

SUMMER Report

Collaboration.
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Artificial Intelligence (AI) has been steadily making its way into the healthcare industry, manifesting through various clinical tools like electronic health records. However, the advent of AI as we know it today has raised concerns among healthcare professionals about its potential impact on job security. Will AI replace human decision-making, empathy, and hands-on care provided by nurses and physicians? Or could it be the ultimate solution to reduce administrative burdens by automating tasks such as record-keeping, note-taking, and cross-database information sharing, thus allowing providers to work more efficiently? Can AI provide rapid and accurate diagnoses in uncertain situations?

Compounding the uncertainty surrounding AI's future in healthcare is the phenomenon known as "The Great Resignation." Over the past few years, the healthcare industry has witnessed an 18 percent increase in job resignations. Surveys indicate that up to 50 percent of physicians and nurses are contemplating leaving their positions in the coming year. In response, healthcare leaders are taking a bold yet thoughtful approach to workforce restructuring. They are reevaluating roles, investing in upskilling and reskilling programs, and improving employee experiences. Moreover, they are shaping talent strategies that address current priorities and future opportunities. (Continued on page 2 and 3)

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2023

Annual Fall Conference *Emerging Healthcare Trends: 2024*

Additionally, the healthcare industry faces the challenge of workplace violence (WPV), a recognized hazard. Addressing acts of physical violence, harassment, intimidation, and disruptive behavior within the workplace is crucial to safeguarding the well-being of workers, clients, customers, and visitors.

As pillars in their communities, healthcare organizations must proactively plan for the challenges ahead. Executives play a critical role in leading and championing the development of systems, processes, and policies that prepare for the future. To facilitate this, a highly practical and enlightening conference presented by peers is being offered. Esteemed opinion-makers and healthcare leaders will share their knowledge and expertise during the event. Attendees will gain insights into critical topics such as Geospatial Intelligence, its applications in diagnosis, treatment recommendations, patient engagement, and administrative tasks performed by AI, often as well as or better than humans.

The morning session will feature Ajay Gupta, Founder & CEO of HSR.health, discussing Geospatial Intelligence, followed by a panel discussion moderated by Dr. Norvell Coots, President, and CEO of Holy Cross Health. The panel will delve into AI's role in healthcare tasks, its potential benefits, and areas where it can excel compared to human capabilities.

In the afternoon, Dr. Jessica Dudley, Chief Clinical Officer at Press Ganey, will present on Employee Burnout and explore how innovative care and staffing models can mitigate this issue. Following her presentation, Kathy Gorman, Chair of The Healthcare Council and COO of Children's National Hospital, will moderate a panel discussion covering topics like mitigating workforce violence, virtual nursing, and emerging models and trends for the future.

This conference promises to provide invaluable insights for healthcare professionals facing the challenges of AI integration, employee well-being and safety, and the changing landscape of the industry. Register today to secure your spot at this essential event and gain valuable knowledge from experts and peers alike. Click the image below to register.



Thursday, October 5, 2023 | 8:15 AM - 3:30 PM

Emerging Healthcare Trends: 2024*Conference Schedule*

Time	Topic	Presenter/Speaker
8:15 AM	Registration & Continental Breakfast	
8:50 AM	Welcome and Opening Remarks	<ul style="list-style-type: none"> Les Pitton, President and CEO, The Healthcare Council Kevin DeBruyne, Region VP, Premier, Inc.
9:00 AM	"Geospatial Intelligence – Leveraging the Best of Tech to Transform American Healthcare"	<p>Introduction of Speaker – Norvell V. Coots, M.D., President & CEO of Holy Cross Health</p> <p>Speaker – Ajay Gupta, Founder & CEO of HSR.health</p>
10:00 AM	"Artificial Intelligence Applications for Diagnosis, Treatment and Patient Engagement"	<p>Introduction of Panel Moderator - Natalie Williamson, VP Network Management, VA/WV, UnitedHealthcare</p> <p>Panel Moderator – Norvell Coots, M.D., President & CEO, Holy Cross Health</p> <ul style="list-style-type: none"> Panelist – Andrea Fletcher, Executive Director Digital Service, CMS Panelist – William O. Glascoe III, Systems and Astronautical Engineer, Tailored Access LLC Panelist – William "Bill" Sheahan, CIO & VP, MedStar Health Panelist – Ryan Nellis, VP and General Manager at Stanson Health, a Premier Inc. company
11:30 AM	General Information	<p>Introduction of Speakers – Ann Horton, PremierChoice Administrator, The Healthcare Council</p> <ul style="list-style-type: none"> Matt Wright, Region 3 Executive, American Hospital Association Jeff Galino, VP Business Development, The Healthcare Council/ShareSource Derek Marconi, Special Projects Manager, Adventist HealthCare Fort Washington Medical Center, Chair, Young Healthcare Professionals Group Jen Staiger, Associate Provost for the Division of Continuing Studies, Mount St. Mary's University
12:00 PM	BUFFET LUNCH	<p>Invocation & Blessing – Chaplain Taysie Monroe Phillips, Frederick Health Hospital</p>
1:00 PM	"New Care Models and Innovative Staffing Ideas for Preventing Burnout"	<p>Introduction of Speaker - Nathaniel "Nat" Richardson, Jr., President and CEO, UM Capital Region Health</p> <p>Speaker - Jessica C. Dudley, MD, Chief Clinical Officer, Press Ganey</p> <p>Introduction of Panel Moderator – Brian Cawley, Senior VP Operations, MedStar Good Samaritan & MedStar Union Memorial Hospitals</p> <p>Panel Moderator – Kathy Gorman, EVP, Patient Care Services, COO, Children's National Hospital and The Healthcare Council Board Chair</p>
2:00 PM	"Mitigating Workforce Violence, Virtual Nursing, New models and Trends for the Future"	<ul style="list-style-type: none"> Panelist – Simmy King, Chief Nursing Informatics and Education Officer Children's National Hospital Panelist – Dr. Jessica Volz, Clinical Director of Forensics, Adventist HealthCare Shady Grove Medical Center Panelist – Julie Dime, Vice President of Government Affairs at VHHA Panelist – Jessica Dudley, MD, Chief Clinical Officer, Press Ganey
3:25 PM	Closing Remarks	

Upcoming Divisional Meetings

We are pleased to offer these educational meetings as a way to network, collaborate, and learn together. To view all upcoming events, visit [The Healthcare Council Events Page](#).

Tuesday, August 22 | 12:00 – 1:00 PM: Behavioral Health Divisional Group: Join us to hear a special presentation from Lisa Tenney, BSN, RN, CEN, CPHRM, FAEN, Senior Risk Management, Patient Safety Coordinator, and Patient Experience Coach at Holy Cross Hospital, who will share insights on the current status of violence against American healthcare workers and what is being done to minimize it. Open to all disciplines. [Register here](#).

Monday, August 28 | 12:00 – 1:00 PM: Join the Marketing/PR and Communications Divisional Group as they meet virtually for an opportunity to share stories, strategies, and struggles, on "Managing Crisis Communication in the Healthcare Sector." For more details and registration, [click here](#).

Wednesday, August 30 | 12:00 – 1:00 PM: Join us for the next Healthcare Policy Divisional Group meeting for a panel discussion on Telehealth and related standards. Hear from area experts and come ready to ask questions and join the conversation. Open to all disciplines. [Register here](#).

Thursday, August 31 | 12:00 – 1:00 PM: Join the Volunteer Divisional Group as they hear from Rebecca L. Griffeth, Associate Program Manager for Volunteer Services, Vanderbilt University Medical Center who will share her experiences with utilizing the Multiple Intelligence Theory to help volunteers find their niche and enhance their retention. Open to all disciplines. [Register here](#).

Thursday, September 7 | 12:00 – 1:00 PM: Our IT Divisional Group invites you to join us for an open discussion and opportunity to collaborate, share insights, and discover innovative solutions to the challenges posed by cost management in healthcare IT. [Registration link found here](#).

Tuesday, September 12 | 12:00 – 1:00 PM: Rehab Divisional Group: Details will be provided at a later date but you may [register in advance here](#).

Thursday, September 14 | 12:00 – 1:00 PM: Supply Chain Advisory Council. Details will be provided at a later date, but you may [register in advance here](#).

Thursday, September 14 | 12:00 – 1:00 PM: Patient Experience Divisional Group. Details will be provided at a later date, but you may [register in advance here](#).

Friday, September 15 | 12:00 – 1:00 PM: Facilities & Engineering Divisional Group. Join us for a presentation and discussion on Microgrid Development. Details will be provided at a later date, but you may [register in advance here](#).

Wednesday, September 20 | 12:00 – 1:00 PM: Pharmacy Divisional Group. Details will be provided at a later date, but you may [register in advance here](#).

Wednesday, September 21 | 12:00 – 1:00 PM: Human Resources Divisional Group: Join your HR peers for a presentation and discussion by Matt Plummer on Cultivating Critical Thinkers in the Workplace. More details and registration flyer will be circulated soon, but you may [register in advance here](#).

The Healthcare Council Divisional Chairs

Allied Health Divisional Chair/Co-Chair -

Elizabeth Barnes, ebarnes@eseal.org, Marcus Bolston, mbolston@eseal.org

Behavioral Health Divisional Chair -

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Rehab Divisional Chair -

Open

Volunteer Divisional Chair -

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Young Health Care Professionals Divisional Chair -

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The Healthcare Council's Mentorship Program

As we near the conclusion of our 2022/2023 Pilot Mentorship Program, we are delighted to announce that the feedback received has been overwhelmingly positive, confirming its immense value and significance. In light of this success, The Healthcare Council Board has made the decision to extend the program. We are excited to share with you that we are in planning stages for next year's mentorship program. If you are interested or aware of individuals who are interested in either being a mentor or a mentee, we kindly request that you inform us at your earliest convenience. For any inquiries or to express interest, please reach out to The Healthcare Council's Premier Choice Administrator, [Ann Horton](#), who will be spearheading our mentorship efforts this year.



Mentorship Program

Don't miss out

Collaboration


Cooperation

Education

Mentorship

**Want to become a mentor?
Have a mentor to recommend?
Know potential candidates?
Contact info below!**

 ahorton@healthcare-council.org

 (301) 905-2859

www.healthcare-council.org



BOARD CORNER

**THE BOARD CORNER:****You Have the Quality and Safety Report. Now What?**

Quality and Safety expert Dr. Elizabeth Mort shares how trustees can positively affect quality care from the boardroom

BY NIKHIL BAVISKAR

In February 2023, Elizabeth Mort, M.D., MPH, former senior vice president of quality and safety, chief quality officer and practicing primary care doctor at Massachusetts General Hospital (MGH), presented "Reducing Preventable Patient Harm, Results of Safe Care Study and the Improvement Landscape" to the AHA Committees. Nikhil Baviskar, program manager, trustee engagement and strategy at the AHA, sat down with Dr. Mort to discuss how boards can positively impact their organizations' quality and safety.

Click below to access the full interview.

[AHA Trustee Services](#)



Dr. Jessica Henderson Boyd, President and CEO at Unity Health Care, recently joined Becker's Healthcare Podcast to discuss her background, most exciting and impactful initiative she's working on right now, issues she's following in 2023, and the most important thing healthcare executives should do now to make sure their organizations are successful in the future.



Michele Potter, the Executive Director of Asbury Methodist Village in Gaithersburg, Maryland shares her insights on advanced education, management and leadership in this episode of the Mentors Voice, a podcast by LeadingAge that connects leaders with students and young professionals in candid interviews. Click the button on the left to gain valuable knowledge and tips from Michele's extensive experience in the field.



Dr. Bradley Schlaggar, President and CEO of Kennedy Krieger Institute and three colleagues: Dr. Joy Salpekar, a pediatric neuropsychiatrist, Dr. Roma Vasa, a child and adolescent psychiatrist and Dr. Aaron Hauptman, pediatric and adult neuropsychiatrist discuss the specialty area of neuropsychiatry, in particular, developmental and pediatric neuropsychiatry in this episode of Your Child's Brain, a monthly podcast produced by Kennedy Krieger Institute with assistance from WYPR.



2023 SALARY SURVEYS

Available Now!!

AS THE REGION'S ONLY SALARY SURVEY, WE HAVE TWO OPTIONS TO BENEFIT YOUR ORGANIZATION: THE "WAGE AND SALARY SURVEY" AND THE "EXECUTIVE/DEPARTMENT HEAD SALARY SURVEY." THE ROBUST DATA FOR BOTH SURVEYS COMBINED COVER 90+ FACILITIES AND 41,000+ EMPLOYEES IN THE DC METRO AREA.

TO PLACE AN ORDER, YOU MAY VISIT OUR [WEBSITE HERE](#), SIMPLY SELECT WHICH SURVEY YOU'D LIKE TO PURCHASE AND CHECKOUT. YOUR SURVEY(S) WILL BE AVAILABLE BY DOWNLOAD UPON RECEIPT OF PAYMENT. FOR THOSE WHO PARTICIPATED IN EITHER OF THE 2023 SURVEYS, BE SURE TO CONTACT US FOR YOUR DISCOUNT CODE.

Member Mentions



BROTHER'S BROTHER FOUNDATION RESPONDS TO WILDFIRES IN HAWAII

Brother's Brother Foundation (BBF) is responding to the widespread destruction and devastating loss of life caused by the wildfires in Hawaii. In collaboration with our partners, BBF is finalizing logistics to send 14 pallets of baby formula generously donated by the Giant Eagle Corporation, hygiene kits assembled by local volunteers at BBF's warehouse on the North Side, along with personal sized tarps as needed. BBF will also provide grants to foodbanks in the affected area as part of our initial response. 100% of funds received for BBF's response will be used to support emergency relief and logistics. Credit card donations can be made on our website at www.brothersbrother.org by clicking on DONATIONS and choosing USA - US Disaster Relief in the dropdown menu. Checks should be made payable to Brother's Brother Foundation and sent to the address below. Please note US Disaster Relief in the memo field. Brother's Brother Foundation P.O. Box 645934 Pittsburgh, PA 15264-5257 Thank you for your consideration and support. For additional information, please contact Ozzy Samad, BBF President, at 412-725- 7560 or Tanner Rowe, Director of Operations at (724)875-1546. For other media inquiries, please contact Laura Kelly, VP of Communications & Development at 703-865-9001.

In addition to specific calls to action, BBF, accepts donations of medical supplies from both groups and individuals on a regular basis. For more information, please email mail@brothersbrother.org or call 412-321-3160.

While BBF prefers to deal directly with dealers and distributors, donations of medical supplies from both groups and individuals are appreciated, providing they are pre-approved. These donations provide our partners with goods that help many projects in developing countries. All donations must be pre-approved and meet our guidelines to make sure your donations are accepted.

DONATIONS ACCEPTED:

- Pharmaceuticals and supplies from manufacturers
- Over-the-counter medication (expiration must be over a year away)
- Short-dated pharmaceuticals from manufacturers*
- Short-dated medical supplies*
- Hospital beds and equipment from facilities
- Walkers, canes, crutches, bedside commodes, shower chairs, etc.
- Wheelchairs, non-electric preferable

*Twelve months or more remaining until expiration.

DONATIONS NOT ACCEPTED

- Items that have not been completely sanitized and cleaned
- Expired items or items that will expire in less than six months (unless specifically requested by the recipient organization)
- Prescriptions that have been issued to an individual
- Most high-tech equipment (call to be sure)
- Equipment in need of repair

Our member organization, HealthCare Access Maryland is a community host for an upcoming conference (Civitas Networks for Health) on August 20-23 at the National Harbor. There is still time to join them. You can learn more about the conference and register by clicking the image below and be sure to use the discount code: **HCAMPARTNER2023!**



Member Spotlights

Worth Repeating!



Employee Appreciation Is Not the Same as Caregiver Recognition: The Healthcare Council member [Ceca Foundation](#) wrote an article for Provider Magazine detailing the differences between employee appreciation, employee recognition, and healthcare worker recognition. Instead of generic gifts or pizza parties, caregiver recognition is authentic and impactful—and can be a key driver of safety, quality of care, and satisfaction for both employees and those they care for. This distinct difference between more general appreciation and recognition programs is one care communities should be mindful of in their approach. [Read more.](#)

CHAP's patient-centered, partner-focused philosophy completely changes the dynamic of accreditation and creates an environment of learning and improvement. CHAP standards are non-prescriptive. The recognition that not every provider and community is the same sets CHAP apart, enabling your mission and vision to drive the delivery of care. At the same time, performance-improving training for community-based care is often challenging, inconsistent, and expensive. CHAP has convenient, cost-effective solutions to make everything from orientation, career ladders, and succession planning; seamless.

CHAP provides the training, certification, and accreditation tools to deliver the highest quality care. Accreditation provides the standards you need. Education and certification programs help ensure your standards are delivered day after day and they provide cost-effective training resources at your fingertips for accreditation, clinical, and regulatory topics. CHAP's Career Certification Workshops include industry-leading education, a dynamic learning environment, and a credential to leverage for growth. To learn more about their upcoming educational opportunities click the image below. To receive a 10% off discount, please use the code listed below.

CHAP Community Health Accreditation Partner

Three Opportunities to

Succeed

Arlington, VA

CHAP Certified Consultant clients receive

10% OFF

The Healthcare Council

HCC23

Register today at: chapinc.org/CareerCert

Get Certified in:

Hospice Operations



August 29-31
18 CE credits

Home Health Operations



September 19-21
18 CE credits

Healthcare Sales



October 24-26

Associate Member Spotlight

PeriscopeIQ, our associate member and third party who compiles our annual salary survey data, is offering to our members a new program entitled Pay Equity IQ. This is an Internet-based application offered as a service to any of The Healthcare Council members from 8/1/2023 through 8/1/2024 at a 60% discount off the advertised rate for one year of access to the PEIQ platform. The Healthcare Council members will pay only \$499 vs. \$1,250. Participating members may purchase additional user licenses for the same organization at a rate of \$250 per user. The Pay Equity analysis system easily detects pay inequalities and has built in scenario modeling/action planning.

For more information, contact PeriscopeIQ at sales@periscopeiq.com and mention your Healthcare Council membership to receive this exclusive discount.

PEIQ - Automated Pay Equity Analysis

PeriscopeIQ has built an automated Pay Equity analysis system that easily detects pay inequalities and has built-in scenario modeling/action planning

- Save time and ensure accuracy
- Easy to use
- Adjustment factors for education, performance, tenure, etc.
- Simple, visual reporting
- Quickly see how your organization performs across all dimensions such as race, age, gender, and disability status
- Straightforward pricing, \$7,500 for the first user, \$2,500 for each additional user (most companies only need 1-2!)



PeriscopeIQ
Trusted Insights. Assured Results.

PE Analysis ▾ Review Data ▾ Dashboards ▾ Comparison Dashboards ▾ Reports ▾ Scenarios ▾ Settings ▾ Edit Tables ▾ Help ▾ Account ▾

Model: ABC Pay Equity Survey: Initial Upload
Pay Equity Bias Dashboard (Salary)



Endorsed Partner Spotlight

Marketing Works/MW Healthcare
is a proud partner of



ShareSource



THE
Healthcare
Council

Struggling with Employee Retention?

Healthcare turnover can cost up to **\$50K per employee**, which places more pressure on your team to recruit and retain top talent.

Do you have the right strategies in place? As a Healthcare Council or ShareSource member, get a free 30-min retention consultation from MW Healthcare.

MarketingWorks.net/Share-Source



Endorsed Partner Spotlight



Strategic Laboratory Solutions for Hospitals & Integrated Delivery Networks

Help your lab keep up with the pace of healthcare innovation



Laboratory services are critical to delivering high-quality patient care, but constantly changing reimbursement levels, rapidly evolving technology, and chronic shortages of skilled professionals can be daunting. Quest offers a compelling solution: Laboratory Management Services that can be configured to meet your needs and the needs of your medical staff. Placing on-site laboratory operations under their management allows your team to focus on your core competency — delivering care — without sacrificing the autonomy and responsiveness of an onsite laboratory.

Their full laboratory management solution features:

- Reference work integration: They consolidate your hospital's existing reference work into Quest Diagnostics testing network.
- Materials/equipment pricing advantages: Benefit from their purchasing economies of scale for reagents, supplies and equipment.
- Tier 2 volume testing: Move existing non-urgent work performed at your hospital into the Quest Diagnostics testing network to:
 1. Reduce unnecessary supply and labor costs
 2. Improve turnaround time
 3. Ensure seamless physician service without disruption

Contact: Rich Kastenschmidt | Email: richard.C.Kastenschmidt@questdiagnostics.com | www.questdiagnostics.com |

Mention Agreement #19-104

AREA NEWS



Amy Shlossman

LifeBridge Health Names Amy Shlossman as President and COO of Sinai Hospital of Baltimore and Grace Medical Center



Emily Briton

MedStar Health Announces Emily Briton as Sixth President of MedStar Montgomery Medical Center



Capt. Melissa Austin

Walter Reed Welcomes Capt. Melissa Austin as New Hospital Director

AREA NEWS



Adventist HealthCare

Adventist HealthCare Opens Ambulatory Surgery Center at National Harbor



MedStar WHC

MedStar Washington Hospital Center Performs the World's First RevCore Stent Cleaning Procedure for Deep Vein Thrombosis



Thomas Senker

MedStar Health Names Thomas J. Senker, FACHE, President of Two Hospitals

AREA NEWS

**Dr. Marny Fetzer**

Hospice of the Chesapeake announces Dr. Marny Fetzer as new Chief Medical Officer

**Emily Briton**

Large Nonprofit CEO of the Year – Dr. Janice Nevin, ChristianaCare President & CEO

**Capt. Melissa Austin**

Dr. Rahul Tevar Named to Becker's Physician Leaders to Know List

AREA NEWS

**UMMS & Encompass Health**

Encompass Health and University of Maryland Medical System announce joint venture to own and operate rehabilitation hospital in Bowie

**VHCHealth**

VHC Health Outpatient Pavilion Grand Opening Ceremonies

**Goodwin Living**

Goodwin Living™ Named #1 Top Washington-Area Workplace



THE Healthcare Council

Collaboration.
Cooperation.
Education.

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WWW.HEALTHCARE-COUNCIL.ORG

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 Mid-Atlantic 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 us at 301-731-4700 or visit us at:
www.healthcare-council.org and
www.share-source.org.

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 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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 [@TheHealthcareCouncil](https://linkedin.com/company/thehealthcarecouncil)

2023

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