

# SummerReport

Collaboration.  
Cooperation.  
Education.

THE  
Healthcare  
Council



## Our Businesses Have Changed Their Names

WE HAVE NOW REBRANDED. Our company names have changed from Healthcare Council of the National Capital Area (HCNCA) to The Healthcare Council and from National Capital Area Shared Services (NCASS) to ShareSource. This name change is part of our strategy targeted to emphasize the strength of our capabilities, our growth, and our commitment to helping our members.

After some in-depth research, we felt the rebranding of both companies enables us to expand upon our services, accomplish local and wider growth objectives, and to foster and develop new member relationships. This puts us in the position to be less defined by geography and offer more services to more members.

What this means for our existing members is that it's business as usual with more services offered for you. We will of course continue to deliver, the same services, programs, and material, but with even more offerings, with the same professionalism you have come to experience. You will start to see changes to our identity system, website, social media profiles, and new design templates, including this summer newsletter.

As we start this process, we thank our loyal members and associates. Without you, this would not be possible, and we look forward to continuing our success with all of you.



LET'S BUILD THE BUSINESS OF HEALTHCARE TOGETHER. Join our Mid-Atlantic Network of Members Today. With membership, you get the power:

- ...to share best practices through our special events and networking opportunities
- ...to increase knowledge and skills through meetings, webinars and education courses
- ...to expand and grow your business through strategic alliances

All this—and more—when you join our network!



EAGER TO REDUCE YOUR COSTS? Tap into the Power of Our Network.

The ShareSource group purchasing program can mean big savings for you—along with customer service that is second to none.

Take advantage of the discounts on goods and services provided through our network of vendors!

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## Dr. Alam to Lead the Healthcare Council Behavioral Health Division



DR. MARIE ROSE ALAM IS THE CHIEF MEDICAL OFFICER AT SPRING GROVE HOSPITAL CENTER IN CATONSVILLE, MARYLAND. She graduated from the University of Maryland School of Medicine and completed her residency in psychiatry at Georgetown University. She completed additional fellowships in Forensic Psychiatry at the University of Maryland and in Consultation-Liaison Psychiatry at Johns Hopkins University. She is board certified in General Psychiatry, Forensic Psychiatry, and Consultation-Liaison Psychiatry. She has experience in a multitude of psychiatric settings, including inpatient units, outpatient clinics, correctional facilities, court clinics, and forensic consultation. Chris Howard, Education Director of The Healthcare Council, said, "we are fortunate to have Dr. Alam to lead the Behavioral Health Division. She is eager to explore and drive conversation around behavioral issues in the region and grow participation." Please welcome Dr. Alam as the new chairperson for Behavioral Health.



## The Healthcare Council Divisional Chairs

### Behavioral Health Division Chair -

Dr. Marie Rose Alam, 410-402-7652, [marierose.alam@maryland.gov](mailto:marierose.alam@maryland.gov)

### Facilities & Engineering Divisional Chair -

Mark Mininberg, 203-668-3522, [mark@hospitalenergy.com](mailto:mark@hospitalenergy.com)

### HR Divisional Chair -

Mary Jo Schweickhardt, 703-558-1204, [mjs5@gunet.georgetown.edu](mailto:mjs5@gunet.georgetown.edu)

### IT Divisional Chair - Open

### Patient Experience Divisional Chair -

Takiya Reavis-Benjamin, 540-741-2705, [takiya.reaves-benjamin@mwhc.com](mailto:takiya.reaves-benjamin@mwhc.com)

### Pharmacy Division Chair -

JoAnn Neuffer, 202-537-4171, [jneuffer1@jhmi.edu](mailto:jneuffer1@jhmi.edu)

### Physician Management Division Chair -

Darmita Wilson, 240-437-8994, [dgwilson36@gmail.com](mailto:dgwilson36@gmail.com)

### Population Health Divisional Chair -

Marta Perez, 301-315-3515, [MPerez@adventisthealthcare.com](mailto:MPerez@adventisthealthcare.com)

### Rehab Divisional Chair -

Srilekha Palle, 703-839-3976, [srilekha\\_palle@yahoo.com](mailto:srilekha_palle@yahoo.com)

### Supply Chain Divisional President of MASHMM -

Mark Stepling, 301-774-8882, [mark.r.steppling@medstar.net](mailto:mark.r.steppling@medstar.net)

### Volunteer Divisional Chair -

Roxanne Holston, 202-316-5604, [tweetroxie@hotmail.com](mailto:tweetroxie@hotmail.com)

### Young Health Care Professionals Chair -

Crystalle A Bortnick, 410-610-7886 [cbortni1@jhmi.edu](mailto:cbortni1@jhmi.edu)

## Supply Chain Advisory Council Planning Committee

### Erik Anderson -

410-535-8229, [erik.anderson@calverthealthmed.org](mailto:erik.anderson@calverthealthmed.org)

### Nikki Colletti -

202-715-4463, [nikki.colletti@gwu-hospital.com](mailto:nikki.colletti@gwu-hospital.com)

### Michael Ewing -

202-7154463, [micheal.ewing@trivergenthealth.com](mailto:micheal.ewing@trivergenthealth.com)

### Jeremy Leonard, Asbury Communities -

301-250-2058, [jLeonard@asbury.org](mailto:jLeonard@asbury.org)

### Brian Riemer, GBMC -

443-849-2000, [bkriemer@gbmc.org](mailto:bkriemer@gbmc.org)

### Swati Salaskar, Adventist HealthCare -

301-315-3352, [ssalaska@adventisthealthcare.com](mailto:ssalaska@adventisthealthcare.com)

### Lisa Wallace, Goodwin House -

202-877-2745, [lwallace@goodwinhouse.org](mailto:lwallace@goodwinhouse.org)

Open Invitation for Additional Members

## ENDORSED PARTNERS



THE HEALTHCARE COUNCIL IN CONJUNCTIONS 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](mailto:lpitton@healthcare-council.org), [djohnson@healthcare-council.org](mailto:djohnson@healthcare-council.org), [jshaffer@healthcare-council.org](mailto:jshaffer@healthcare-council.org), [craiford@healthcare-council.org](mailto:craiford@healthcare-council.org) or call 301-731-4700.



(New) **Refuse Specialists** is a full service, one-stop waste disposal, hauling, and recycling resource that analyzes, designs, and supports the implementation of a more cost-effective and efficient waste disposal and hauling program for your company. We are not an ordinary waste broker or waste consultant, we are 'Your Trash Team', a Client Advocate, and we handle every single aspect of your waste disposal and hauling billing and add more customer support, with NO HIDDEN FEES! 400 West Ventura Blvd. Suite 105, Camarillo, CA 93010, Phone: (805) 482-5895, Fax: (805) 388-2954. **Contract No. 20-105**



Optimization of third-party liability (TPL) recovery in traditional revenue verticals and development of recovery avenues in non-traditional, litigation-related verticals can mitigate financial risk for all stakeholders. The highly scalable technology platform of **Allēus Health** mines billions of dollars of written-off provider accounts receivables and associated clinical encounter data to identify recovery opportunities for which a third-party payer is responsible so that stakeholders can reduce their medical loss ratio and offset their medical spend for health plans. While practical complexities in traditional revenue-recovery verticals and information-lag and litigation complexities in legal verticals have prevented providers and payers from recouping against high-dollar opportunities, Allēus has developed business intelligence and outsourcing solutions to maximize recovery across traditional and non-traditional verticals alike. **Contract No. 19-100**



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. **Contract No. 20-101**



**Medical Solutions** connects care by staffing amazing facilities nationwide with skilled healthcare professionals. Since launching in 2001, they've aimed to provide "Service that Inspires" to their interconnected family of travel nurses, travel allied health professionals, and client hospitals and facilities. In 2017, they welcomed PPR Talent Management Group to their family of brands and also acquired C&A Industries in 2019. Their knowledgeable, caring team is committed to supporting each healthcare provider in your mission to provide excellent patient care! **Contract No. 20-100**



**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. **Contract No. 19-103**

## ENDORSED PARTNERS



**Performance Healthcare Solutions'** RXPool PBM Savings Program™ was designed to be a disrupter in the PBM space. RXPool™ is a RISK-FREE way for hospitals to take the control of PBM costs back into their hands. By joining RXPool™ you are effectively teaming up with hundreds of other healthcare organizations to create an impressive Group of employees and dependents that will force PBM's to provide a substantial savings to due to the sheer size of the RXPool Group. **Contract No. 19-106**



**Onclave** offers IoT Security for the connected world. The industry's first, true Zero Trust Platform to run, manage, and protect all IoT devices. Enterprise CIOs, CISOs, Facilities and Physical Security teams now have a new and better way to collaborate with IoT OEMS to employ Zero Trust for every "thing". Secure IoT creates encrypted Secure Virtual Segmented Networks without changing existing infrastructure. To win this cyber battle, we have to eliminate Operational Technologies – old and new – from the enterprise attack surface. Secure IoT dramatically reduces risk and costs without compromising performance. **Contract No. 20-102**



Manage Your Telecom Services in One Place. **Sun Communications' Hosted Services Portal** is revolutionary because it centralizes all of your communication and hosted services into one user-friendly site. What's more, you can access it from anywhere. Unlike other customer portals, both you and your employees can make changes to your system and your account in real-time, from a single, intuitive dashboard featuring easy-to-use, widget based architecture that integrates you with all of our Hosted Services products, services and support. Easily access and manage all of your communications from anywhere, on any device.

**Contract No. 20-106**



There are currently several class action settlements spanning a few categories from which your organization may be eligible to recover significant revenues. You can take advantage of a Class Action Settlement Recovery Service, on a pure contingent fee basis, through The Healthcare Council's & ShareSource's endorsed business partnership with **Managed Care Advisory Group, LLC (MCAG)**. MCAG is an industry leader in the class action settlement recovery business, representing more than 1,400 hospitals and recovering hundreds of millions of dollars for its provider clients. As part of the settlement recovery process, MCAG continually searches for class actions for which its clients may be eligible. As a result, MCAG clients do not have to spend any time looking for applicable class actions or examining settlement documentation. **Contract No. 16-100**



**Mindray**, founded in 1991, is a leading global developer, manufacturer, and supplier of medical devices whose mission is to deliver high-quality, richly featured medical products making healthcare more accessible and affordable around the world. Mindray provides solutions in three core businesses: Patient Monitoring and Life Support, Medical Imaging, and In-Vitro Diagnostics. In 2008 Mindray acquired Datascope's patient monitoring business which offered a wide range of patient monitors in the OR, emergency care, and critical care environments for over 50 years. Another milestone was the 2013 acquisition of ultrasound technology leader Zonare Medical Systems, based in Silicon Valley, California, solely dedicated to ultrasound excellence through its next generation, software-based ZONE Sonography® Technology (ZST). Today, Mindray products and services can be found in healthcare facilities in over 190 countries and regions. **Contract No. 19-101**



As the country's first Evidence-Based Executive Search and Executive Assessments firm, **The Synergy Organization** has built its reputation on a foundation of trust, integrity, accuracy, and superior results with its progressive clients. The Synergy Organization's quality and metrics-driven approach ensures an unmatched record of guaranteed results, client satisfaction, and repeat business. Synergy's evidence-based services streamline clients' hiring processes and save considerable time, money, and aggravation—while giving them the confidence, accuracy, and critical information needed to make accurate and informed hiring decisions.

**Contract No. 13-100**

## ENDORSED PARTNERS



**Roberts Oxygen** provides compressed industrial and medical gases, specialty gases and equipment, welding equipment and consumables, as well as technical support services. Roberts Oxygen is recognized as the finest service oriented independent distributor from Pennsylvania to Florida with 48 locations, serving 9 states. **Contract No. 55**



**Hospital Energy** has authored best practices for energy procurement specific to healthcare. This market-leading approach can help organizations lower costs and lower market risk, gain control over energy spend, and develop a multi-year strategy that is customized to the organization's needs. Hospital Energy was founded in 1995 and has grown to be a leading energy procurement organization with more than \$1 billion in contracts under management. **Contract No. 17-105**



**CBA** has completed more than 10 years of analysis to isolate the methods of top performing organizations that have achieved strategic levels of sustainable improvement. These findings have helped us develop a comprehensive solution to operational improvement for healthcare. CBA is exclusively committed to healthcare improvement. They offer a number of proprietary approaches specifically designed and crafted for the unique healthcare environment. **Contract No. 17-106**



**Griffith Energy Services, Inc.** began serving the Mid- Atlantic as a coal provider in 1898. Over the years, they have grown into a full-service petroleum distributor. Today, they deliver over 80 million gallons of petroleum products per year to a broad range of industries. If your need is fuel delivery, HVAC repair, maintenance, and installation, Commercial fuels, motor fuel, or fleet fueling, Griffith can assist.

**Contract No. 18-1**



**Care Logistics** helps to dramatically improve patient throughput and flow with the Hospital Operating System. They work with hospital partners to implement breakthrough approaches to care coordination and throughput efficiency combined with innovative human logistics software. The result: efficient, reliable and predictable operations that dramatically improve productivity, quality, and experience, while creating capacity for growth.

**Contract No. 16-102**



**Air Products** supply medical grade gases and equipment which help sustain life. Their industrial gases are used in secondary care centers, surgical centers, extended care facilities, research laboratories, at home, and at standalone MRI imaging centers. No matter where in the world they operate, their main objective is to be the safest, most profitable and best performing industrial gas company in the world, providing excellent service to their customers. **Contract No. 16**



(New) **PrefTech** exists as a software and data science company that is 100% focused on delivering modern, intuitive technology to optimize surgical preference cards. PrefTech, Inc., 4100 Monument Corner Dr, Ste 400C, Fairfax, VA 22030, (888) 598-1185, Info@PrefTech.com. **Contract No. 20-103**



(New) **Jackson Physician Search** specializes in permanent recruitment of physician and advanced practice providers to locations across the United States. Hospitals and healthcare facilities of all sizes rely on their expertise to find ideal candidates for their physician openings, and providers come to them to explore new practice opportunities. 2655 Northwinds Parkway, Alpharetta, GA 30009, (866) 284-3328.

**Contract No. 20-104**



**Medtel** is a Surgery Management Software Solutions Company. They are committed to improving surgical outcomes. They improve medical office communication through innovative software solutions that enable your care teams to connect more efficiently — and focus on your patients more thoroughly.

**Contract No. 17-101**



Jackson Physician Search is an established industry leader and pioneer in physician recruitment and consulting space. The firm specializes in the permanent recruitment of physicians, physician leaders, and advanced practice providers with programs ranging from single search needs to full-scale strategic partnerships.

They have served health systems, academic medical centers, hospitals, medical groups, FQHCs, as well as non-acute and retail partners across the country since 1978. During this time, they have helped those partners hire over 10,000 providers. The company is recognized for its track record of results built on client trust and transparency. Jackson Physician Search is part of the Jackson Healthcare® family of companies. For more information, visit [www.jacksonphysiciansearch.com](http://www.jacksonphysiciansearch.com).

If you find yourself working on your 2020-21 recruitment plan and would like to discuss ways they can help, as well as the discounts available to you from ShareSource, please reach out to Trevor Strauss, Regional Vice President, at 770-643-5581 or [tstrauss@jpsearch.com](mailto:tstrauss@jpsearch.com).

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time to  
**unlock savings.**

sign up as a business member – it's free!

# SHARESOURCE MEMBER CASE STUDY



## About the RS Client/ShareSource Member

THE SHARESOURCE MEMBER IS A TWO LOCATION, SENIOR LIVING FACILITY LOCATED IN THE EASTERN US THAT ENROLLED IN THE REFUSE SPECIALISTS (RS) PROGRAM IN MARCH OF 2019. At the time of enrollment, there was an existing hauler agreement in place until March of 2020. RS identified an opportunity to reduce the rates with the existing hauler right away or wait until the existing hauler contract expired and transition to a different hauler with much more substantial savings.

RS coordinated several calls between the potential new waste hauler and the member to discuss equipment requirements, servicing hours and customer service expectations. The member then approved the hauler change after the existing contract expired and RS coordinated the new equipment install and services transition to the new vendor.



## Program Summary:

- RS works on a Savings Share model where its compensation is only based on realized savings negotiated by RS.
- RS negotiated new rates and hauler contract terms for the member’s two locations that became effective March of 2020.
- As of July 2020, the program has generated 26.29% in Net Savings for the member (after RS’ fee)
- RS’ ProRefuse software identified and corrected billing errors on 6 of the 31 hauler invoices processed to date
- 19% of the invoices had billing errors amounting to \$5,694.23 in overcharges which were corrected by the RS Trash Team.



## Savings Summary:

	Old Cost	New Cost	RS Savings		Net Savings		Invoices Audited	Errors Found#	Errors Found\$
			Share	Total Cost	Net Savings	%			
Grand Total	\$70,537.46	\$37,506.61	\$15,172.23	\$52,678.84	\$18,543.84	26.29%	31	6	\$5,694.23

To learn more, contact Refuse Specialists at: (805) 482-5895, Fax: (805) 388-2954. **Contract No. 20-105**

## VIRTUAL AWARDS CEREMONY – SEPTEMBER 18, 2020 – 12 NOON TO 2 PM



DON'T MISS THIS 8TH EMPLOYEE OF THE YEAR & MCNULTY AWARDS EVENT, RESCHEDULED FROM MARCH 12, 2020 DUE TO THE COVID-19 PANDEMIC. We invite you to join this virtual celebration. Outstanding employees will be recognized for the significant contribution they made to healthcare in 2019. Employees are selected by each institution based on three criteria: Sustainability, Quality, and Customer/Patient Satisfaction. The narratives about each recipient are awe-inspiring, Honorees are physicians, nurses, painters, cashiers, food service assistants, lab technicians, accounts receivable personnel, environmental services employees, benefits managers, receptionists, engineers, supply chain leaders and more. Every employee is part of the team and every worker makes a difference. The awards luncheon is about honoring those who have in 2019 excelled in a special way in the work they do.

## JOHN M. COLMERS TO BE RECOGNIZED AT VIRTUAL AWARDS CEREMONY, SEPTEMBER 18, 2020

THE MATTHEW F. MCNULTY AWARD WILL BE PRESENTED AT THE VIRTUAL AWARDS CEREMONY SCHEDULED FROM 12 NOON TO 2 PM, SEPTEMBER 18, 2020. John Colmers, Senior Vice President, Health Care Transformation and Strategic Planning for Johns Hopkins Medicine will be recognized for his exceptional leadership and significant and memorable contributions to the healthcare field. The McNulty Award was created on the 24th day of September 1997 in honor of Dr. McNulty for his 20 plus years as leader on the Board of the Healthcare Council and his exemplary contributions to the healthcare field. John will be the 21st recipient of the Matthew F. McNulty Award presented by The Healthcare Council in recognition of an individual who demonstrates extraordinary integrity, service and accomplishment over the span of a career.



## THE HEALTHCARE COUNCIL & PREMIER CANCEL THE 2020 ANNUAL FALL CONFERENCE DUE TO COVID-19



THE HEALTHCARE COUNCIL'S PRIORITY IS THE HEALTH AND SAFETY OF THE COMMUNITY, INCLUDING OUR MEMBERS, STAFF, SUPPORTERS, AND VENDORS. "As the COVID-19 pandemic continues, it has become clear that in the face of an unprecedented situation, the best plan is to cancel this year's regional conference.

2020 will mark the first time since the joint conference between The Healthcare Council and Premier was launched in 2012 that we will not hold a conference.

The Annual Conference brings together healthcare leadership from D.C., Virginia and Maryland. Our coming together not only galvanizes the essential work done in healthcare throughout the region, reviews innovations in healthcare, explores policy changes that impact all, but also provides opportunities for attendees to explore and connect with other leaders and endorsed partners. This year, we were looking forward to again hosting the conference at Congressional Country Club; however, the well-being of our healthcare community, staff and presenters has to be the number one concern, and that drove our decision-making of The Healthcare Council Board of Directors.

Dean Teague, Board Chairperson agreed: "At this unprecedented and historic time the health and safety of our healthcare leadership and focus on our collective health is of primary concern. Our first and foremost job is to keep our healthcare institutions strong to serve the larger community."

Mike Barch, Board Chairperson Emeritus said, "One of our greatest strengths is our ability to adapt and reinvent ourselves when needed the most. May these challenging and uncertain times find us working even closer together so that our healthcare institutions, our healthcare services, and our healthcare workers will all thrive."

The Healthcare Council will plan on scheduling the conference again in the fall of 2021. In partnership with our members we will continue to carry out the important business of the association, such as council committees, board meetings, virtual educational events. Our group purchasing organization, ShareSource continues to offer efficient, effective purchasing solutions. strained market. Let's support those who are in the throws of scouring the globe for products that are almost impossible to find.

## AREA NEWS &amp; CURRENT EVENTS

**Jacky Schultz to Retire as President of Suburban Hospital:** Jacky Schultz has announced she will retire as president of Suburban Hospital, effective Oct. 1, 2020 after 15 years of service. Jacky joined Suburban Hospital in 2005 as senior vice president of patient care and chief nursing officer, going on to serve in various leadership roles before being named president in 2016. Jacky has nearly four decades of experience in health care, including as a clinical nurse, nurse manager and administrative director. Jacky's contributions to Johns Hopkins Medicine are immeasurable. She was instrumental in helping Suburban Hospital achieve Magnet recognition from the American Nurses Credentialing Center and overseeing the hospital's recent campus transformation, including opening of its 300,000 square foot state-of-the-art North Building. The hospital has received national recognition across its service lines, it has served as the designated trauma center for Montgomery County for more than 40 years and it has been an integral part of the local community since 1943. Jacky has served on the Maryland Healthcare Education Institute's board of trustees, the Montgomery County Chamber of Commerce's board of directors, and the board of directors of the Armstrong Institute for Patient Safety and Quality. Accolades include receiving Montgomery Women's Shining Star Award, being named twice by Washingtonian magazine as among Washington, D.C.'s 100 most powerful women, and recognition by the Milken Institute School of Public Health as Preceptor of the Year.



**LeighAnn Sidone to Serve as Interim President of Suburban Hospital:** LeighAnn Sidone, D.N.P., R.N., C.E.N.P., currently Suburban's chief nursing officer, will serve as interim president of Suburban Hospital effective Sept. 7, 2020. As Suburban Hospital's Vice President and Chief Nursing Officer she oversees all nursing activity at the hospital. She is responsible for the strategy, management, quality improvement, organization and evaluation of nursing standards of professional practice. Prior to taking this role in 2016, Ms. Sidone served both as Suburban's Director of Professional Practice and Nursing Quality as well as the hospital's Associate Chief Nursing Officer.



**Nathaniel "Nat" Richardson Jr. Named President and CEO, UM Capital:** Nathaniel "Nat" Richardson Jr. was named the new President and Chief Executive Officer for University of Maryland Capital Region Health (UM Capital), May 18, 2020. Richardson was selected to lead UM Capital in its continued efforts to transform health care in Prince George's County—a transformation that includes a focus on providing state-of-the-art clinical care with compassion and community leadership while meeting the highest standards of patient safety. Richardson is a native of Houston Texas with over 34 years of healthcare experience. Most recently, he served as President of Decatur Morgan Hospital near Huntsville, Alabama. While in this role, Richardson was charged with bringing three competitor hospitals together to form Decatur Morgan, a large regional system within the Huntsville Hospital Health System. Since 2005 Richardson served in multiple executive roles within this Health System and his executive oversight has included all major service lines and divisions. Richardson also worked 18 years in the Texas Medical Center, Houston, Texas at St. Luke's Episcopal Health System. Richardson has undergraduate degrees in Radiological Sciences, Business Administration – and a Master's degree from the Owen Graduate School of Management at Vanderbilt University.



**Dr. Wright Stepped Down as Interim President, UM Capital:** Dr. Wright joined UM Capital Region Health (UM Capital), in September 2018 as Senior Vice President and Chief Medical Officer and was appointed interim President July 7, 2019 while continuing his role as CMO. He accepted the role while a consulting firm was engaged to conduct a national search to identify candidates to permanently fill the role of President and CEO with a search committee, co-chaired by John Ashworth and UM Capital Board Chair Judge Alexander Williams, Jr., who lead the effort. "I want to thank Dr. Wright for his outstanding leadership at UM Capital. He continues to be an important asset for the organization," says the Honorable Alexander Williams, Jr., Esq.



**Carolyn Carpenter Named President of National Capital Region, Johns Hopkins Health System:** Carolyn Carpenter was named president of the National Capital region for Baltimore-based Johns Hopkins Health System, effective Aug. 24, 2020. Carolyn will lead the coordination, integration and optimization of the Johns Hopkins Health System's delivery system in the NCR and will oversee the development of access points to meet the clinical needs of the region. As a key member of the JHHS senior leadership team, she will participate in long-range strategic planning activities, working closely with clinical, academic and business leadership to ensure the organization provides high-quality outcomes, exceptional experiences and optimal value for patients and families. She is joining Johns Hopkins Health System after serving as Corporate Vice President for Sentara Healthcare and President of Sentara Norfolk General Hospital, a large 525-bed destination medical center in Norfolk, VA. Carolyn joined Sentara Healthcare in September 2017 as the Chief Operating Officer of Sentara Norfolk General Hospital. Prior to joining Sentara, Carolyn enjoyed a successful 20-year career with Duke University Health System. At Duke, she held a number of roles including Chief Operating Officer for the system's flagship, Duke University Hospital, Associate Dean and Administrator for the Duke Cancer Institute and as an Associate Vice President of Duke Health.



**David N. Maine Named President & CEO, Mercy Health Services:** David N. Maine, M.D., is the new President & CEO of Mercy Health Services (MHS), effective July 1st, 2020. In January 2020, the Mercy Health Services Board of Trustees named Dr. Maine as Mercy's future President & CEO following Thomas R. Mullen's decision to retire after 28 years of successful service. Dr. Maine's appointment marks the first time a physician has led the hospital and health system in its 145-year history. Mercy Health Services is the parent of Mercy Medical Center, a university-affiliated hospital in Downtown Baltimore founded by the Sisters of Mercy in 1874.



AREA NEWS & CURRENT EVENTS, CONTINUED



**☀️ Anita L.A. Jenkins, Howard University Hospital's New CEO:** Anita L.A. Jenkins previously served as president of Sycamore Medical Center in Miamisburg, Ohio, and as COO of Kettering Medical Center in Dayton, Ohio. Prior to joining the Kettering Healthcare Network, she served as Vice President of Operations and System Vice President of Respiratory Care, Good Samaritan Hospital in Dayton, Ohio. Other positions held at Good Samaritan included Title Administrator and Director of Respiratory Care Services. Earlier in her career she was responsible for Respiratory Care Services, ABG Lab and PFT Lab at Danville Regional Medical Center in Danville, Virginia. She holds an MBA from Walden University, a BBA from Averett University, and a degree in Respiratory Care from St. Francis School of Respiratory Care. choice and opportunities in partnership with older adults." House Hospice – Goodwin House supports, honors and uplifts the lives of nearly 2,000 older adults every year.



**☀️ CoreLife and Adventist HealthCare Announce Joint Venture to Combat Obesity and Improve Community Health:** CoreLife Inc, an innovative preventive healthcare company specializing in the treatment of overall patient health, obesity and illnesses related to obesity, has announced the formation of a new joint venture partnership with Adventist HealthCare to provide broader wellness and weight management options to Maryland communities. CoreLife and Adventist HealthCare will open centers in Montgomery and Prince George's Counties beginning in August in Gaithersburg, Silver Spring, Laurel, Germantown, and Rockville. Located at 201 Perry Parkway in Gaithersburg, the first clinic will open its doors on August 3. The clinic will be open Mondays and Wednesdays 7 a.m. to 5:30 p.m. and Tuesdays and Thursdays from 8:30 a.m. to 7 p.m. Each CoreLife clinic will feature a unique model that combines professionals in medicine, nutrition, exercise and behavior all located in a local, convenient, and compassionate environment.



**☀️ JM Shore Medical Campus at Cambridge now under construction:** The exciting vision of a new, state-of-the-art freestanding medical facility in Cambridge, is now taking shape. University of Maryland Shore Medical Campus at Cambridge is under construction with anticipated completion by fall 2021. Located in the new Cambridge Marketplace on Route 50/Ocean Gateway, the campus will include a two-story freestanding medical facility (FMF) with a full 24/7 Emergency Department, a second-story medical services pavilion, a helipad and ample parking. Plans for UM Shore Medical Campus at Cambridge have been in the works since 2015. The new facility will be 82,000 square feet.



**☀️ The Washington Post Names Goodwin House Incorporated a 2020 Top Washington-Area Workplace:** Goodwin House Incorporated (GHI) has been named one of The Washington Post's 2020 Top Workplaces in the Washington, D.C. area. This is the second year in a row that Goodwin House received this honor. Selection is based solely on employee feedback gathered through an anonymous third-party survey administered by research partner Energage, LLC. The Energage survey measures several aspects of workplace culture, including alignment, execution and connection. As a leader in senior living and healthcare services, Goodwin House celebrates the uniqueness and diversity of its staff members. Its nearly 900 employees represent more than 65 different countries. Through its Life Plan Communities, Goodwin House at Home program and a range of health care services – including Goodwin House Home Health, Goodwin House Home Care and Goodwin House Hospice – Goodwin House supports, honors and uplifts the lives of nearly 2,000 older adults every year.



**☀️ National Lutheran Communities & Services (NLCS) Adds Augsburg Lutheran Home & Village to its Roster of Senior Living Communities:** National Lutheran Communities & Services (NLCS) has added Baltimore-based Augsburg Lutheran Home & Village to its roster of senior living communities. Augsburg Lutheran Home & Village will now be known as The Village at Augsburg—A National Lutheran Community and a new logo, voted on by Augsburg's team members has been approved. The affiliation with The Village at Augsburg makes both NLCS and Augsburg part of a larger system, which means both parties have access to strong support services, have an increased breadth of expertise, have access to additional benefits and resources, and receive best-in-class education. NLCS President & CEO, Lawrence R. Bradshaw said, "Most importantly, this affiliation allows NLCS to collaborate with Augsburg in expanding its mission to honor, inspire and support choice and opportunities in partnership with older adults." House Hospice – Goodwin House supports, honors and uplifts the lives of nearly 2,000 older adults every year.



DID YOU KNOW?

34% of U.S. adults said they are comfortable dining out right now, including 49% of Republicans and 24% of Democrats. The shares of people saying they won't feel safe going to an amusement park, a concert or traveling abroad until 2021 hover around the mid-40% range. ~ The Morning Consult

## AREA NEWS &amp; CURRENT EVENTS, CONTINUED

## African American Leaders to Know

BECKER'S HOSPITAL REVIEW EARLIER THIS YEAR LISTED AFRICAN AMERICAN LEADERS TO KNOW. The list included regional healthcare leaders that are listed here. The list highlights African Americans who have taken on leadership roles across the country at hospitals and health systems as well as in national organizations. Both established and emerging leaders are featured on this list. These individuals influence how their organizations approach healthcare delivery, develop healthcare policy and advocate for the next generation of leaders. Becker's Hospital Review accepted recommendations and conducted internal research to develop this list. Individuals cannot pay for inclusion on this list, which appears in alphabetical order. We congratulate our regional leaders who made the list.



☀️ **President of Inova Loudoun Hospital (Leesburg, Va.): Ms. Addo** joined Inova in June 2014 after serving as the senior vice president and COO of Meritus Health in Hagerstown, N.H. She also has previous experience as vice president of patient care services at Washington County (Md.) Health System. As president of Inova Loudoun Hospital, Ms. Addo applies her expertise in financial management, LEAN and strategic planning to boost physician engagement and population health.



☀️ **Senior Corporate Vice President of Sentara Healthcare (Virginia Beach, Va.): Ms. Blunt** is responsible for the strategic and operational oversight of Sentara's Hampton Roads region as the senior corporate vice president. She is responsible for seven hospitals as well as the region's post-acute care service including seven nursing homes. Ms. Blunt has previous experience as vice president of operations with several Sentara hospitals and president of Sentara Life Care, the system's post-acute care division.



☀️ **President of the American Nurses Association (Silver Spring, Md.): Dr. Grant** has spent 30 years in nursing and spent time as the burn outreach coordinator for North Carolina Jaycee Burn Center at UNC Hospitals in Chapel Hill. He is now the president of the American Nurses Association, which includes around 4 million registered nurses. Throughout his career, Dr. Grant has been a dynamic speaker and earned the Nurse of the Year award for treating burn victims from the World Trade Center attacks in 2001. He is the past chair of the National Fire Protection Association board of directors.



☀️ **Vice President of Revenue Cycle Management of Johns Hopkins Medicine (Baltimore): Ms. Johnson** is responsible for the revenue cycle at five Johns Hopkins hospitals, which represent around \$4.4 billion in net collection. She joined the health system in 2012 and oversaw the system's EHR installation and assisted with creating the shared services center for health information management. Ms. Johnson has more than 25 years of experience in revenue cycle management and has served on the board of the Healthcare Financial Management Association.



☀️ **CEO of National League for Nursing (Washington, D.C.): Dr. Beverly Malone, PhD, RN** is a nurse champion with a passion for increasing diversity in nursing as well as nursing education. She built her career mixing clinical practice with healthcare policy, administration and education, and served as the federal deputy assistant secretary for health for President Bill Clinton. Dr. Malone received the Lifetime Achievement Award from the Alpha Omega Chapter of Sigma Theta Tau and the College of Nursing of Adelphi University in 2019.



☀️ **Director-at-Large of the American Nurses Association (Silver Spring, Md.): Tonisha J. Melvin, DNP** began practicing as a registered nurse in 2009 and has a passion for building the next generation of front-line nurses. She is a mentor and volunteer in Georgia, her home state. Dr. Melvin also sits on the board of directors for the American Nurses Association.

## THE BOARD CORNER:



### Healthcare Board Oversight During the COVID-19 Pandemic

by Anne M. Murphy, Partner Arent Fox



Anne Murphy highlights key organizational approaches and risk areas for hospital and health system governing boards to consider during the COVID-19 pandemic. As confirmed COVID-19 cases skyrocket, hospitals must implement plans for the care of patients, the welfare of medical staffs and employees, and the financial health of the enterprise. In addition, the governing board has a responsibility to adjust its oversight in response to the current crisis. Anne identifies the following key takeaways for boards during the pandemic:

- Hospital and health system boards have a fiduciary duty to adjust board oversight in light of the COVID-19 pandemic and its impact on the organization.
- The board should assure that it is organized in a manner that facilitates the effectiveness of its COVID-19 oversight.
- The board should understand and provide direction on significant issues regarding patient safety and quality, workforce management, liquidity and financial stability, liability exposure, and legal compliance.
- The board should assure that legal counsel and compliance professionals are fully integrated into the decision-making process.

## 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."



### DID YOU KNOW?

The most common symptoms of coronavirus (COVID-19) in humans include: Cough, fever or chills, shortness of breath or difficulty breathing, muscle or body aches, sore throat, new loss of taste or smell, diarrhea, headache, fatigue, nausea or vomiting, congestion or runny nose.

Note that some of these symptoms are very common and can occur in many conditions other than COVID-19. ~Johns Hopkins Medicine

## OUR OFFICES ARE CLOSED – VOLUNTEER SERVICES – WE ARE NOT ACCEPTING VOLUNTEER APPLICATIONS – WE APPRECIATE YOUR INTEREST



“WE ARE NOT ACCEPTING VOLUNTEER APPLICATIONS AT THIS TIME. Due to the ever-changing situation regarding COVID-19, all volunteer activities and use of volunteers have been suspended until further notice. This decision is consistent with CDC guidance on social distancing. Volunteers are essential members of our health system and their safety is paramount under the current pandemic of COVID-19. Please visit our COVID-19 link to learn more about ways to support us during these challenging times.” (A Hospital Website)

In hospitals, volunteers are needed, but no longer allowed. To reduce risk and stem the spread of coronavirus transmission, U.S. hospitals have halted most volunteer services, further straining staff resources at the worst possible time.

Whether it is cuddling and comforting premature babies in a neonatal intensive care unit, matching volunteers to patients when family and hospital staff cannot be present, guiding people around facilities, explaining procedures, helping patients eat, playing music, performing clerical duties, running the gift shop, helping in emergency departments or working with trained therapy dogs, volunteers perform a vital service that are needed to reduce the burden on health care systems and clinicians that are already strained with an unprecedented challenge.

Every day, volunteers work to enhance the patient experience. Volunteers work to support patients and their families as well as visitors and staff throughout every health system. Volunteers are valued partners who play a vital role in helping to provide important services for patients. A volunteer program builds meaningful connections, caring relationships, positive engagement between volunteers, patients, families, and staff and promotes the importance of a positive and engaged patient experience.

But experts say the measure is necessary to protect health care providers, patients, and volunteers themselves. Many hospital volunteers are retirees and older adults, who are most vulnerable to COVID-19. Some health systems are asking volunteers to continue to help from home rather than at the front desk.

Halting the institutions volunteer program, is being called a “volunteer lockdown” at a time volunteers have such an important role to play. Will health care providers need to consider reinstating volunteers with additional training to meet an increased need? Is there a place where volunteers can get some basic training? Will the institution bring back and resume the volunteer program?

Until volunteers are retrained and brought back to their onsite volunteer service position, how can they be engaged? Could the Directors of Volunteer Services organize the volunteers into remote mutual aid coordinators scheduling delivery of groceries, providing online companion services through zoom or keeping family members up to date on their loved ones in the hospital.

Volunteer’s suspended are still volunteers needed. Keep them engaged!



# THE Healthcare Council

Collaboration.  
Cooperation.  
Education.

Les H. Pitton  
President & CEO  
[lpitton@healthcare-council.org](mailto:lpitton@healthcare-council.org)

Cheryl E. Thomas  
Executive Assistant and Office Manager  
[cethomas@healthcare-council.org](mailto:cethomas@healthcare-council.org)

Jami Shaffer  
Member Services Manager  
[jshaffer@healthcare-council.org](mailto:jshaffer@healthcare-council.org)

Debbie Johnson  
Director, Partner Development  
[djohnson@healthcare-council.org](mailto:djohnson@healthcare-council.org)

Jenn Johnson  
Accounting Supervisor  
[jjohnson@ltd.com](mailto:jjohnson@ltd.com)

Jill Tipton  
Office Assistant  
[rjtipton@healthcare-council.org](mailto:rjtipton@healthcare-council.org)

Christopher N. Howard  
Divisional & Account Services Director  
[cnhoward@healthcare-council.org](mailto:cnhoward@healthcare-council.org)

Crystal Raiford  
Department Assistant  
[craiford@healthcare-council.org](mailto:craiford@healthcare-council.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 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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HEALTHCARE COUNCIL OF THE  
NATIONAL CAPITAL AREA  
CENTERPARK II - FIRST FLOOR 4061  
POWDER MILL RD, STE 100  
CALVERTON, MD 20705  
PH: 301-731-4700

[WWW.HEALTHCARE-COUNCIL.ORG](http://WWW.HEALTHCARE-COUNCIL.ORG)

### Interested in Joining the Healthcare Council?

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 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 Cheryl Thomas or Debbie Johnson at 301-731-4700 or visit us at: [www.healthcare-council.org](http://www.healthcare-council.org).