERVE ITS MEMBERSHIP IN THE PROMOTION OF PROGRAMS AND SERVICES THAT WILL ENHANCE THE MEMBERS' ABILITY TO OPERATE THEIR ORGANIZATIONS SUCCESSFULLY AND COST EFFECTIVELY. ShareSource, as part of The Healthcare Council, integrates with the association's core function by recruiting partners who can help hospitals and other healthcare providers resolve tough pain points. These endorsed partners, in turn, engage teams to help solve problems by identifying and understanding the right problem to solve. If you would like to be in touch with any of the endorsed partners, please email us at lpitton@healthcare-council.org, djohnson@healthcare-council.org, jshaffer@healthcare-council.org, craiford@healthcare-council.org or call 301-731-4700.

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Contact: Akhil Singh, Director, Product Marketing, Professional Lab Services, Quest Diagnostics, phone 908-705-5496 akhil.K.Singh@QuestDiagnostics.com, QuestDiagnostics.com. (Mention Agreement #19-104)

Workforce Solutions Made Human

When it comes to today's healthcare staffing challenges, there's no such thing as a "one-size-fits-all" solution. That's why **Medical Solutions** is keeping healthcare more human with comprehensive healthcare staffing services for hospitals and medical facilities nationwide. From travel nurse staffing to contingent labor management, they are dedicated to helping you provide safe, personalized patient care.

Medical Solutions

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ENDORSED PARTNERS

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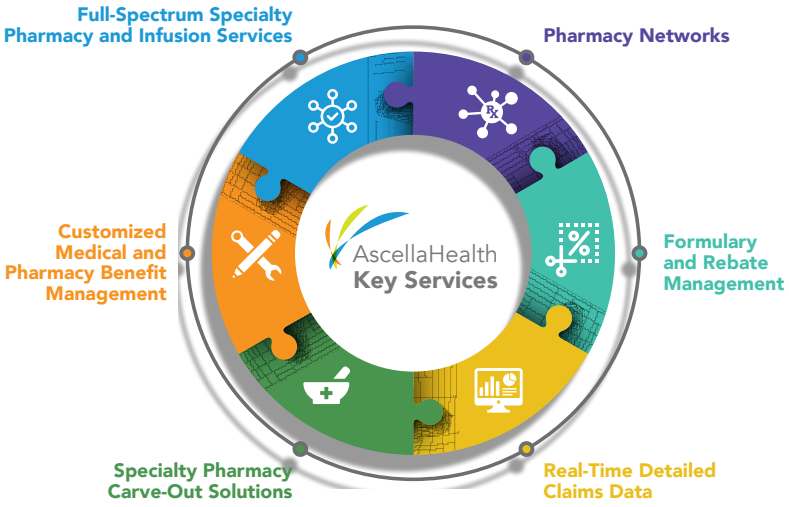

AscellaHealth has a particular focus on patients with high-cost rare disease states, including Hemophilia, Hereditary Angioedema, IVIG, and Multiple Sclerosis. We ensure that these members receive specialized access to the right therapies and additional support to avoid hospitalizations or complications. Our rare disease programs have earned AscellaHealth strategic partnerships with national advocacy groups, including the National Hemophilia Foundation.

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- Medicare Part D
- PACE
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- Third-party administrators (TPA)
- Brokers
- Employer groups
- Hospitals and health systems
- Unions
- Health plans
- Special needs plans

Clinical Solutions
- Patient care coordination
- Formulary management services
- Drug utilization review
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- Pharmacy and therapeutic management committee
- Specialty drug management
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- Therapy optimization programs
- Site-of-care management
- Outcomes management
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What We Offer
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- Innovative programs designed to minimize cost and maximize patient health and positive outcomes
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- Specialty Pharmacy and infusion management
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À La Carte PBM Services
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Specialty Pharmacy Services
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More than just a full-service PBM, **AscellaHealth** is an innovative, pharmacy benefit manager (PBM) serving commercial, Medicare and Medicaid segments offers high quality prescription drug management services along with other customizable services, such as carved-out specialty pharmacy services and cost-savings programs through its unique and proprietary service that extends discounts on prescription medications to customers better than any other PBM in the industry. (Mention Agreement #20-101)

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ENDORSED PARTNERS

Patient-Centered Uncompensated Care Revenue Recovery Solutions

allēus health ANALYTICS

The **Allēus** team leverages their extensive healthcare, finance, and legal industry expertise to transform lucrative third-party payer liability and litigation recovery opportunities into tens of millions in bottom-line revenue for our clients. Their proprietary, HITRUST® certified technology platform, advanced analytics, and patient-centered advocacy services qualify potential high-value healthcare revenue opportunities with a strong likelihood of successful recovery from targeted analysis of provider uncompensated/undercompensated care data, associated clinical encounters, or payer paid medical and pharmacy benefit claims.

They provide clients with transparent insight into the most effective third-party healthcare recovery strategies tailored to their organization and a sophisticated analysis of relevant legal and healthcare business intelligence so that they can decide which recovery opportunities to pursue. Using legally compliant and compassionate direct outreach campaigns, their patient advocates help individuals understand their potential rights and the ways Allēus can assist in pursuing their rights. When they identify an individual who is already pursuing a claim, they gather sufficient information to file a lien to protect their client's right to recover associated UCC charges.

Backed by the resources of their affiliate, Plexos Group, a full-service business consulting, program management, and third-party administration firm, they draw upon their platform and relationships to efficiently navigate the claims, settlement, and disbursement of recoveries while ensuring compliance with all applicable laws and regulations. Contact: Keith G. Minella, Allēus Health Analytics, One Penn Plaza, Suite 3672, New York, NY 10019, Direct: 212-548-3918, Mobile: 203 858-7770, keith.minella@alleushealth.com, www.alleushealth.com. (Mention Agreement #19-100)

A Suite of Solutions to Complement Your Strategy

eReceivables® Inc.

eReceivables' management team brings together over 150 years in health care experience. The senior management team of eReceivables comes from the payer side of the business having run HMOs and health plans in Maryland, Virginia, Florida, and Alabama. They use their unique understanding and insight of how health plans operate to develop eReceivables' approach. eReceivables see outstanding customer service as a business strategy, as a differentiator. With any vendor you are occasionally going to run into a problem. Then the question becomes how many phone calls and how high up the organization do you have to go in your vendor's company to find someone who cares. With eReceivables you will find that person with your first phone call. Visit: www.ereceivables.com. (Mention Agreement #18-100)

Embracing Integrity Transparency, Accountability and Trustworthiness

healthcare workforce logistics HWL

HWL is a company that comes to the market with deep expertise from leading healthcare GPOs and supply chain, workforce management software providers, healthcare delivery organizations, cutting-edge technology organizations, and leading staffing agencies. Their workforce solutions deliver results that lower overall costs, produce higher quality of staff, and increase visibility into overall labor activity and metrics. (Mention Agreement #19-103)

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ShareSource to Unlock Savings!

BOARD CORNER

THE BOARD CORNER:

Bold Board Moves Needed for Hospital Board Governance Best Practices

The Center for Health Care Governance places urgency on the following hospital board practices:

- Board competencies. Identify the gaps in board competencies needed for transformational governance.
- Governance models. Explore alternatives to governance models, such as expert, community-based and clinical-expertise board models.
- Decide if board member compensation is permitted and advised.
- Community leadership. Determine how or if community leaders should be involved in the hospital's leadership and governance.
- Trustee characteristics. Strive for diversity in age, gender, ethnicity, talents and abilities.
- Board culture. Ask bold questions, challenge the normal course of action, be willing to think outside the box, and be willing and able to make tough decisions.
- Best practices. Know and adopt hospital board governance best practices, including board education, leadership development and succession planning.
- Be accountable through annual board self-evaluations, peer review and best practices.

~BoardEffect - Nick Price

The Healthcare Council

"The Healthcare Council is a non-profit organization that serves the needs and interests of our members in the Mid-Atlantic region—all of whom are in the business of healthcare. Our goal is to foster collaboration and cooperation to help our members accomplish things together that they could not achieve on their own.

Here are some of the ways that The Healthcare Council provides benefits to members:

- Providing forums to discuss shared challenges and best practices
- Promoting the common interests of healthcare providers and health systems
- Proactively addressing new education and compliance requirements
- Sharing best practices identified through data analytics
- Providing detailed workforce surveys
- Utilizing our vast resources and extensive industry knowledge to connect members with subject matter experts
- Convening regional healthcare leaders and providing critical access to peers, lawmakers, and educational resources
- Facilitating awards ceremonies to recognize outstanding employees
- Helping to improve performance through education programs such as seminars and webinars, and through sponsored events and speakers

We are also the parent company of ShareSource, a GPO that vets and negotiates best-in-class contracts at the local, regional, and national levels to save providers time and money, while providing superior customer service.

As you can tell, The Healthcare Council is all about sharing knowledge and sharing solutions. That's what makes our membership network so strong and influential."

ShareSource

"ShareSource is a Group Purchasing Organization that brings cost savings and purchasing power to our members. Not only does ShareSource provide access to regional contracts but also to a national portfolio of contracts through our affiliation with Premier. Operating under our parent company, The Healthcare Council, ShareSource has members both within the health sector and outside of it, including hospitals, post-acute healthcare providers, hotels, religious organizations, schools and universities, and business and industry across all sectors.

By activating contracts on behalf of our members, ShareSource saves them the time and hassle of contacting vendors themselves, one by one. And by leveraging the power of our collective membership, we get them significant discounts on products and services.

Finally, we take pride in our outstanding service, and the reputation ShareSource has earned for always "being there" when our members need us most."

Dionne Dougall-Bass, M.A., Ex-Officio Board Member (cont'd from page 2)

pain management, opioids, telehealth, addiction and prevention, health care disparities, social determinants of health, and integrative health and wellness.

Just prior to rejoining AHA, Dionne was Director of Communications and Marketing at The Links, Incorporated, a 72-year old voluntary service organization, where she worked extensively with its board and members to offer programs to communities of color around the country in the areas of heart, oral and mental health, chronic diseases, organ donation, maternal and child health, and human trafficking, among other issues. She began her professional career at Fleishman-Hillard, an award-winning international public relations agency.

Dionne is a native of Washington, DC. She earned her Bachelor of Arts degree in Communications from the University of Maryland, College Park and her Master of Arts degree in Health and Wellness Coaching from the Maryland University of Integrative Health. She lives in Silver Spring, Maryland with her family.

We are pleased that Dionne will be serving as an ex-officio board member for The Healthcare Council and ShareSource," said, Dean Teague, Board Chair, "her expertise and passion for healthcare will be a great addition to our quarterly meetings."

THE HEALTHCARE COUNCIL
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THE Healthcare Council

Collaboration. Cooperation. Education.

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Council Vision **- To meet the healthcare challenges of tomorrow by working together today.**

The Council functions as a neutral intermediary to facilitate networking and to provide member driven services.

Mission Statement **- The Healthcare Council is a membership organization dedicated to helping members reduce costs, encouraging co-operative working relationships, and promoting quality healthcare in our region.**

The Council: The Healthcare Council is an organization of consisting of hospitals and allied health care facilities, associations and educational institutions located in the Mid-Atlantic region. The purpose of the Council is to provide for members "strategic and business advantages" that no single institution or system can efficiently or economically develop alone. Divisions of specific activity have been formed to carry on the ever changing tasks at hand. These divisions develop information and improve performance using cooperative networking meetings, surveys, group discussion and analysis and continuing education programs. The aim of the Council's wholly-owned subsidiary, ShareSource is to serve its membership in the promotion of programs and services that will enhance the members' ability to operate their organizations successfully and cost effectively with integrity and competency.

The Healthcare Council is a not-for-profit
501(c)(3) corporation
The Council has opportunities for Associates: For membership information, call 301-731-4700

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Interested in Joining The Healthcare Council?

The Healthcare Council continues to develop its All-Inclusive, Broad-Based Association of Members to accurately reflect the providers of care doing business in its service area encompassing the MidAtlantic Region. It is committed to creating and providing opportunities for new members and associates while keeping member dues low. It serves its members with detailed communications and professional contacts, partnerships, timely educational programs, surveys, collaborative efforts, and strategic alliances.
To learn more about joining The Healthcare Council and/or participating in our ShareSource, please contact Jill Tipton or Debbie Johnson at 301-731-4700 or visit us at: www.healthcare-council.org.