

QUARTER 1

MARCH 2024

THEF THRIVE

Triangle Healthcare Executives' Forum of North Carolina

2024

ACHE CONGRESS
ON HEALTHCARE
LEADERSHIP

ARTICLE OF INTEREST

BUILDING
RESILIENCE IN
HEALTHCARE

KATIE
EIMERS

CELEBRATING
WOMEN'S HISTORY
MONTH

2024 COMMITTEE
MEMBERS

JOIN THEF

*BECOME AN ACTIVE MEMBER OF
THE TRIANGLE HEALTHCARE
EXECUTIVES FORUM*





About Us

Triangle Healthcare Executives Forum of North Carolina (THEF) is a nonprofit membership association and an independent chapter of the American College of Healthcare Executives (ACHE), a professional society representing over 48,000 members worldwide. THEF serves over 600 ACHE members who live and work in the 41 North Carolina counties from the Raleigh-Durham area north to the Virginia border, east to the Outer Banks, and southeast to Jacksonville.

Our Vision

Triangle Healthcare Executives' Forum will be the preeminent professional membership association for advancing healthcare leaders in the region.

Our Mission

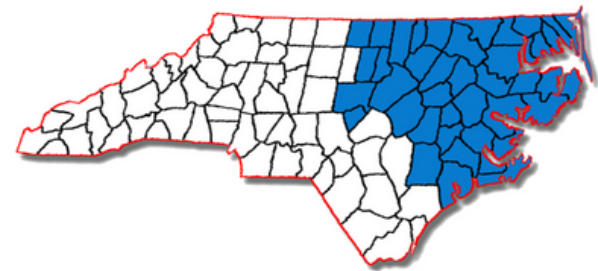
The mission is to facilitate professional development for healthcare leaders in the region and prepare them to shape local, regional and national healthcare management practices.

Goals

- Deliver programs that bring local value to ACHE members assigned to our Chapter service region
- Increase communication among healthcare management professionals
- Advance members toward Fellow, ACHE certification
- Foster the development and implementation of best practices in healthcare management
- Practice good financial stewardship

Strategy

THEF updated the Chapter Multi-Year Plan in Fall 2020. The plan has been approved by the 2021 Chapter Board, and may be viewed here in its entirety with supporting details [THEF Multi-Year Plan, 2021-2023](#)



CONTENTS

13
2024 Committee
Members

15
Article of Interest: Building
Resilience in Healthcare

18
Q2 2024 Upcoming
Events



3
Message from the President

4
Message from the Regent

5
Chapter Performance Metrics & Welcome to New THEF Members

7-9
Chapter Event Synopses

10-11
2024 ACHE Congress Synopsis

12
ACHE Fellowship Advancement

13
2024 Committee Members

14
Celebrating Women's History Month

15-16
Article of Interest

17
National News

18
Upcoming Q2 Events

Message from THEF President



**TOM HUGHES, MHA, FACHE
PRESIDENT, THEF**

Welcome to my first President's Message in *THEF Thrive*. What an honor and privilege it is to join the leadership team of the Triangle Healthcare Executives Forum.

And, what a challenge it will be to fill the shoes of Ana-Elis Perry, our immediate past president, who is known for her incredible leadership and the grace she has shown helping transition me into the role of president. I am thankful that she, along with fellow former Board members, have made our THEF chapter one of the top performing ones in the country.

As a willing volunteer, I asked to participate on this Board because, at this point in my career, I thought it important to remain active in ACHE and give back. It is reassuring to be part of a professional society designed to not only advance the profession, but the careers of its members.

In my career journey, I am proud that I helped co-create ACHE Rhode Island and was subsequently elected as Regent. I do not know that this career highlight would have been possible if not for senior leaders in our profession that offer continued support for those at various stages of their career journeys.

One of the strengths of our chapter is our ability to bring leaders from across healthcare and related industries together, breaking down competitive barriers so that we can collaborate and share best practices and wisdom that benefit the patients and families, as well as employees and physicians, at our respective organizations.

So, what do we have in store for THEF this year? You will soon see notifications about upcoming THEF events. Some of these are informal networking events, while others are planned and focused forums with topics that are important to you and discussed in a meaningful way.

Thank you for the opportunity to serve as your THEF president and I look forward to continuing our journeys together. If I can be of any assistance, please do not hesitate to reach out.

Message from your ACHE Regent



VI-ANNE ANTRUM, DNP, RN, FACHE
REGENT FOR NORTH CAROLINA

I hope you all enjoyed some time to rest, recharge, and refresh over the holiday season. As we move into 2024, many of us have personal and professional goals we want to accomplish. There is nothing quite like the satisfaction of setting a goal and putting in the effort to realize it. One of my goals is to make at least 10 new connections at the upcoming 2024 [ACHE Congress on Healthcare Leadership](#). This is always an exciting time to stay abreast of industry trends, see new innovations coming, meet new people, and connect with old friends!

Several of our chapters have installed leaders into new roles. I would like to thank our leaders for their service over the last year and welcome our new leaders into the fold! Our chapters provide a valuable way to network on a regional level and provide enormous value to our members through their programming. We have 15 Higher Education Network (HEN) members in the beautiful state of North Carolina, which provides robust opportunities for our students to get involved and realize the benefits of ACHE early on in their career. I wish I had known about ACHE as a student!

Diversity, equity, and inclusion are so important to me. As we look to celebrate Black History Month, I hope you will take time to reflect on the dynamic contributions that have been made to our country through Black talent.

To quote the wise Martin Luther King, Jr.,

“Of all the forms of inequity, injustice in healthcare is the most shocking and inhumane.”

- Martin Luther King, Jr.

Thank you for your selfless, tireless commitment to end the injustices we see in healthcare. We must continue to press toward the eradication of such disparities!

We also celebrate Heart Health in February. I hope everyone donned their red for Women’s Heart Health day on February 2. Despite all the advances we’ve seen, heart disease is still the number one killer of women and men in the United States today. We are not immune as healthcare leaders. Please take the time to get your screenings done and know your numbers. Encourage your family and friends to do the same. The life you save could be your own!

I hope to connect with many of you at Congress next month!

In service to you,

Vi

THEF Chapter 2024 Performance Metrics

ACHE measures chapter performance annually based on 4 performance criteria - net membership growth, education & networking performance, advancement of eligible members, and member satisfaction. The metrics for performance year 2024 have been established, and we need your help to reach them.



Education & Networking Performance

2024 Standard: 12.0 indexed attendee hours

Current Status: check back in Q2

Member Satisfaction

2024 Standard: 4.1

Current Status: *check back in Q3*

Advancement of Eligible Members

2024 Standard: 7

Current Status: 1

Net Membership Growth

2024 Standard: 803

Current Status: 730

Here's how you can contribute to meeting our chapter performance goals while investing in your own professional development:

Participate in chapter programming

Complete the Chapter Member Needs Survey in May

Earn your FACHE credential

Join ACHE, or reinstate your membership

WELCOME NEW THEF MEMBERS!

The following individuals joined ACHE or transitioned into the THEF Chapter this quarter. We are happy to have you, and look forward to connecting at an upcoming Chapter event!

- Jennifer M. Allen
- Sawyer Brown
- Catina Campbell
- Joseph L. Conway, MBA, HCM
- Tracey Fisher, BS
- Dawn M. Fitzpatrick, MSN, RN
- Timothy Goody
- Anh K. Huynh, MHA
- Ruth Lininger, MD, MPH
- HM3 Chase A. Martinez
- Miranda Mathis-Harris
- HM1 Gary McDougall, MHA, MS
- Douglas McGhee, Jr.
- Alice M. McKinney, MS, RN
- Carrie Miles
- Clara Ramirez
- Cherie Readus, BS, MHA
- Sarah Royster, MBA
- Jalyn C. Schneider
- LTJG JungHyun Seo
- Brian Sloan
- Jonathan P. Stallings
- Mike Steiner, MD, MPH
- Jennifer C. Struble
- Julie Trollinger
- Sarah Vorhees
- Jason Witte
- Walter R. Zerniak

JOIN US TODAY...

AND START TAKING ADVANTAGE OF ALL ACHE HAS TO OFFER!

Have you renewed for 2024?
If not, renew now!

JOIN

Join now to become eligible for members-only programs and discounted pricing at both the local and national level. [Click here to join.](#)

REINSTATE

Perhaps your membership has lapsed and you've been meaning to reinstate. Don't miss out on another year! [Click here to access your pre-populated reinstatement application.](#)

RENEW

ACHE membership renewal is open. Timely renewal ensures your ACHE membership and THEF chapter affiliation remains in tact with no lapse in membership. [Click here to login to your ACHE profile and renew.](#)

Benefits include a wide range of career resources, networking opportunities, access to mentorship, educational events, and much more!



Triangle Healthcare Executives' Forum
of North Carolina -THEF
Advancing Healthcare Leadership



An Independent Chapter of
AmericanCollege of
HealthcareExecutives
for leaders who care

Q1 2024

CHAPTER EVENT SYNOPSIS



HESA at UNC Auction Recap

By: Meera Panikar

The Healthcare Executives Student Association (HESA) at UNC annually hosts an auction to aid students interested in attending the ACHE Congress on Healthcare Leadership in Chicago. This event offers HESA members the opportunity to connect with numerous healthcare executives, managers, directors, and CEOs, gaining insight from their innovative ideas and advice.

This year, the auction was held at Haw River Tap & Table in Carrboro, a distinctive venue offering excellent food and accommodating staff. Approximately 50-60 individuals attended, including UNC and HESA alumni, Gillings professors, HESA committee members, and HESA executive board members, with participants from diverse programs welcome to join.

The auction featured a silent segment lasting approximately 2 hours, during which attendees perused donated items and placed bids on bid sheets. Unique silent auction items included a "Go Tarheels" package featuring tickets to the UNC vs. Miami Men's Basketball game, a Chapel Hill Sportswear gift card, and a Shake Shack gift card.

CHAPTER EVENT SYNOPSIS



HESA committee members also contributed personal items such as a hotpot dinner, pasta night, homemade cheesecake, a BBQ dinner, and a painting of Rameses. The live auction showcased three significant items: a private wine-tasting event for up to 18 people by Wines for Humanity, a UNC-signed football by Coach Brown, and a dinner for six with Jeffrey Simms. The signed football garnered much attention from attendees and led to a bidding battle between two students, and many students were eager to dine with Jeffrey.

The auction boasted an impressive turnout, with attendees thoroughly enjoying the donations collected by the HESA auction committee over the past few months. The success of the event was made possible by the support of the auction committee, generous local businesses, HESA executive board, and the guidance of our VP of External Relations, Jonah Moon.

CHAPTER EVENT SYNOPSIS

THEF Happy Hour at Fortnight Brewing Company

Amazing 1st Spring Networking event on February 22nd at Fortnight Brewing Company in Cary, NC! We had an amazing turnout of Triangle Healthcare Leaders with attendees from UNC Health, Duke, Optum, Vynamic, WakeMed, and many more. In addition, non-THEF members were able to mingle and learn more about THEF. Such a relaxed atmosphere filled with conversations, networking, and laughter, all while enjoying the music across the years!

-Shreya Ramnath

The February New Member Happy Hour was such a great way to be introduced to THEF! As a newer member, it was great to approach the group in a casual setting. I was able to re-connect with former colleagues and make new connections while enjoying a drink & some good music! It was especially great putting faces to individuals I've worked with virtually. I am looking forward to many more events this year.

-Colleen Ferlotti

Whether you are a current THEF member, newly joined, or considering, come join us at the next THEF Happy Hour!



ACHE 2024 CONGRESS ON HEALTHCARE LEADERSHIP
March 25-28, 2024



big ideas.
make no small plans

ACHE 2024 CONGRESS
on Healthcare Leadership



ACHE Congress on Healthcare Leadership Recap

By: Shreya Ramnath



Attending Congress for the second time in Chicago was just as incredible as my first. I believe that the multitude of unique sessions and plentiful networking opportunities makes Congress the way it is. This year's Congress theme was "Big Names make no Small Plans," which definitely stands true for each of the sessions I attended over the 3 days. Some key questions that stuck out to me included:

How can I become a more effective leader?

What methods can be taken to improve process efficiency in terms of patient flow, service line workflows, and clinical technology decisions?

With the implementations of Generative AI and ChatGPT, where is the future of healthcare heading?

In addition, an important part of every session was to "Embrace change." As stated by these leaders, healthcare is an evolving field. We encountered challenges, we overcame them, we solved them. And so, we can do it time and time again. Each speaker had their own journey through which they are focused on driving healthcare forward in their own innovative ways.

As an early careerist, interacting with experienced healthcare professionals was a unique opportunity I found specific to ACHE Congress. Additionally, the UNC Networking Social was a great way to reconnect with our alumni and exchange perspectives. I enjoyed understanding about the current and future states of the industry, and even more so, determining my possible interests as I enter into the healthcare workforce. As a Program Assistant this year, I also continued to develop relationships with my peers in other graduate programs.

This year's ACHE Congress was a great experience and I can't wait to attend again next year!

As our current ACHE Chair William P. Santulli said, "Embrace the uncertainty of today and tomorrow. It is how we lead that will make the difference."

“**embrace change.**”

➔ New Fellows

Congrats!

Camilo Matias Saraiva, MD, MBA, FACHE

Director of Medical and Assistance Services
Divers Alert Network

➔ Recertified Fellows

THEF congratulates our FACHEs who successfully recertifying their Fellow credential with ACHE this quarter. To recertify, Fellows must (1) complete 36 continuing education credits (12 of which must be ACHE approved face-to-face), complete 2 Healthcare-related volunteer service activities, and complete 2 Community-related volunteer service activities, OR (2) retake and pass the Board of Governors Exam.

➔ How to become an ACHE Fellow

- Meet the eligibility requirements
- Submit your advancement application. Upon approval, you will have two (2) years in which you must take and pass the Board of Governors Exam

When you become board certified in healthcare management as an ACHE Fellow, you'll stand out from the crowd as a professional. Take a step toward elevating your professional status today and learn about the requirements to sit for the BOG Exam and the resources available to help you prepare.

Contact the THEF Fellowship Advancement Committee at advancement@thefnc.org for support.



THEF Awarded 2024 Award of Chapter Merit

The award to Chapter Merit recognizes chapter that have excelled in at least one of ACHE's Performance Standards. In 2023, THEF exceeded its goals for education and networking performance. The goal was 12.0 attendee hours for the year and THEF realized 22.5 hours per attendee! Thanks to all who helped make this award possible!

Thank you to our 2024 Committee Members!

Clinicians' Group

- Chair: Nina Ziemba
- Angelo Milazzo, MD, MBA
- Jasdeep Dalawari
- Jennifer Woody
- Kyle Horner
- Shepard Hurwitz

Communications

- Chair: Ashley Mahan
- Kyanh Huynh
- Emma Taylor
- Madison Stevens
- Jaleesa Shepard
- Jessica McGee
- Ashley Manifold
- Emily Ha
- Christopher Green
- Colleen Ferlotti
- Brock Buirley

Executive

- President: Tom Hughes, FACHE
- Ana-Elis Perry, FACHE
- Donna Prosser, FACHE
- Latrinda Williams
- Matt Gitzinger, FACHE
- Matthew Higgins
- Paul Marini

ENCHEG

- Chair: Trent Beach
- Gabriella Boccia
- Rob Zerniak
- Katrina Canady-Jennings
- Stephanie J Wroten, RN, MSN, MS, LNC

Fellowship Advancement

- Chair: Marcia Richardson
- Christopher Cook
- Gladys Gadri
- Dr. Rachel Jordan, DHA, MBA-HCM
- Josephine Malfitano
- Nathan Wise
- Susan Gueiss
- Tara Torrence
- Bethany McDermott

Mentorship

- Chair: Timothy Stapleton
- Amina Dixon
- Euniqua Bullock
- Prithima Reddy Mosaly
- Yves-Marie Applewhite

Membership

- Chair: Sabannah Stallings
- Armando Quinones Cruz
- Jamie Halula
- Julie Trollinger
- Kishan Shah
- Shreya Ramnath
- Sophie Rojas

Education, Diversity & Inclusion

- Chair: Adedolapo Busuyi
- Dumebi Uba
- Jan Lee Santos
- Janay Massey
- Jeffrey Jackson
- Jennifer Jones
- Latisha Williams
- Leah Lewis
- Margarita Khosh
- Matthew Ayinde

President's Advisory Council

- Emily Greene, MSN-NA, FACHE
- Katie Troxler, FACHE
- Swati Bhardwaj, MHA, FACHE

Sponsorship

Chair: Brian Cocks

CELEBRATING WOMEN'S HISTORY MONTH

An interview with Katie Eimers

Tell us about yourself

I have the privilege of serving as UNC Health's inaugural Chief Culture & Engagement Officer. In this capacity, I work with leaders from across the organization to create a place of belonging for all teammates through a set of shared beliefs, values, and behaviors. Our goal is to cultivate a culture that makes every UNC Health teammate feel like we're working exactly where we belong, where we're proud to work, and which enables us to bring the very best care and experience to our patients.

I first began working at the UNC School of Medicine in 2011 as the Department of Pediatrics Vice Chair for Strategic Initiatives. From 2017-2019, I served as Associate Dean for Administration within the School of Medicine, overseeing several administrative functions including Human Resources, Information Technology and Space Planning. From 2019 - 2023, I served as Chief of Staff to the Dean of the School of Medicine / CEO of UNC Health.

I have a Master's in Higher Education Administration from Northwestern University and a bachelor's from Ohio Wesleyan University. My husband Sam and I live in Durham with our two young children, Lily and Nora. In my free time, you can usually find me with my kids or in my garden.

Is there a woman in your life that has inspired you?

There are so many inspirational women in my life! I am fortunate to be supported by many strong women in my family. Over the years they have believed in me even when I didn't, taught me to advocate for myself, to take risks, and to treat everyone with respect. Most importantly, they accept and love me as I am.



What motivates you to drive change as a female leader in the healthcare world?

I believe that one of the reasons people work in healthcare is because it allows us to be a part of something bigger than ourselves, and each day our contributions make a difference in peoples' lives. I regularly encourage female leaders to speak up and to speak confidently, so that their amazing and unique viewpoints and perspectives can be appropriately represented within our organization.

What does authentic leadership mean to you?

I'm a believer in the notion that "we all put our pants on the same way - one leg at a time," and I try to live that in my interactions with others. This concept helps me maintain humility and express appreciation for the contributions of others.



Building Resilience In Healthcare: The Power Of Organizational Culture

By [Glenn Llopis](#)

Introduction to Resilience and Culture

The healthcare industry faces a pivotal moment, with a shifting balance of power towards the individual. This transition underscores the necessity for organizations to adeptly respond to uncertainty. **True resilience is found not in avoiding volatility but in our capacity to effectively navigate it.**

The Dual Flow of Culture

Recognizing the bidirectional nature of culture is crucial. Organizational culture sets the tone for employees, while individual cultures enrich the organization. Despite its importance, a gap exists: **only 20% of U.S. employees feel a connection to their organization's culture**, with a significant discrepancy between the perceptions of leaders and the experiences of employees regarding cultural acknowledgment.

Creating a Culture of Adaptation and Empowerment

Intentionally designing our organizational cultures to value the unique cultures employees bring fosters an environment of empowerment. This approach bolsters resilience and creates a workplace where every contribution is recognized and valued.

Fostering a Culture of Purpose: Insights from Leaders

Marty Sargeant, CEO of Keck Medical Center, highlights the significance of cultivating a culture of purpose, especially in the wake of the pandemic. Key to this transformation is leadership

development and engagement, initiating from the top. Such a culture is vital for attracting and retaining top talent.

Patient-Centricity and Inclusivity at City of Hope

Gulden Mesara, Chief Communications, Culture, and Experience Officer at City of Hope, leads a culture initiative centered on patient-centricity, care, and inclusivity. This initiative is designed to foster a shared identity and commitment across the organization, ensuring growth while maintaining foundational values.

Addressing Mental Health Disparities through Cultural Respect

Tony Ortiz, Ph.D., Founder, Principal Investigator, and Scientific Director at NRC Research Institute, underscores the importance of cultural competence in mental health. Implementing cultural respect involves strategies such as hiring from local communities, encouraging daily cultural discussions, and promoting community advocacy to address disparities in mental health services for communities of color.

Conclusion: The Importance of Cultural Diversity

Navigating towards resilience in healthcare is intimately linked with embracing both organizational and individual cultures. By dedicating ourselves to intentional cultural development and recognizing the diverse cultures of our team members, we pave the way for a resilient, inclusive, and purpose-driven healthcare environment.

[Read More on Forbes](#)

2024 HEALTHCARE SUMMIT IN THE AGE OF PERSONALIZATION®

Summit Date: June 5-6

Step into the future of healthcare that is being defined by employees and patients as consumers. Join the 2024 HAOP Virtual Summit to identify your readiness to lead in ways that matter most to those you serve.

Embark on a journey to the forefront of healthcare innovation at the **2024 HAOP Virtual Summit**. As healthcare continues to evolve, driven by the needs and voices of employees and patients alike, this summit presents a pivotal opportunity to **refine your leadership approach in a consumer-centric healthcare landscape**.

With access to invaluable resources like the **GLLG Course on the VT platform (LAOP)**, **30-day post-summit access**, and the **transformative Inclusion as Growth Strategy Assessment**, registrants are equipped to make meaningful contributions to discussions and strategies. This is your chance to influence the future direction of healthcare.

Register Now - THEF Members will earn 10 QE's!

REGISTER NOW

Welcoming Speakers from Top Healthcare Organizations!



Premise Health



ADVOCATEHEALTH

Keck School of
Medicine of USC



UW Medicine



HCA Healthcare®

As an independent chartered chapter of the American College of Healthcare Executives, the **Triangle Healthcare Executives' Forum** is excited to offer our members a special opportunity.

Enjoy 15% OFF your registration for the 2024 HAOP Virtual Summit with the exclusive coupon code HAOPTHEF15.

This discount is our way of saying thank you for your continued commitment to healthcare leadership and innovation. Don't miss out on this chance to be part of a pivotal event shaping the future of healthcare.



Network & Learn



Valuable Insights



Virtual Format

To explore the full lineup of esteemed speakers, dive into the summit's engaging topics, and view the detailed agenda, please visit our website. Here, you'll find everything you need to make the most of your summit experience.

REGISTER NOW

NATIONAL NEWS

Do these articles interest you? Be sure to click the Titles to read the full article!

[A Profile of ACHE's 2024 - 2025 Chair](#)

By Susan Birk

After finishing his undergraduate work in sociology at the University of Notre Dame, William "Bill" P. Santulli, FACHE, set his career sights on becoming a sociologist. The New York native credits that early desire to work in academia to the inquisitiveness and zeal for tackling complex problems he'd learned from his father growing up on Long Island.

Though Santulli ultimately chose a different path, those qualities have continued to serve him well through an exemplary career in healthcare leadership that has taken him and his family from the Midwest to both coasts and back to the Midwest.

Most recently, Santulli has served since 2022 as president, midwest region, Advocate Health, Oak Brook, IL, which was created from the merger of Advocate Aurora Health and Atrium Health. There, he oversees a \$14.7 billion operating budget and all delivery systems operations, including 27 hospitals, more than 400 ambulatory sites and clinics and more than 4000 providers.

Highlights of his tenure at Advocate Aurora Health include: increasing safety event reporting by 84%, increasing the number of people of color in management by 27%, increasing diversity spend by 75%, and, from 2017 to 2022, saving the federal government \$600 million through one of the most successful Medicare shared savings programs in the U.S.

Colleagues attribute much of Santulli's success to his curiosity, integrity and open, compassionate leadership style.

[An Expansion Mindset for Rural Health](#)

By Matt Heywood

Opportunities exist for health systems to expand care delivery beyond a model centered around an urban headquarters. But in the "middle of nowhere," there's a delicate balance between access and quality. With inflation increasing, rural providers try to keep wages competitive, but labor shortages can lead to rural hospital closures. And internet access issues affect these hospitals' ability to reach a population that is often older and sicker than the rest of the country. Within these dynamics, having an expansion mindset can make all the difference.

An expansion mindset means looking out for community and opportunities. The Centers for Disease Control and Prevention has highlighted the great need for additional attention and resources to improve outcomes for rural Americans. There are tremendous opportunities for health systems to expand into the communities around them - and to realize that those investments can sustain them too. At Aspirus Health, Wausau, Wis., an expansion mindset has increased the health system's vibrancy and outlook in three main ways:

- Investing in Transformative Partnerships
- Investing in the Community
- Investing Inward

Some might think there's not a lot going on in rural America, but organizations can look for opportunities for smart growth and for keeping care local. Like Aspirus Health, they can leverage scale to expand services and grow and develop key service lines. If rural healthcare providers can help make rural America healthier and more vibrant, than other organizations are more likely to join. And then that middle of nowhere will be full of opportunity.

[Bouncing Back After a Setback](#)

By Jessica Taylor, FACHE

Career setbacks can be significant turning points, particularly in the demanding healthcare field. Such challenging, ranging from missed promotions to unexpected reductions in force, can deeply affect a professional's confidence. These setbacks, however, don't signify the end of a career; rather, pivotal experiences and challenges create openings to reassess and redefine one's career strategy. Sometimes, a roadblock is an invitation to find a new, potentially more rewarding path.

A Harvard Business Review study published Jan. 29, 2021, underscores the concept of resilience, emphasizing that it's not just about bouncing back but also about "bouncing forward." This is crucial in the healthcare administration sector, where leaders are expected to navigate complex challenges with agility and foresight.

This article dives deeper into a few main themes:

- Healing Before Analysis
- Recognizing Personal Achievements
- Using Support Systems
- Transforming a Setback into an Opportunity for Personal Brand Refinement
- Setbacks are Not Final

Jessica Taylor, FACHE, is a strategic coach and founder/principal of Coaching Coalition. She can be reached at jessica@coachingcoalition.com

UPCOMING Q2 EVENTS

1

BECOME A THEF SPONSOR

April 1, 2024 to April 19, 2024
12:00 AM EDT - 12:00 AM EDT

2

THE 28TH ANNUAL HESA THEF DINNER

April 11, 2024
5:30 PM EDT - 8:30 PM EDT
Blue Hill Event Center at Extraordinary Ventures
200 South Elliott Road
Chapel Hill, NC 27514

3

C-SUITE ROUND TABLE DISCUSSION: ECU HEALTH

April 22, 2024
7:30 AM EDT - 9:00 AM EDT
East Carolina University Conference Rm A
115 Heart Drive
Greenville, NC 27834

4

NCAHQ EDUCATIONAL PROGRAM: BAKING IN SUSTAINABILITY

April 29, 2024
7:45 AM EDT - 4:00 PM EDT
Sheraton Greensboro at Four Seasons
3121 W Gate City Blvd
Greensboro, NC 27407

5

HEALTHCARE IN THE AGE OF PERSONALIZATION VIRTUAL SUMMIT

June 5, 2014 11:00 AM EDT to June 6, 2024
4:00 PM EDT
10 hours of ACHE Qualified Education credit

[Click here to visit our Events page for upcoming opportunities.](#)



Credits

Creative Directors
Colleen Ferlotti, Vynamic
Jaleesa Shepard, UNC Health
Emma Taylor, UNC Chapel Hill

Contributing Writers
Tom Hughes, FACHE, WakeMed
Vi-Anne Antrum, DNP, RN, FACHE, Cone Health
Glenn Lopis, GLLG
Colleen Ferlotti, Vynamic
Swati Bhardwaj, FACHE, Southern Atlantic Healthcare Alliance
Meera Panikar, UNC Chapel Hill
Shreya Ramnath, UNC Chapel Hill
Katie Eimers, UNC Health

President **Tom Hughes, FACHE, WakeMed Health & Hospitals**
President-Elect **Matt Gitzinger, FACHE, UNC Health**
Immediate Past President **Ana-Elis Perry, MBA, MSHA, FACHE, UNC Health**
Treasurer **Paul Marini, UNC Orthopaedics**
Secretary **Latrinda Williams, MSHS, MBA, Cone Health**
Treasurer-Elect **Matthew Higgins FACHE, Duke Health**
Secretary-Elect **Donna Prosser, DNP, RN, NE-BC, FACHE, Vizient, Inc.**

President Advisory Council
Katie Troxler, MHA, FACHE, Duke Health
Swati Bhardwaj, FACHE, CCPS, CPHQ, Southern Atlantic Healthcare Alliance
Emily Greene, FACHE Duke Health

2024 Committee Chairs
Trent Beach, FACHE, UNC Health
Timothy Stapleton, MHA, HonorBridge
Savannah Stallings, Duke Health
Dolapo Busuyi, ECU Health
Marcia Richardson, MPA, CGIO, Durham County
Nina Ziemba, MHA, MS, UnitedHealth Group
Ashley Mahan, MHA, UNC Health
Brian Cocks, Baxter International Inc.

THEF THIRUE

www.thefnc.org

Thank you to our THEF Sponsors



Become a THEF Sponsor!

[THEF 2021 Sponsorship Guide](#)

Sponsors play a critical role in facilitating the professional development for healthcare leaders in the region.

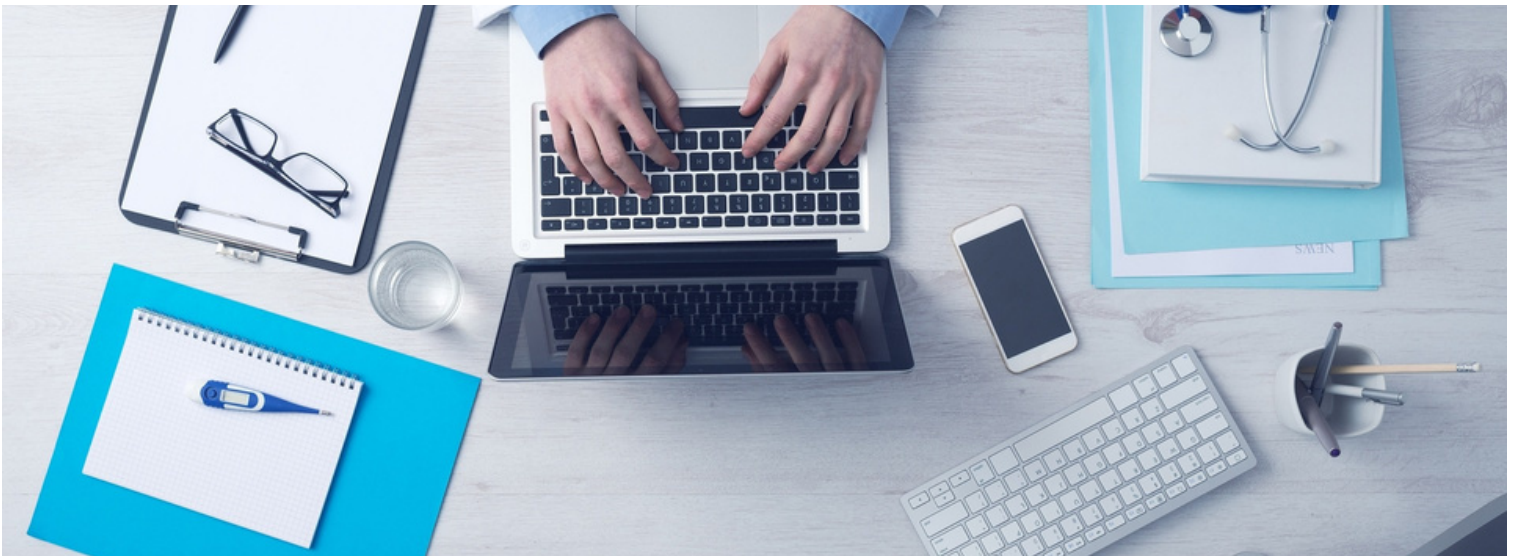
For more information contact sponsorship@thefnc.org

2024 Sponsorship Chair: Brian Cocks



ENGAGE WITH THEF ON SOCIAL MEDIA

Follow THEF on social media platforms and tag us in your ACHE/THEF related posts. Be sure to visit us frequently on the [THEF website](#) for event details and program updates!



@THEFNCACHE



**FOLLOW OUR
PAGE**

Stay Connected!

Are you planning on attending an upcoming THEF event?
Have you attended another industry-related event that your THEF colleagues should know about?
If you've answered **yes** to either, we want to hear from you!
Feel free to send short write-ups and/or photos to communications@thefnc.org