



# CARDWELL

Newsletter of the Health Administration Alumni/ae Association

# Comments

February 2012

## Greetings from the Chair

Cindy Watts Ph.D.

The start of a new year is always a good time to reflect on the accomplishments of the prior year as well as plans for the new one. This issue of Cardwell Comments reports on many of the fall accomplishments of the HAD community. I think you will agree it is an impressive list! We are particularly proud of the honors and promotions received by our alumni this quarter (page 3).



VCU inaugurated its fifth president, Dr. Michael Rao, on October 14. Dr. Rao's [vision](#) for the University provides an excellent framework for our own vision, emphasizing excellence of a diverse faculty and student body, interdisciplinary education delivered with cutting edge technology, nationally recognized contributions to research and innovation, and continuous and significant connection to our community and the field of practice. President Rao has both expressed and demonstrated his support for HAD and its activities, including his participation in our accreditation site visit and our spring alumni event earlier in the year.

We hope that you also look back on 2011 with pride in your accomplishments. We encourage you to celebrate them by nominating your organization for one of the second annual [Virginia Innovator Awards](#). Several HAD

faculty and alumni serve on the various planning and selection committees of this fledgling program, and we hope to read about many of you in this year's nominations.

Finally, I wish you all a very prosperous and fulfilling new year. I hope to see you in the Grant House, at our [Cardwell Reception March 20](#) at the ACHE Congress in Chicago, at one of our other 2012 HAD events, or wherever else our paths might cross!



Richard Bracken (MHA 1977) was the recipient of Virginia Commonwealth University's 2011 Honorary Doctor of Humane Letters on December 10, 2011. The Honorary Doctor of Humane Letters is Virginia Commonwealth University's highest form of recognition. Awarded by the President at Commencement, it recognizes the Commencement speaker as well as others who have made outstanding contributions to society through scholarship, public service, humanitarianism, science and art. You can read more about Richard [here](#).

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## Events

The Grant House community was pleased to welcome Marilyn Tavenner (MHA 1989), the newly appointed Acting Administrator and Chief Operating Officer for the Centers for Medicare and Medicaid Services, in December. Ms. Tavenner, who spent many years in executive positions at HCA before serving as Virginia's Secretary of Health and Human Resources in the Kaine Administration, joined CMS as Principal Deputy Administrator and Chief Operating Officer in 2010.



Michael C. Zucker (MHA 1991), FACHE, Senior Vice President and Chief Development Officer, Baptist Health System was the speaker for the October 20th Paul A. Gross Distinguished Leadership Lecture Series. The Alumna of the Year award was presented to Tracy Kemp Stallings (MSHA 1995) Chief Operating Officer, HCA Johnston-Willis Hospital. Congratulations Tracy!

## Faculty Spotlight



Dr. Jan Clement's current research focuses on value in health care. Her recent work on nursing homes with Dr. Gloria Bazzoli and alumna Dr. Mei Zhao (PhD 2004), Associate Professor at the University of North Florida, appears in the February 2012 issue of Health Services Research. Their study examined links between price and quality in the self-pay market for nursing home services. They found that Wisconsin nursing homes in the lowest quality group raised their prices for self-pay residents and improved on some quality measures after the public release of quality measures in 2002, but mid and high quality nursing homes did neither. Dr. Clement and Dr. Cindy Watts are also assisting the Virginia Hospital and Healthcare Association Value Task Force to identify methods to integrate measures of cost into a hospital value measure.



## Alumni News and Activities

**M**ark L. Diana (PhD 2006) and Abby Swanson Kazley (PhD 2006) published an article titled “An Assessment of Health Care Information and Management Systems Society and Leapfrog Data Computerized Provider Order Entry” in hospitalconnect.com. Dr. Diana is an assistant professor at Tulane University in New Orleans, LA. Dr. Kazley is an assistant professor at the Medical University of South Carolina in Charleston, SC.

**Peter Olden (PhD 1994)** published a text book titled Management of Healthcare Organizations: An Introduction. Dr. Olden is a professor at the University of Scranton in Scranton, PA.

**Dr. Colin Banas (MSHA 2008)** was named one of the Top 25 Clinical Informaticists of 2011 by Modern-Healthcare.com. Dr. Banas is Chief Medical Information Officer at the VCU Health System.

**Sister Patricia (Pat) A. Eck (MHA 1981), C.B.S.**, Congregation Leader for the Sisters of Bon Secours of Paris since 2009 and chairperson of Bon Secours Ministries, the sponsor for Bon Secours Health System, received the Papal award, Cross Pro Ecclesia et Pontifice medal on November 20, 2011. This award is the highest honor given to a member of a religious community by the Vatican, and is bestowed upon lay people and clergy who provide distinguished service to the Roman Catholic Church. Sr. Pat has worked in the healthcare arena for more than 40 years in many roles, and has been recognized nationally for her leadership. Congratulations, Sr. Pat!

In November, 2011, Catholic Healthcare West (now Dignity Health) announced the appointment of **Michael Taylor (BS 1978)** to the position of Senior Vice President of Operations for the Greater Sacramento-San Joaquin, California area. Michael has more than 30 years of healthcare leadership experience, most recently from the Baylor Health Care System in Dallas, Texas.

**Jay J. Shen (PhD 1998)** was promoted to full professor and appointed as the MHA Program Coordinator of the Department of Health Care Administration and Policy in the School of Community Health Sciences at the University of Nevada Las Vegas. Dr. Shen has been a visiting professor at Fudan University in Shanghai, China since 2009.

**Susan Peters Mitchell (MHA 2007)** was promoted to Assistant Vice President and Ethics and Compliance Officer for HCA’s Physician Services area in Brentwood, TN.

**Sheryl Garland (MHA 1988)** was appointed as Chairman of the Board of the Richmond Memorial Health Foundation.

HAD faculty, staff, alumni and friends mourn the loss of **Edward H. Clarkson (MHA 1961)**. Mr. Clarkson passed away on October 30, 2011 in Kenner, LA. He served as a minister in Virginia and later served as an assistant hospital administrator in New Orleans. He was a hospital chaplain and enjoyed writing and publishing poetry.

## Student News and Activities

**C**ongratulations to the 2011 Virginia HIMSS Student Poster Competition winners: 2nd Place **John Neidenbach**, MHA Class of 2013 and 3rd Place **Kathryn Troxler**, MHA Class of 2013!

**Naleef Fareed**, Doctoral Student with the Department of Health Administration, along with **Dr. Yasar Ozcan** and **Dr. Jonathan DeShazo**, published a paper in Health Care Management Review titled, "Hospital EMR Enterprise Application Strategies: Do They Matter?"

**Quinnetta Claytor**, **Beatrice Dieriseau**, and **Adria Vanhoozier**, all MHA Class of 2013, presented a case at the NAHSE Case Competition in Las Vegas, NV October 4-8, 2011.

## Guest Speakers

**R**ecent guest speakers in Grant House classrooms:

\***Paul Speidell**, Vice President, VHHA

\***Dr. Bill Hazel**, Secretary of Health and Human Resources, Commonwealth of Virginia

\***Keith Hare**, Deputy Secretary of Virginia Health and Human Resources

\***Patrick Finnerty**, PWF Consulting, former Director of Virginia Medicaid

\***Don Gehring JD**, Director of Government Relations, Anthem BC/BS

\***Sheldon Retchin MD, MSPH**, VCU Vice President for Health Sciences/CEO, VCUHS

\***Michelle Chesser PhD**, Senior Policy Analyst, Virginia Joint Commission on Health Care

\***Brain Gooch (MHA 1982)**, Principal, Gooch and Associates



## Faculty News and Activities

**D**r. **Dolores Clement** was recently appointed to the CAHME Accreditation board. In that role, she will be conducting accreditation site visits to various MHA programs around the country.

**Dr. Yasar Ozcan** published a paper titled “A Simulation-Based Modeling Framework to Deal with Clinical Pathways” in the Proceedings of the 2011 Winter Simulation Conference.

**Dr. Kenneth White** and **Dr. Yasar Ozcan** collaborated on a chapter in Advanced Decision Making Methods Applied to Health Care.

**Dr. Kenneth White** taught in the Executive Master’s in Pharmaceutical and Healthcare Administration program at LUISS Business School. He recently had four new papers published in: Journal of Hospice and Palliative Nursing, Advances in Health Care Management, Oncology Nursing Forum and the Journal of Health Administration Education.

**Dr. Cindy Watts** presented a session on shared decision making at the 18th Annual ECRI National Conference on Patient Centeredness in Policy and Practice in Washington, D.C. In December, she spoke at the Nurse Leadership Institute and to the Performance Food Group in Richmond.

**Dr. Michael McCue** and his Wake Forest University colleague Mark A. Hall, J.D., received a 12-month grant from The Commonwealth Fund to study the use of medical loss ratio data to determine insurers’ administrative costs and investments in quality improvement.

**Dr. Cindy Watts, Ms. Ann Johnston (MHA 1990) and Ms. Beth Williamson Ayers** represented the Department at the Virginia Hospital and Healthcare Association meeting in Hot Springs, VA in November.