



CARDWELL

Newsletter of the Health Administration Alumni/ae Association

Comments

December 2001

Reunion Weekend April 26-28, 2002

If you are in a graduating class ending in 2 or 7, your reunion weekend is this spring, April 26-28, 2002. The Department of Health Administration is pleased to be participating with the MCV Alumni Association and its reunion activities. It has been several years since the Department has sponsored "official" reunion events, and it looks forward to a long history of doing so, starting with the 5-year increment reunion classes for 2002. We are looking for a few willing alums from each celebrating class to help plan and promote reunion activities. If you are willing to assist us in this important way, please let the Department know. Assistance on a reunion committee means no more than making a few telephone calls and drafting a few letters—all to encourage your classmates to attend. The Department and MCV Alumni Association staff will provide all your necessary administrative support.

If you would like to serve as a class representative for your class' reunion activities, or if you did not receive your initial reunion letter (mailed in October), please contact Karen Wilson, kjwilson@hsc.vcu.edu, or 804-828-8662. We look forward to receiving your reunion forms and seeing you in April.

Cardwell Comments, the alumni/ae newsletter, is a publication of the Department of Health Administration, Virginia Commonwealth University.

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Announcing The Department of Health Administration Outstanding Alumnus/a Award

The Alumni/ae Association Executive Committee is pleased to announce the establishment of the Outstanding Alumnus/a Award. The award is designed to recognize an alumnus/a who is a leader and significant contributor to the health administration field, his or her community, the Department and its alumni/ae, and/or professional organizations. The award recipient will be announced at the annual ACHE Congress and honored during Homecoming Weekend, April 26-28, 2002. The call for nominations is now open. To submit a nomination, please send the following by January 18, 2002:

- The name and address of the nominee.
- A statement from the person making the nomination describing why the nominee should win the specific award.
- A copy of the nominee's resume, vitae or a description of past experiences/honors if the resume or vitae is not available.
- The name, address, and telephone number of the person submitting the nomination.
- Letters in support of the nomination are welcome but not mandatory.

Please send all materials to: Alumni/ae Awards Committee, Department of Health Administration, P.O. Box 980203, Richmond, VA 23298-0203.

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Briefly

Inauguration of the **Paul A. Gross Distinguished Leadership Lecture Series**—details on page 9.

HAD Introduces **New Patient Safety Fellowship Program**—details on page 10.

Mark Your Calendars. The 2002 Annual Congress on Healthcare Management will be held March 17-21, 2002 at the Hyatt Regency Hotel Chicago. We hope to see you at the Cardwell reception, Tuesday, March 19, 2002.

VCU

Virginia Commonwealth University

Virginia Commonwealth University is an equal opportunity/affirmative action institution.

Alumni/ae News

President's Report

It will be impossible to forget the date of the Alumni/ae Association Executive Committee's fall meeting—September 11, 2001. Despite the very tragic events of the day, Committee members made headway on several agenda items, and as a result, the following actions are in progress:

- The Committee appointed John DiNardi (MSHA'90) as Chair of the newly established Curriculum Advisory Subcommittee. Mr. DiNardi will ask five to seven additional members to serve on this subcommittee whose purpose is to review the curriculum of the two masters programs and provide direction to Dr. Mick and the faculty.
- The Committee established the Department of Health Administration Outstanding Alumnus/a Award. Howard Kern (MHA'81) leads the team determining award criteria and processes. (See page 1 for more details.)
- As the Committee's Past-President, Barbara Jackman (MHA'81) chairs the nominating committee to select candidates for 2002-2003 officers and members-at-large.
- Committee members agreed to survey the Alumni/ae Association seeking input as to how to be a more useful resource for members and increase communication between alumni/ae, and with the Association and Department.
- Karen Cameron (MHA'87), as President-Elect, is serving on MCV's Alumni Association Board. The president-elect's participation on both HAD's and MCV's Boards will better connect the two Associations and keep communication lines open.

Warren T. Brennan (MHA'74)
President, Alumni/ae Association

Alumni/ae Association Survey

If you are reading a printed and mailed version of Cardwell Comments, the Department (most likely) does not have your current e-mail address. It also means you did not receive notice of our Alumni/ae Association Survey. To complete this important survey, please visit www.had.vcu.edu and click on Alumni/ae at the left. Follow the prompts to the survey, and submit your response.

To update your records, including your e-mail address, please e-mail Karen Wilson, kjwilson@hsc.vcu.edu, or update your contact information on our web site. More and more, the Department is using our growing e-mail list as a cost-effective way to communicate with alumni/ae.

Alumna Selected for HCA's COO Development Program

Jackie DeSouza (MHA'01) was recently selected to participate in HCA's COO Development Program. Referred to as the "Top Gun COO Development Program," this executive training program was designed to boost its top ranks with "bright young administrators." HCA enrolled 11 young people to participate in the three-to-five-year program at one of 11 hospitals HCA picked from a list of 200 facilities.



Jackie DeSouza

Ms. DeSouza is the Associate Administrator at The Medical Center of Aurora in Colorado. Her scope includes managing support departments, strategic planning, capital budget process, productivity and benchmarking, and cardiovascular services. According to Ms. DeSouza, "the Department's MHA program truly prepared me to compete with the Harvard and UCLA MBA's who were also selected to participate." Ms. DeSouza's mentors are Jeff Dorsey (MHA'73), CEO/President of the HCA Continental Division, and Sylvia Young, CEO and President of The Medical Center of Aurora and Centennial Medical Plaza.

A New Look at the Grant House

Remember your class picture taken on the Grant House steps? Those pictures used to hide in the back hall of the second floor. But now, they have been reframed and hung prominently on the walls as you enter the second floor of the Grant House. The photographs tell an impressive story of the number of health administrators graduated from the Department of Health Administration—not to mention hair and suit styles! If you are in the vicinity of the Grant House, please come look your class up. Pictures on page 3.

Ph.D. pictures have been moved to the third floor.

Alumni/ae News (continued)

A New Look (continued from page 2)



Above: MHA graduating class pictures and below: MSHA graduating class pictures on the Grant House's second floor.



Alumni/ae Updates

Christy Hodge Allen (MHA/JD'97) and her husband announce the birth of their daughter, Sarah Willett, born August 14, 2001....**Robert Bashore** (MHA'97) has been named Associate Administrator for Chippenham and Johnston-Willis Medical Centers in Richmond, Virginia....**Patrick Billings** (MHA'96) is the Executive Director of the LeBauer Medical Center in Greensboro, North Carolina....**Leo P. Brideau** (MHA'80) is President and Chief Executive Officer of Columbia St. Mary's in Milwaukee....**Sharon Darby** (MSHA'01) is the Director of Clinical Programs for Children's Hospital in Richmond, Virginia....**Joseph Dawson** (MHA'74) has been appointed by the Governor to serve a three-year term on the Tennessee Health Facilities Commission....**Sr. Patricia**

Alumni/ae Updates (continued)

A. Eck (MHA'81) CHE, Chairperson of the Board, Bon Secours Health System, Marriottsville, MD, was elected Chairperson-elect of the Catholic Health Association Board....**Mike Esposito** (MHA'98) serves as Chief Operating Officer for Redmond Regional Medical Center in Rome, Georgia....**Timothy Everidge** (MHA'99) is Director of Suburban Health System in Bethesda, Maryland....**David Ferris** (MSHA'95) has been named Vice President of Nursing for Claxton-Hepburn Medical Center in New York....**Charles L. Foster, Jr.** (MHA'60) retired in August 2001 after 26 years as President and CEO of West Georgia Health System in LaGrange, Georgia....**Gerald N. Fulk**, (MHA'74) now serves as President and CEO of West Georgia Health Systems....**James E. Gardner, Jr.** (MHA'85) now serves as President and Chief Executive Officer of Wyoming Medical Center in Casper....**Elizabeth Geddings Iseman** (MHA'99) married Tupp Iseman on July 21, 2001....**David P. Gross** (MHA'90), wife, Lisa, and daughter, Megan welcomed Matthew to their family on September 14, 2001....**Mark Hudson** (MHA'83) has been elected as Regent of Western North Carolina for the American College of Healthcare Executives....**Meredith Kiesnowski** (MHA'95), husband, Brian, and son, Thomas, welcomed David Richard to their family on August 28, 2001....**Thurston King, II** (MSHA'99) recently accepted the position of CEO, Associated EyeCare Professionals, LLC, in Aurora, Colorado....**Sara Larch** (MSHA'92) is the incoming Board Chair for MGMA...**R. Alan Larson** (MHA'89) is the new CEO of Brandywine Hospital in PA....**Kevin Meyer** (MHA'89) is the new Executive Director of Health Planning Agency of Southwest Virginia....**Kim Wiederhorn Lerner** (BS'80) is Chair of the Independent Investigational Review Board, Inc. in Plantation, Florida. She is married to Barry Lerner (HCA'80) and has two daughters, Hannah and Molly....**Melva Cook Mallison** (MHA '92) is currently Manager for the Arc of the Virginia Peninsula...**M. Caroline Martin** (MHA'78), Executive Vice President of Riverside Health System in Newport News, Virginia, was appointed by Governor Jim Gilmore to serve on the Virginia Preparedness and Security Panel....**Jeff Matton** (MHA'98) has been promoted to Executive Director of Washington Heart Center. He and his wife, Michelle, recently welcomed Andrew Xavier to their family....Mrs. Frances Nott informed the Department that her husband, **Ernest C. Nott** (MHA'57), a distinguished alumnus, passed away this past year.... (continued on page 4)

Alumni/ae News *(continued)*

Alumni/ae Updates (continued from page 3)

Russell Porter (Ph.D.'94) has been promoted to Chair of Health and Public Administration Programs at Midwestern University in Wichita Falls, Texas. Russ is completing his Ed.D coursework in Higher Education Administration....**Dennis Quagliani** (MHA'94) is Vice President of Operations at Elekta Oncology Systems, Inc. in Norcross, Georgia....**Morris Reece** (MHA'85) has been elected to the Pearisburg Advisory Board for the Natioanal Bank of Virginia....**Allison Rogers** (MHA'97) is a Senior Consultant for Gill/Balsano Consulting in Atlanta Georgia....**Curtis M. Skolnick** (MHA'92) and his wife, Marie, welcomed their second child, Sara Paige, on June 28, 2001....**Jolie Sutphin Smith** (MHA'97) was married on October 20, 2000. She was recently promoted to Regional Business Information Manager with Aetna....**John B. Sylvia** (MHA'96) was recently promoted to Director of Strategic and Business Planning for Baptist Health System of East Tennessee in Knoxville....**Timothy Tobin** (MHA'87) has been named President and Chief Executive Officer of Clinch Valley Medical Center....**Carlene Qualls** (MHA'94) now serves as Chief Operating Officer with The Strategy Group in Norfolk, Virginia. Her daughter, Kaleigh Madison, was born August, 1998....**Stuart Weger** (MHA'98) married Alexandra Mann on Coney Island's Wonder Wheel, October 14, 2001....**Gayle Whittaker** (MHA'85) is Billing Manager at Neuroscience and Spine Associates in Naples, Florida....**Robert F. Willner** (MHA'66) currently is Executive Director, West Minister Services in Winter Park, Florida.

Alumni/ae Spotlight

Name: Mr. Wick Lyne

Birthplace: Richmond, VA

Education: MHA-VCU class of 1971,
BS Hampden-Sydney College, 1967

Occupation: Retired President of the
Central-Atlantic Division of HCA

Current Hobbies: Volunteer work, read-
ing, gardening, and working out

Future Plans: Looking into new business
opportunities, but plans to make no major
commitment in the next year.



Mr. Wick Lyne, a prominent member of the Richmond community, retired May 2001 as President of the Central-Atlantic Division of HCA. His distinguished career in Health Administration launched after receiving his MHA degree from Virginia Commonwealth University's Health Administration program in 1971. He is renowned among the Richmond *(continued)*

Spotlight *(continued)*

community for his work as CEO of CJW Johnston-Willis Hospital, a position he held for 13 years. It was during this time, he led the way in building CJW at its new location south of the James River. Even after retirement, Mr. Lyne plans to remain active in the community through his efforts in volunteering and *(continued)* his desire to become more involved in educating others.

As a student at VCU's MHA program, Mr. Lyne found himself involved in a program that he describes as, "strong, providing useful skills training in leadership and operations management." As a part of the program, Mr. Lyne performed a residency at Community Hospital of Roanoke Valley under his preceptor and first boss William R. Reid. He was hired at Community for the next 18 months until he made the decision to work for HCA. Mr. Lyne credits Mr. Reid with steering him on a path to success, along with three other gentlemen, Richard Kraus, Thomas Frist, Sr. (co-founder of HCA), and Thomas Frist, Jr. However, Mr. Lyne's greatest appreciation is to his parents who he says, "guided me in the right direction, always with an emphasis on core values such as truthfulness and honesty, personal integrity and loyalty, owning responsibility for actions and inactions, teamwork and hard work, and interest in others." In March of 1993, after spending 13 years at CJW Johnston-Willis in Richmond, Mr. Lyne and his family moved to Nashville, TN. There he became President of the Western Group of HCA for a period of 18 months, until the corporation merged with Columbia. Upon returning to Richmond, Mr. Lyne assumed the position of President, Central Atlantic Division, with the objectives to implement various operations consolidation strategies, and pursue mergers, ventures and acquisitions in support of the company's aggressive growth strategy.

Throughout his career, Mr. Lyne has been an active member of the American College of Healthcare Executives and took part on many boards, including serving for a time as President of the Virginia Hospital and Healthcare Association, a Regent to the American Hospital Association, and chair of the Chesterfield Business Council. Additionally, Mr. Lyne served three terms on the Board of the Federation of American Health Systems; he is a Paul Harris Fellow of Rotary International, and is a sustaining member of the Alexis de Tocqueville Society of the United Way.

When asked what significant issues/opportunities face present-day students and health executives, he *(continued on page 5)*

Alumni/ae News (continued)

Spotlight (continued from page 4)

cites, "the severe supply-demand imbalance in health services manpower, the impact of accelerated deployment of technologies on delivery modes and settings, the advent of meaningful consumerism, and the demographically-driven expansion of demand for services balanced with the shrinking net revenue per unit of service." He also had plenty of advice to give students in the field including, "the world is rife with problem definers, too few problem solvers" and "learn to own a mistake when it is yours, and learn from your mistakes versus focusing on placing fault somewhere it does not belong---and without fail make it right." Mr. Lyne's persevering attitude and his excellent leadership ability serve as a wonderful role model for current and future health administrators.

Article submitted by:
Kimberly MacNemar, MHA 2003

Alumni/ae Gathering – Vienna Virginia

On October 30, 2001, alumni/ae from Washington DC, and Northern Virginia and Maryland suburbs gathered in Vienna, Virginia. Bill Moss, MHA 1967, hosted the event at the Tower Club where the group enjoyed each other's company, dinner, and a Department report from Dr. Stephen Mick. Alumni/ae in attendance were:

<i>William Adams</i>	MHA 1974	<i>Kelly Hastings</i>	MHA 1990
<i>Jeffrey Butler</i>	MHA 1999	<i>Victoria Lamb</i>	MSHA 1996
<i>William Flannagan, Jr., FACHE</i>	MHA 1974	<i>Jeff Matton</i>	MHA 1998
<i>Cynthia Fore</i>	MHA 1977	<i>William Moss, FACHE</i>	MHA 1967
<i>Yola Gawlik</i>	MHA 1998	<i>Corey Perdue</i>	MHA 1998
<i>Leslie Graham</i>	MSHA 1999	<i>Steve Potter</i>	MHA 2001
<i>Vanessa Hanley-Watters</i>	MHA 1997	<i>Susan Waldron</i>	MSHA 1991

The Department has held several of these "regional" alumni/ae gatherings in the past couple of years as a way to reconnect alumni/ae with alumni/ae and the Department. A similar gathering will be held in the Harrisonburg area this coming spring.

Alumni/ae Referrals – HAD's Best Recruiting Source

Dr. Stephen Mick, program directors, and faculty of the Department of Health Administration, wish to thank all alumni/ae who have referred students to our Programs. The Department has always known that its alumni/ae are the best recruiting source. This year, thirteen of the entering MSHA and MHA students listed alumni/ae as how they found out about HAD's Programs.

Because your recruiting efforts help us, please let us know if there is anything we can do or provide to help you spread the word. We recently updated our web site (www.had.vcu.edu) and all our Program materials with the hope that future students find the site and information helpful and user-friendly. For example, all Program marketing materials are now available from our site in "pdf" format for easy printing. Again, thank you for referring your alma mater to the future leaders of health care organizations, and a very special thank you to the following alums for helping to fill our classes this year:

<i>David R. Boerkoel</i>	MSHA 1992	<i>Katherine Quigley Edwards</i>	MHA 1986
<i>Sharon W. Darby</i>	MSHA 2001	<i>Abraham Segres</i>	MHA 1991
<i>Daniel J. Gardner</i>	MHA 2001	<i>Tracy Kemp Stallings</i>	MSHA 1995
<i>Sheryl L. Garland</i>	MHA 1988	<i>Scott Stegall</i>	Ph.D. 1991
<i>Lorna Gaulke</i>	MSHA 1995	<i>Marilyn B. Tavenner</i>	MHA 1989
<i>Raleigh Heard</i>	MHA 2001	<i>Jon M. Thompson</i>	Ph.D. 1995
<i>Nancy D. Holland</i>	MSHA 1998	<i>Irene A. Tostanoski</i>	MSHA 1993
<i>Anissa I. Payne</i>	MHA 1994		

Alumni/ae and Friends Contributing Gifts to the Department May 1, 2001– October 11, 2001

The Department sincerely appreciates all contributions. Contributions are vital to supporting our students and improving our top 10 ranking.

Mr. Kenneth Abramovitz
Mr. & Mrs. James W. Alexander
Ms. Annette H. Allen
AmSouth
Ms. Betty Jo Bailey
Mr. Johns W. Bailey
Mr. Jacques T. Baker, Jr.
Ms. Sarah R. Barker
Mr. E. Charles Blottner, Jr.
Mr. & Mrs. Kenneth Boccino
Ms. Catherine J. Bodkin
Mr. & Mrs. Tommy Brake
Ms. Stephen C. Brandt
Mrs. Elizabeth Brennan
Gerald R. Brink
Mr. Carl J. Brueggemann, Jr.
Ms. Karen L. Cameron
Mrs. Sally Ann Camp
Ms. Carolyn Caulfield Carpenter
Centennial Medical Center
Ms. Linda Chelmow
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Columbia Hospital
Community Health Systems, Inc.
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Crockett General Hospital
Ms. Sharon Darby
Mrs. Carol A. Davis
Dr. Russell L. Davis, Jr.
Mr. Robert S. Dendy, Jr.
Ms. Mary C.F. Dowrick
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Ms. Beverly G. Harris
Ms. Hollie P. Harris
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Health Management Systems, Inc.
Healthstar Corporation
Dr. Charles A. Hefner
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Mr. Darrell J. Johnson
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Ms. Laura E. Joyner
Mr. Lynn Kanwischer
Kentucky Hospital Association
Dr. Michael Kornstein
Mr. Kenneth Krieg
Mr. Lester L. (Skip) Lamb
Mr. & Mrs. William V. Lapham
Mr. Kenneth Leisey
Mr. Stephen Levine
Mr. & Mrs. Larry Lewis
Mr. & Mrs. Steve Lindsey
Mr. Donald J. Love
Ms. Caroline Martin
Dr. John A. Martin
Mr. James McKeith
MHA Class of 2001
Mrs. Doris D. Miller
Ms. Melissa Miscione
Mr. and Mrs. A. Bruce Moore
Mr. Andrew Finch Morey
Mr. Frank G. Morgan
Mr. William M. Moss
Nashville Area Chambers of Commerce
Ms. Deborah A. Nastelli
Mr. J. Barry Newman
Mr. and Mrs. Lindell W. Orr
Mr. John E. Outland

Pediatric Pulmonary & Allergy Association
Pequot Capital Management, Inc.
Mr. Keith W. Peters
Mr. John W. Phillips
Plantation General Hospital
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Ms. Celia Ryan
Salomon Smith Barney, Inc.
Mr. Richard Sandovs
Scotiabanc, Inc.
Mr. H.W. Scott
Dr. Lee W. Shaffer
Servus Financial Corporation
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Summerlin Hospital Medical Center
SunTrust Banks, Inc.
Mr. James R. Taylor
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Tennessee Hospital Association
The Rubin Group, Inc.
Mr. & Mrs. Rondal T. Tyrer
Ms. Patricia A. Vaughn
Mr. Kenneth L. Waddell
Dr. & Mrs. Peter A. Wallenborn, Jr.
Waller Lansden Dortch & Davis
Ms. Pamela Wegner
Ms. Robin Weil
Mr. William F. Weller
Westchester General Hospital
Mr. Herbert T. Williams
Mr. James F. Williams
Mr. Robert Williams, Jr.
Mr. W. Earl Willis
Ms. Anita Young

Alumni/ae Updates

Send your position updates and other news to Karen Wilson at VCU, PO Box 980203, Richmond, VA 23298 or by e-mail, kjwilson@hsc.vcu.edu.

Program News

Ph.D. News

Lecture

Jeffrey A. Alexander, Ph.D., Professor, Department of Health Management & Policy at the University of Michigan, visited the Department on November 13. Dr. Alexander met in a private session with the Department's current Ph.D. students.

Ph.D. Alumni/ae Visit HAD

Dr. **Debra Draper** ('00) was a speaker for the Executive Fellowship in Medicaid Disease Management Program on November 15, 2001. Her presentation was on "Fundamentals of Chronic Disease Management Programs in Medicaid." She currently is a senior researcher at Mathematica Policy Research, Inc, in Washington, DC.

Dr. Meg Johantgen ('94) was a guest speaker for the MHA Program on November 15.

Dr. Pei-Shu (Lydia) Ho ('93), Senior Researcher for Medlantic Research Institute in Washington, DC, is currently serving as an adjunct faculty member in the Department's MHA Program.

Dr. Bill-Long Wang ('98), Assistant Professor at the National Defense Medical College in Taiwan, has briefly returned to the Department to work on a research project with Dr. Thomas Wan. Bill will return to Taiwan in January.

Current Student News

YanQiang (Allen) Ma, doctoral candidate, has accepted a position with the Oklahoma Foundation for Medical Quality, Inc, in Oklahoma City, where he will serve as a statistician. Current student, **M. Nicholas Coppola**, was invited to present to the Senate Armed Services Committee (Virginia Division) on November 1, 2001, to discuss TRICARE for Life and the VA's potential involvement. Nick also recently presented at the US Medicine Institute in Washington, DC. Student, **Mitch Harris** and his wife, Lisa, announce the birth of their son, Spencer Harris.

MSHA News

All in the Name?

As a player in the ever-changing and competitive world of distance-learning, the Department has decided to change the name of its 13 year-old Executive Program. The MSHA Program will now be referred to as the **Professional MSHA Online Program**. This decision was not made lightly, and was made in consultation with alumni/ae and current MSHA students. Although the name, "Executive Program" is on the tip of our tongues, we believe the new name better reflects the purpose and delivery of the degree and will be less confusing to potential students seeking a quality distance-learning program in health administration.

Welcome MSHA Class of 2003

The Department welcomes the following to the MSHA Program:

F. Michael Ashby
Warren Austin
Peggy Ann Clifton
Sharan Griff
Chad Hatfield
Robin Heath
Jeffrey Hetmanski
Robert Higgins

Charlottesville, VA
Midlothian, VA
Glen Allen, VA
Virginia Beach, VA
Galax, VA
Mechanicsville, VA
Charlottesville, VA
Richmond, VA

Melissa Hunt
James Matney
Amy Miller
Thomas Morris
Dianne Reynolds-Cane
David Salter
Eric Walker
Susan Wenzel

Montpelier, VA
Galax, VA
Richmond, VA
Purcellville, VA
Richmond, VA
Richmond, VA
Richmond, VA
Richmond, VA

Program News (continued)

MSHA News (continued from page 7)

MSHA Open House

On November 8, 2001, the MSHA Program held its annual Open House in the Grant House. Special thanks go to alumni/ae Sherri Ritchie, Thurston King, and Sharon Darby as well as MSHA Class of 2002 members Jill Halvorson, Carlos Brown, and Beth Lombardo for attending and sharing their experiences. As we frequently say, our alumni/ae and current students are our best recruiters. Sherri, Thurston, Sharon, Jill, Carlos and Beth did a great job in keeping up this tradition!

Please let us know if you have identified anyone who should receive more information about the MSHA Program.



Dr. Jan Clement (in background standing, right) MSHA Program Director, with MSHA open house guests.

MHA News

Class of 2004

A new class of 25 first-year students make up the MHA Class of 2004. This class has the following characteristics:

- 18 women, 7 men
- 15 represented by minorities

MHA News (continued)

- 11 of the 25 from outside Virginia
- Average age on application was 24
- 18 undergraduate institutions represented
- Average grade point average is 3.3



MHA Class of 2004 with Dr. Ken White (front, center), Director, MHA Program.

Two Fall events were co-sponsored by the MHA Classes of 2003 and 2004: Family Day and MHA Program Open House. **Family Day** was held September 28, 2001, with families of MHA students touring the Grant House and listening to presentations by faculty and students. The 4th Annual **MHA Program Open House** had 50 people in attendance. Prospective students received information about health administration careers and the VCU Program. This open house was the best attended so far—a result of increased recruitment and marketing activities and involvement of students in identifying appropriate target audiences.

MHA Admissions Committee

The MHA Admissions Committee will begin interviewing in January 2002 for the MHA Class of 2005. Three Alumni/ae members include: Dana Taylor (MHA'95), Kevin Fergusson (MHA'95) and Skip Lamb (MHA'58).

Program News *(continued)*

MHA Student Honors and Awards

- Ogren Scholars: Jenny Boykin, John Goodman, Anmol (Jay) Khosla, and Veronica Sikka
- National Association of Health Services Executives: Aisha Noble
- American College of Healthcare Executives Albert Dent Scholarship: Jamel Spakes
- American College of Healthcare Executives Student Affiliates Committee Chair: Stephanie Sanderson
- Zeta Tau Alpha Foundation: Lindsay Coble

Department/Faculty News

Paul A. Gross Distinguished Leadership Lecture Series

On November 13, 2001, the Department inaugurated the first in the new series of expert speakers entitled, the Paul A. Gross Distinguished Leadership Lecture Series. Thanks to a generous and farsighted gift from Paul Gross (MHA'64), the Series is now endowed into perpetuity and will foster a program to bring the nation's leading scholars and health care executives to Virginia Commonwealth University to discuss topics on the cutting edge of research, scholarship, and management expertise in the United States health care system.

The first Paul A. Gross Distinguished Leadership lecturer was Dr. Jeffrey A. Alexander, the Richard Carl Jelinek Professor of Health Care Management and Policy at the University of Michigan's School of Public Health, where he also serves as Senior Associate Dean for Academic Affairs. Since completing his doctoral dissertation in 1980 at Stanford University, Dr. Alexander has authored or co-authored 154 peer reviewed publications and has six papers currently under review. His research funding is prodigious, totaling in the millions of dollars, with a focus on a spectrum of health care organization and management issues including: risk assumption and physician alignment with health care systems, provider assessments of quality indicators in mental health, decision-making in top management teams, hospital conversions, and hospital governance structures.

The Department was pleased to have one of America's top students of health care organization and management be the first Paul A. Gross Distinguished Leadership lecturers. All of us thank Paul Gross for his unstinting and generous support of the Department.

Department/Faculty News *(continued)*

New Professor Receives Large Grant

"Our project will fill the void in existing research by examining behavioral responses of safety-net hospitals to the revenue changes of the BBA and the consequences these responses have for patients served by safety-net hospitals."

Gloria J. Bazzoli, Ph.D., recently received \$600,000 from the Robert Wood Johnson Foundation to study the effects of the Balanced Budget Act (BBA) and Market Forces on the Health Safety Net. Specifically, the study will assess how BBA, its revisions, and other market and policy forces affect hospital involvement in local safety nets, the operational decisions of safety net hospitals in terms of services offered and staffing. And ultimately, the effects these decisions have on the quality of care for indigent patients. "Understanding how the hospital safety net is affected, not simply acknowledging that the BBA has created financial pressure, is essential to formulating policy that addresses potential unintentional consequences of the BBA," says Dr. Bazzoli. "Our project will fill the void in existing research by examining behavioral responses of safety-net hospitals to the revenue changes of the BBA and the consequences these responses have for patients served by safety-net hospitals."

Dr. Bazzoli joined the Department of Health Administration in July 2001. She is a well-published, national expert in health economics with research interests in health plan organization and financing, reimbursement systems, and safety net organizations.

Executive Fellowship in Disease Management Programs

On November 15-16, 2001, the Department hosted an Executive Fellowship in Disease Management Program on behalf of the National Pharmaceutical Council (NPC). Medicaid executives attended from: New Mexico, West Virginia, Kentucky, Alabama, Oklahoma, and Massachusetts. The program features discussion on Medicaid disease management. Faculty member, **Karen Swisher**, directs these programs. Faculty member, **Thomas Wan**, Ph.D. Program graduate, **Debbie Draper** ('96), and current doctoral student, **Charles Shasky**, participated on the program.

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Introducing... the Patient Safety Fellowship Program

In November 1999, the Institute of Medicine's report, "To Err is Human: Building a Safer Health System," estimated that as many as 98,000 patients die each year as the result of medical errors in hospitals.

How are you making your hospital less hazardous to your patients' health?

The Patient Safety Fellowship Program, offered by the Department of Health Administration and the VCU Health System is:

- One-year, on-line program for full-time working professionals
- Offered by an experienced provider in distance-learning education
- Only two, short on-campus sessions
- Beginning August 2002

Learn how to design patient safety systems in your health care organization.

- Be familiar with the fundamentals of patient safety
- Create a culture of patient safety in your organization
- Improve the identification and assessment of medical errors and near misses in patient safety data
- Benchmark success stories and develop an action plan for your organization

If you, or someone in your organization, would be interested in the Patient Safety Fellowship Program and would like more information, please contact Professor Karen Swisher at 804-828-5460, kswisher@hsc.vcu.edu.

"To Err is Human" ...
to prevent harmful errors is to
design patient safety into the
health system.

The Department Welcomes New Staff

The Department welcomed Hollyn Mangione and Carolyn Wells to the MSHA staff this fall. Ms. Mangione is the Assistant Director of the Professional MSHA On-Line Program. She has a B.A. in psychology from Randolph-Macon in Ashland, Virginia, and a Masters in Counselor Education (emphasis in higher education) from the University of Virginia (UVA). Prior to joining the Department, Ms. Mangione was the Assistant Director, Office of Financial Aid, School of Medicine, at UVA and had also worked in administration at UVA's Departments of Dentistry and Psychiatric Medicine.

In addition to being the Chair's Assistant, Carolyn Wells is the Professional MSHA On-Line Program Coordinator. The Department appreciates Ms. Wells' knowledge of VCU, as she was formally the Executive Secretary in VCU's Department of Neurology for 13 years.

Dr. Henry G. Dove Appointed as Visiting Associate Professor

The Department is pleased to announce that Dr. Henry G. Dove has been appointed to the position of Visiting Associate Professor effective October 2001 through the spring term 2002. Dr. Dove will be teaching courses in operations research and management in both the MHA and the On-Line MSHA programs. A graduate of the University of Texas (BBA) and the University of California-Berkeley (MBA), Dr. Dove received his Ph.D. from Yale University in management science and has served on the faculties of Yale University and the University of Connecticut. He was also the Director of the health services research unit at the West Haven (Connecticut) Veterans Administration Medical Center. Dr. Dove's current position is as Principal of the independent consulting firm, Casemix Consulting. The students and faculty of the Department are indeed fortunate to have such a skilled professional joining us this academic year.

HAD Faculty Updates

Dolores Clement, Associate Dean, School of Allied Health Professions was awarded the ASAHP Allied Health Outstanding Educator Award for 2001....**Thomas T.H. Wan's** new book entitled, "Evidence -Based Health Care Management: Multivariate Modeling Approaches" has been published by the Kluwer Academic Publishers. This book can be ordered from kluwer@wkap.com directly.

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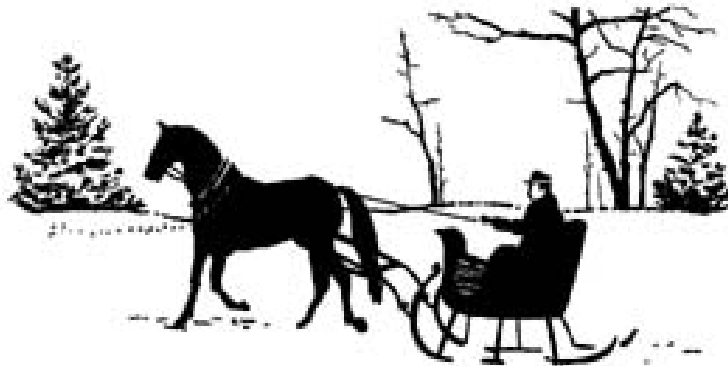
HAD Goes to MGMA

Last year, the Department of Health Administration became an inaugural member of the MGMA/ACMPE Student Network. This fall, we took our booth to the MGMA/ACMPE national meeting in San Antonio, TX. Students Brent Rawlings (MHA'03), Robin Scott (MHA'03), Sepi Gharanfoli (MHA'03), and Henri Tosoc (MSHA'02) attended as well, and volunteered their time to staff the booth. Lucien Roberts (MHA'87), the VCU MGMA/ACMPE Student Network University Forum Representative, and Austin Kirkland (MHA'95) also generously volunteered their time to staff the booth. Lucien briefed the MGMA/ACMPE boards about the activities of the VCU Student Network. We thank Lucien for his energy and creativity in working with the Network!

It was nice to catch up with these additional alumni/ae at the meeting: Sara Larch (MSHA'92), who is the incoming MGMA 2002 Board Chair, Susan MacLaughlin (MHA'83), Mike Zucker (MHA'91), Beth Merchant (MHA'98), Jim Perkins (MHA'79), Steve Hays (MSHA'00), Brian Dunn (MHA'91), Laura Joyner (MSHA'98), Paul Miller (MHA'92), Bill Harvey (MHA'79) and Bob Garris (MSHA'90).



From l to r: Robin Scott (MHA'03), Dr. Jan Clement, Sepi Gharanfoli (MHA'03) at MGMA.



*The faculty and staff
of the Department
of Health Administration wish
you a happy and safe
holiday season.*
