



# CARDWELL

Newsletter of the Health Administration Alumni/ae Association

# Comments

July 2004



Ranked 5th  
in the Nation.

## Gerald "Jerry" R. Brink (MHA '66) Named HAD's 2004 Outstanding Alumnus

The Department of Health Administration presented its 2004 Outstanding Alumnus Award to Gerald "Jerry" R. Brink (MHA '66), retired Executive Vice President of Riverside Health System. Mr. Brink received his award at a special segment of the Paul A. Gross Landmarks in Leadership (LIL) Lecture Series held at the Jefferson Hotel in Richmond, Virginia on April 22, 2004. This LIL Lecture Series was attended by over 100 alumni/ae, students, faculty, and other friends of the Department.

The Department's Outstanding Alumnus/Alumna Award recognizes an alumnus or alumna who shows uncommon excellence in his or her health care career, in community service, and in service to the Department. This award is presented annually in the Spring. The recipient is selected by the Department's Alumni/ae Executive Committee (AEC) based on professional accomplishment, community involvement, and past, present and potential Department support. Mr. Brink was nominated by Sharan Zirges (MSHA '03).

Uncommon in today's transient job market society, Jerry spent almost 40 years with one institution, helping to foster and implement positive changes at Riverside Hospital, helping ultimately to make it the great Regional Medical Center and Health System it is today. Completing his administrative residency at Riverside Hospital in Newport News, Virginia, in 1966, Jerry served as the Hospital's Assistant Administrator from 1966-72, Associate Administrator from 1972-76 and then Administrator from 1976-78. In 1978, Jerry became the Executive Vice President/Administrator, and Secretary of the Board of Directors of



Gerald "Jerry" R. Brink

*"His leadership and commitment to the health system he was instrumental in developing is a wonderful example for all in health care today."*

Riverside Hospital, Inc. In 1981, he became President and Chief Executive Officer of Riverside Regional Medical Center, a position he held until 1999. From 1999 until December 2003, Jerry served as Executive Director of the Riverside Health Care Foundation. Jerry retired in December 2003. Unable to stay away from health care, Jerry is now starting up a community health foundation, serving as the Executive Director of the Peninsula Community Foundation of Virginia.

Mr. Brink's involvement with the Department has been extensive and ongoing. As preceptor to 14 MHA students from VCU/MCV since 1990, Jerry has always been eager to assist and mentor young men and women, helping to prepare them for leadership roles. He has been a participant in the 3rd year MHA students' presentation of their management studies. He has been a guest lecturer

in various courses in the program. From 1977-1982, Jerry served as an Executive Committee Member of the Department's Alumni Association, including Treasurer in 1979, Secretary in 1980, and President in 1982.

"Mr. Brink has shown a level of commitment and devotion to his graduate *alma mater* that is an example for all alums," said Stephen S. Mick, Ph.D., Arthur Graham Glasgow Professor and Chair of Health Administration. "His leadership and commitment to the health system he was instrumental in developing is a wonderful example for all in health care today."

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Virginia Commonwealth University

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

## Alumni/ae News

### MHA Class of 1974 Reunion Weekend

**T**hey came from Virginia, Maryland, North Carolina, South Carolina, Tennessee, Kentucky, Georgia, New Hampshire, New Jersey, Ohio, and even Washington state. They came by car and by plane, solo or with spouses. And why? For a 30 year class reunion to swap war stories, re-acquaint, share time together, and reminisce about their time at "MCV."

April 30, 2004 – May 2, 2004, based out of the Jefferson Hotel, fifteen members of the MHA Class of 1974 returned to Richmond, Virginia to share good times and enjoy each others company (see picture below). Organized by the diligent efforts of **Warren Brennan** and **Lew Yeouze**, class members enjoyed a fun filled weekend of good eating, good fun, and of course a tour of the Grant House. Joined at events by Ben Cullen, Roice Luke, Jerry Norville, Bob Hurley and Amy Edwards, the classmates not only reminisced on the past, but glimpsed where their *alma mater* and its students are today, and where they're going in the future!

The classmates had a wonderful reunion weekend! If you would like assistance, great or small, in planning a reunion event, please contact Amy Edwards at [anedwards@vcu.edu](mailto:anedwards@vcu.edu).

### Outstanding Alumnus

(continued from first page)

Through its Landmark in Leadership series, the Department brings top health care executives to campus to share their perspective and knowledge about key issues in the health care field with alumni/ae, faculty and students. This year, the Department proudly presented Larry S. Sanders, FACHE, Chief Executive Officer Columbus Regional Healthcare System and Immediate Past Chairman, American College of Healthcare Executives. Previous guest lecturers include David L. Bernd (MHA '73), 2003 guest lecturer, Chief Executive Officer of Sentara Healthcare, and then the 2002-2003 Chair-Elect Designate of the American Hospital Association (AHA) and Richard M. Bracken (MHA '77), 2002 guest lecturer, President and Chief Operating Officer for Nashville-based HCA.

In addition to sponsorship through the Paul A. Gross Landmarks in Leadership fund, the event was sponsored in part by the generous contributions of Hancock, Daniel, Johnson & Nagle, a law firm specializing in providing assistance and guidance to health care providers in virtually all legal matters affecting the health care industry, and Cardinal Health, a leading provider of services supporting the health care industry. The Department sincerely thanks these sponsors for their assistance with this special event.



From left to right: Dr. Roice Luke, Lew Yeouze, Carter Melton, Steward Smith, Larry Unroe, Al Felgar, Knut Ringen, Joe Dawson, Bill Adams, Felix Meyer, Tom Dandridge, Warren Brennan, Dr. Ben Cullen, Peyton Kuhlthau, Martin Bree, Don Hall, and Bob Fraraccio.

## Alumni/ae News (continued)

### Cardwell Society July 1, 2003-June 30, 2004

<b>Member (\$100-\$249)</b>			<b>Fellow (\$250-499)</b>		
<b>Degree</b>	<b>Year</b>	<b>Donor</b>	<b>Degree</b>	<b>Year</b>	<b>Donor</b>
MHA	88	Aaron, Hugh	MHA	71	Bowling, John
MHA	01	Accashian, Chris	MHA	85	Boyne, Catherine
MHA	74	Brennan, Warren	MHA	66	Brink, Jerry
MSHA, BS	02/91	Brown, Carlos (BS, too)	MHA	87	Cameron, Karen
MHA	51	Bushnell, Nate	MSHA	01	Darby, Sharon
MHA	97&98	Carpenter, Bill & Carolyn	MSHA&		
MHA	81	Check, Rosemary	PHD	96&00	Draper, Debra
MSHA	01	Chelmow, Linda	MSHA	91	Duff, Sherri Highfill
MHA	74	Dandridge, Thomas	MHA	84	Edwards, Terrie
MHA	75	Dawson, George	MHA	77	Evans, Robert
MHA	01	Dobson, Michael	MHA	74	Felgar, Alvin
MHA	77	Durrer, Christopher	MSHA	95	Fergusson, Kevin
MHA	97	Eaton, Amy	MHA	76	Giermak, William
MHA	92	Fuqua, David	MHA	81	Hudson, Richard E.
MSHA	90	Garris, Robert	MHA	58	Lamb, Skip
MHA	68	Gilstrap, Rick	MHA	62	Lambert, Peter
MHA	99	Henry, James M.	MSHA	92	Larch, Sara
MSHA	98	Holland, Nancy	MHA	65	Lillard, Samuel
MHA/JD	02	Houser, Jason	MHA	63	McCauley, Ed
MHA	83	Hudson, Mark	MHA	67	Moss, Bill
PHD	03	Jewell, Dianne	MSHA	97	Perlin, Jon
MSHA	02	Kaplowitz, Lisa	MHA	79	Perkins, Jim
MHA	78	King, Michael	MHA	77	Smalley, John
MHA	95	Kirkland, Austin	MHA	90	Townsend, Ted
MHA	84	Kosmer, Richard			
MHA	74	Kuhlthau, Robert	<b>Chair's Circle (\$500-\$999)</b>		
MSHA	98	Kunze, Frank	<b>Degree</b>	<b>Year</b>	<b>Donor</b>
MHA	98	Lim, Kate	MSHA	97	Chinnis, Ann
MHA	92	Lovern, Ed	MHA	66	Dalton, Jim
MHA	00	Marsh, Jr., Kim	MHA	85	Downey, Bill
MHA	00	McIntyre, S. Scott	MHA	78	Martin, Caroline
MHA	91	Meyers, Jim	MHA	98	Peterman, Julie
MHA	92	Miller, Paul	MHA	64	Smith, Ed
MHA	75	Montgomery, Steve	PHD	95	Thompson, Jon
MHA	00	Owen Plietz, Carrie			
MHA	56	Peery, Joseph	<b>1838 Club (\$1000-\$2499)</b>		
MHA	01	Reigle, Benjamin	<b>Degree</b>	<b>Year</b>	<b>Donor</b>
MHA	78	Rice, Tom	MHA	73	Anonymous
MHA	87&88	Roberts, Lucien & Amy	MSHA	91	Bernd, Dave
MHA	84	Robertson, Pat	MHA	96	Brinker, Robert
MHA	02	Sherrod, Trish & Mike	MHA	73	Daniel, Brad
MHA	99	Stewart, Jane Carmen	MHA	81	Dorsey, Jeff
MHA	69	Thomas, Telford	MHA	81	Kern, Howard
MHA	89	Vincent, Ben	HON		Lindsey, Steve
PHD	96	White, Ken	PHD	88	Lynch, Janet
			MHA	81	Wingate-Jones, Phyllis
			MHA	03	MHA Class of '03
			MSHA	04	MSHA Class of '04

## Alumni/ae News (continued)

### Cardwell Society (continued)

#### President's Club (\$2500 and up)

Degree	Year	Donor
MHA	77	Stack, Tim

#### Other Donors

Degree	Year	Donor
MSHA	02	Amidon, Barbara
MSHA	98	Anderson, Judy
MHA	69	Anderson, Thomas
MHA	73	Clark, Bill
MSHA	02	Dale, Teresa
MSHA	02	Durham, David
MHA	02	Fitch, Eric
MSHA	01	Fraker, Robert
MHA	80 & 80	Gravelly, Steve & Gretchen
MHA	99	Holt, Dusty
MHA	95	Jackson, Brett
MHA	98	Lange, Tiffany
MHA	53	Leggett, Thomas
MHA	88	Leonard, Mark
MHA	83	MacLaughlin, Susan
MSHA	01	McKeith, James
MHA/		
JD	95	Monticelli Clary, Joanne
MHA	01	Payne, Stephen
MHA	02	Salley, Verlon
MHA	96	Swineford, April
MHA	90	Szalwinski, Mark J
MHA/		
JD	02	Towey, Emily
BS	81	Williams, Raymond D.
MHA	02	Wood, Lauren
MHA	78	Wright, Roy
MSHA	99	Zumbuhl, Jennine

### Friends Contributing Other Gifts to the Department

The Department sincerely appreciates all contributions. Contributions are vital to supporting our students and improving our top 5 ranking.

#### Individuals

Ms. Jill Ackerman  
 Mr. & Mrs. Jeffrey Altbush  
 Mr. & Mrs. David Anderson  
 Mr. Thomas Anderson, Jr.  
 Mr. Eric Becker  
 Dr. Dolores Clement  
 Mrs. Marcy Daniel  
 Dr. S.C. Dickerson  
 Mr. & Mrs. William Flannagan  
 Ms. Nancy Fleischman  
 Mr. Mark Hedberg  
 Dr. Robert Irvin, Jr.  
 Dr. Harry Johnson, Jr.  
 Mr. & Mrs. Steve Lindsey  
 Dr. Stephen Mick  
 Mrs. William Moss  
 Mr. Robert Pope  
 Dr. W. Graham Stephens  
 Mrs. Theodore Townsend, Jr.

#### Others

Friends and Family of  
 Sherry Kohlenberg

MHA Class of 2005

Continued on page 5

### Match Gifts

Don't forget that many companies match the gifts and donations that its employees make to charities and other not-for-profits, such as Virginia Commonwealth University, Department of Health Administration. Does your company match gifts and donations? If yes, then your contribution is twice as important to the Department. Whether you are making a contribution to a specific scholarship fund, or just a general gift and donation to the Department, notify your company of your contribution for the match, asking them to specifically mark in the memo section of the check the specific fund designate.

## Alumni/ae News (continued)

### *Friends Contributing Other Gifts to the Department (continued)*

#### Organizations

*Bon Secours Richmond  
Health System*

*Cardinal Health*

*Hancock, Daniel, Johnson &  
Nagle, P.C.*

*Hunton & Williams*

*HCA Inc.*

*Kaohsiung Medical University*

*Med Atlantic Inc.-Virginia  
Urology Center*

*MMC*

*Pfizer Inc.*

*Virginia Cardiovascular  
Specialist*

*Wachovia*

### **MHA and MSHA Classes of 2004 Class Gifts to HAD**

**T**he 2004 MHA graduates gave the Department a beautiful vertical banner with the name of the Department and the seal. This special gift will be used for official departmental events.

The 2004 MSHA graduates generously donated more than \$1,300 to be applied to the Bullard Endowment for scholarships for MSHA associates. We are most appreciative of this gift to the fund, established in 1998, which provides scholarships to those enrolled in the MSHA Program. The donation is a significant contribution as we seek to build this fund.

Thanks to both groups of new alums for their generosity.

### **North Carolina Regional Gathering**

**L**ast year, the Department applied for, and was awarded, a generous grant from the MCV Alumni Association of VCU to host an Alumni/ae Regional Gathering in North Carolina.

The event was held on February 20, 2004, at the conclusion of the North Carolina Hospital Association (NCHA) Winter Meeting, and was well attended! All alumni/ae in North Carolina with known mailing addresses were invited, and alumni/ae did not need to attend the NCHA Winter Meeting to attend the Department luncheon.

Alumni/ae met with Department representatives, Dr. Stephen Mick and Amy Edwards, mingled with fellow alumni/ae, and enjoyed a luncheon at the Embassy Suites in Cary, North Carolina. In attendance were:

Elizabeth Alsbrooks (MHA '02)  
Harriet Buss (MSHA '02)  
Eileen Ciesco (MHA '85)  
William Clark (MHA '73)  
Christopher Durrer (MHA '77)  
Randy Edwards (MHA '75)  
Bob Enders (MHA '83)  
Joanna Herath (MHA '99)  
Mark Hudson (MHA '83)  
Julie Jolly (MHA '81)  
Jeff Kiser (MHA '94)  
Susan Lassiter (MSHA '90)  
David Masterson (MHA '88)  
Edward McCauley (MHA '63)  
Matt Mendez (MHA '99)  
Dennis Phillips (MHA '76)  
Susan Roggenkamp (MHA '86; PHD '00)  
Ross Sallade (MHA '97)  
Paul Sherwood (MHA '81)  
Steven Smith (MHA '94)  
Shirley Thompson (MSH '98)  
Michael Vicario (MHA '86)  
Ben Vincent (MHA '89)  
Glenn Waters (MHA '85)  
Phyllis Wingate-Jones (MHA '81)

## Alumni/ae News (continued)

### Sherry Kohlenberg Scholarship Fund Successfully Endowed

It is with great pleasure the Department of Health Administration reports that the Sherry Kohlenberg Scholarship Fund has been successfully endowed, reaching and exceeding the \$10,000 mark!

In June of 2002 this scholarship received a \$5,000 donation from the family of the late Sherry Kohlenberg to revitalize a scholarship previously established in 1993 in Sherry's honor. Sherry Kohlenberg was a 1986 alumna of the MHA program, and one of the first graduates of the Program to concentrate her health care career in the field of risk management and patient safety. On July 14, 1993, Sherry, age 37, died of breast cancer. Her husband, Larry Goldman, her son, Sam (now 15 years old), and an extensive family survive her.

Many thanks to Sherry's family and friends, her co-workers, her colleagues, her professors, and fellow alumni/ae who gave generously so that Sherry's fund could be endowed. The scholarship, which will exist in perpetuity, will serve as a honor to Sherry Kohlenberg, a woman with a strong sense of values, dedication to her health care profession, and cherishment of life and growth. Sherry's fund will keep her memory alive at her *alma mater*, and also will provide important financial assistance to our health administration students for years to come.

### HAD's Most Successful Annual Campaign

As this issue of *Cardwell Comments* goes to press, the Annual Campaign, which ended June 30, has been the most successful in recent memory. One hundred fifty three alums and friends of the Department have collectively contributed slightly over \$34,000. This exceeds the previous year's gifts by a factor of almost six, and demonstrates that departmental alums will respond to a clearly articulated annual campaign that makes the case for giving to the Department.

Of the funds contributed, about one-half will be deposited into various endowed accounts, including scholarships and professorships, and the other half will go to urgent operating needs.

### The Generosity of a Few Helps Many

Each year for the last several years, both **E. L. Derring**, (MHA '58) and **J. Stephen Lindsey**, Affiliate Professor and honorary departmental alumnus, and his wife, Miriam, have generously given separate scholarships to MHA students. Mr. Derring's gifts have gone to a person possessing leadership promise, and the Lindsey's gifts have gone to a recipient who has special interests in the improvement of patient care.

These scholarships have been extremely helpful for the recipients' ability to pay for an increasingly expensive education in the Department, and have acted as incentives for excellence among those receiving the awards. The Department salutes these two devoted, generous, and farsighted individuals.



J. Stephen Lindsey



E. L. Derring

## **Alumni/ae News** (continued)

### *Alumni/ae Spotlights*

**Teresa "Terrie" Edwards** (MHA '84), in December 2003, accepted the position of Executive Vice President/Administrator of Bon Secours St. Francis Medical Center, a new 130-bed acute care hospital and medical office building campus currently under construction in Chesterfield County, Virginia, scheduled to open in the third quarter of 2005. Prior to accepting this position, Ms. Edwards was the Executive Administrator of Cardiac and Thoracic Surgical Associates (1999-2003), Chief Operating Officer of Williamsburg Community Hospital (1995-1999), and Vice President of Facilities of Williamsburg Community Hospital (1990-1995). Ms. Edwards is a leader at Bon Secours Richmond Health System, a member of Bon Secours Health System, Inc., a national Catholic health care system that serves 15 communities in nine states throughout the eastern United States.

**Pat Farrell** (MHA '91) has spent thirteen years with Henrico Doctors' Hospital and now holds the position of Chief Executive Officer. Prior to his CEO position, Mr. Farrell also served as the facility's Chief Operating Officer. As CEO, he is currently responsible for an integration merger of Henrico Doctors' Hospital – Parham Campus (formerly HealthSouth Medical Center) and Henrico Doctors' Hospital – Forest Campus.

**Tracy Kemp Stallings** (MSHA '95) started her health care career as a nurse at Chippenham Hospital, working in various clinical settings. While attending the MSHA program, Ms. Stallings held leadership positions that oversaw different clinical areas at Chippenham. After graduation, she provided leadership for all the HCA hospitals in Richmond. In 2002, she was promoted to Associate Administrator at CJW Medical Center Johnston Willis. Recently in 2004, she was promoted once again to Chief Operating Officer at CJW Medical Center Johnston Willis.

**Elizabeth "Beth" Merwin** (PHD '88) serves as Associate Professor and Associate Dean for Research, School of Nursing, University of Virginia (UVA). Ms. Merwin started her career as a nurse specializing in psychiatric nursing, and she also served as the Director of Nursing at Tidewater Psychiatric Institute. She joined UVA in 1988 and she currently holds dual appointments in UVA's School of Nursing and in the Department of Health Evaluation Sciences in the School of Medicine. She is the Principal Investigator of a proposal to establish a NIH funded research center on rural health at UVA, and is the primary investigator for a NIH grant to study the impact of shortages in mental health professional, RNs, advance practice nurses and primary care professionals on health outcomes. She is also the program coordinator of the Health Resource and Services Administration (HRSA) funded health Systems Management online graduate program, which gives practicing nurse managers in rural or distant area access to graduate nursing education.

**Marilyn Tavenner** (MHA '89), in January 2004, accepted the challenge of a newly created position as President of HCA's outpatient-services group, one of four group presidents at HCA, Inc., the nation's biggest hospital company. In this position, she will be responsible for developing, implementing and managing HCA's national outpatient services strategies. This promotion continues her career advancement, following her tenure as HCA's Central Atlantic Division President (2001-2003) overseeing 20 hospitals and 4 ASCs, as HCA's Richmond President (1997-2000), as Chief Executive Officer of Johnston-Willis (1993-1996), and as Nursing Director for Johnston-Willis (1986-1989). Ms. Tavenner started her health care career as a nurse. Today, Ms. Tavenner reports to **Richard Bracken** (MHA '77), HCA's President and Chief Operating Officer.

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**Alumni/ae News** (continued)

**Veronica Sikka (MHA/MD '03) Receives  
AMA Foundation Leadership Award**



Pictured (from left to right): **1)** Duane Cady, MD, President, AMA Foundation Board of Directors, **2)** Veronica Sikka, **3)** Donald Palmisano, MD, JD, President, AMA, and **4)** Mike Magee, MD, senior medical advisor for Pfizer and director of Pfizer's Medical Humanities Initiative.

*Description of Award (as stated in the AMA award booklet):* The AMA Foundation Leadership Award annually recognizes medical students, residents, or fellows and young physicians. The award encourages involvement in organized medicine and continued leadership development. The recipients are honored for their individual contributions to organized medicine- to the AMA; or at the country, state, or national medical specialty levels.

Each recipient has demonstrated outstanding leadership skills in one or more of the following areas: advocacy, community service, or education.

Award recipients attend the 2004 AMA National Advocacy Conference, as well as have an opportunity to attend special training sessions designed to further strengthen their leadership skills and further advance health care in

Veronica, a current medical student at Virginia Commonwealth University, enrolled through the MHA/MD dual degree track, has been accepted into the department's Ph.D, program for fall 2005.

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## Alumni/ae News (continued)

### Alumni/ae Updates

#### 2000s

**Elizabeth Alsbrooks** (MHA '02) is a law student and currently lives in Durham, NC...**William Campbell, III** (MHA '98) became manager of KPMG, LLP, Baltimore, MD...**Jason Cecil** (MH/JD'01) serves as a public health analyst for the Centers for Disease Control and Prevention, Global Measles B, Atlanta, GA...**Peggy Clifton** (MSHA '03) recently became manager of the perianesthesia unit at Memorial Regional Medical Center Mechanicsville, VA...**David Edwards** (MSHA '00) is property manager for the Trammell Crow Company, Newport News, VA.....**Mary Ellison** (MSHA '01) is assistant executive director for federal affairs for the United Network for Organ Sharing (UNOS), Richmond, VA...**Daniel Goodwin** (MHA '02) accepted a new position as the CV administrator with Arnett Health System, Lafayette, IN...**Michael Grasso** (PHD '00) is an assistant professor at the University of Kansas Medical Center, Health Policy & Management...**Jeffrey Hetmanski** (MSHA '03) joined the Quality and Performance Improvement Department at Charlottesville's UVA Medical Center as a Six Sigma Black Belt...**J. Holdren** (MHA '01) and his wife announce the birth of their daughter, Madeline Reid, born January 9, 2004 and J.'s new job as administrator for Hospice Community Care, LLC in Richmond, Virginia...**Jason Houser** (MHA '02) is an attorney with Venable, LLP, Baltimore, MD.....**Catherine Marlow** (MHA '02) and her husband, Mac, welcomed daughter Olivia Grace on May 4, 2004. Brothers, Nathaniel and Mac, are excited about the new arrival...**James Matney** (MHA '03) is chief operating officer for Phoenix Baptist Hospital, Phoenix, AZ...**James McKeith** (MSHA '01) recently became medical director of emergency medicine for Santa Rosa Memorial Hospital... **Allen Miller** (MSHA '03) is practice administrator for Commonwealth Oral & Facial Surgery, Richmond, VA...**Lawrence Patrick** (MHA '00) is general manager for Johns Hopkins in Singapore...**Susan Roman** (MHA '01) is Chief Executive Officer for Morgan County ARH Hospital, West Liberty, Kentucky...**Rick Sandvos** (MSHA '01) serves as administrative director of anesthesiology for St. Jude Children's Research Hospital, Memphis, TN...**Patricia Selig** (DPhD '03) serves as a diabetes case manager for Virginia Commonwealth University...**Michael Sherrod** (MHA '02) serves as administrator for LifePoint Hospitals, Sewanee, TN...**Patricia Sherrod** (MHA '02) is director of business development for River Park Hospital, McMinnville, TN...

(continued)

#### 2000s continued)

**Jamel Sparkes** (MSHA '03) serves as health insurance specialist for the Centers for Medicare and Medicaid Services in Baltimore, Maryland...**Autumn Stokley** (MHA '02) is attending nursing school and currently living in Charlotte, NC...**Eric Walker** (MSHA '03) serves as program manager for Anthem, Richmond, Virginia...**Susan Wenzel** (MSHA '03) is nurse manager, Telemetry, Riverside Regional Medical Center, Newport News, VA...**Steven Yang** (PhD '00) is CEO for Tandem Biopharma Services Company, Taipei, Taiwan.

#### 1990s

**Carolyn Anderson** (MHA '93) serves as a project review analyst for the Virginia Department of Health, Richmond, VA...**Catherine Boyne** (MHA '85) is President of Hospice of Baltimore, Baltimore, MD...**Jeff Butler** (MHA '99) is chief executive officer for BroadReach Health Care, LLC, Washington, DC...**Glendon Heatwole** (MSHA '93) is vice president of operations for Asbury Place at Wytheville, Wytheville, VA...**Joanna Herath** (MHA '99) is gastroenterology and hepatology service line administrator for the University of North Carolina's School of Medicine, Chapel Hill, NC...**Lee Higginbotham** (MHA '96) is director of cardiovascular program development for the Levinson Heart Hospital with CJW Medical Center, Richmond, VA...**Ronald Johnson** (MHA '94) serves as administrator for Frank M. Tejada VA Outpatient Clinic San Antonio, TX...**James Leleszi** (MHA '99) serves as head of sales administration for Aetna, Hartford, CT...**Matthew Nilsen** (MHA '99) recently became project manager for IHC Primary Children's Medical Center, Salt Lake City, UT...**Jonathan Perlin** (MSHA '97) is acting under Secretary for Health, Department of Veteran Affairs, Beternam Health Administration, Washington, DC...**Lynn Pitman** (MHA '93) is director of Medical Center Strategic Planning for Wake Forest University Baptist Medical Center, Winston-Salem, NC...**Russell Porter** (PhD '94) has taken a new position as Associate Dean in the College of Allied Health Sciences at Ferris State University, Big Rapids, Michigan...**Matt Rheins** (MSHA '92) serves as director of Cardiac Noninvasive Services for Sentara Healthcare, Norfolk, VA...

## Alumni/ae News (continued)

### Alumni/ae Updates (continued)

#### 1990s

**Susan Shackelford** (MSHA'93) is administrator for the Virginia Ear, Nose & Throat Associates, PC, Richmond, VA...**Terri Sim** (MHA'90) serves as pharmacy manager for Eagle Internal Medicine and Infectious Diseases, Williamsburg, VA...**Curtis Skolnick** (MHA'92) serves as a senior consultant with the KLMK Group, LLC, Richmond, VA...**Louis Smith** (MHA'91) is the executive director for Memorial Hermann Healthcare System, Sugar Land, TX...**Tracy Stallings** (MSHA'95) is the new COO for CJW, Richmond, VA...**Adele Sullivan** (MHA'90) is with the Center for Strategic Solutions, Palm Beach Gardens, FL...**Susan Miller Swartz** (MHA '97) and family welcomed their second son, Evan Patrick, February, 2004...**Shirley Thompson** (MSHA'98) is chief nursing officer for Central Carolina Hospital-Tenet, Sanford, NC...**Beverly Voos** (MSHA'93) is teacher/adjunct professor at Spry Middle School, Webster, NY...**Vanessa Watters** (MHA'97) returned to work in March after son, Joshua Wesley's birth.

#### 1980s

**Bevan Baker** (MHA '88) will assume a new role with the city of Milwaukee Health Department (see article this page). He also serves as Assistant Clinical Professor with the University of Wisconsin—Milwaukee, College of Health Sciences' Health Care Administration program...**J.D. Bramble** (PHD '88) is an associate professor in the School of Pharmacy & Health Profession at Creighton University Medical Center, Omaha, Nebraska...**Austin Garlock** (MHA '86) is with Management Plus, Raleigh, NC...**Robert Lyden** (MHA '84) is vice president of business development—strategic solutions for Karta Technologies, Inc., Falls Church, VA.

#### 1970s

**Kenneth Luke** (MHA '73) serves as director of Facility & Ancillary Network Development for Mid-Atlantic Medical Services, Inc., Charlotte, NC...**Stephen Montgomery** (MHA '75) is region vice president for Premier, Winchester, VA...**Thomas J. Rice, III** (MHA '78) serves as CEO for Fawcett Memorial Hospital...**James Zoller** (MHA '77) is director of the executive doctoral program for the Medical University of South Carolina, Charleston, SC.

#### Deaths

The Department's faculty mourn the passing of **Frank DeMarco, III** (MHA '75), FACHE, who died on January 14, 2004 after a battle with cancer. Mr. DeMarco had a distinguished career with HCA, culminating in a Chief Executive Officer position for 14 years at Trident Medical Center in Charleston, South Carolina, from 1981-1994, and in the Southeast Division President role for HCA from 1994-1999. Upon retirement, Mr. DeMarco served as the Executive-in-Residence for the Department of Health Administration and Policy at the Medical University of South Carolina. His good works have been recognized through his receipt of numerous awards from HCA, the South Carolina Hospital Association, and the American College of Healthcare Executives.

### Bevan K. Baker (MHA '88 ) Appointed Milwaukee's First African American Health Commissioner

**M**ayor Tom Barrett announced the appointment of Bevan K. Baker, CHE, as the new Milwaukee Health Commissioner. Baker has been serving as Acting Health Commissioner for the Milwaukee Health Department for the past six weeks. He has worked for the City of Milwaukee Health Department since April 2001 as Health Operations Director.

"Bevan has demonstrated a strong sense of leadership and inspiration to the department," said Mayor Barrett. "I am confident that he, along with the committed staff of the health department, will work to safeguard the health of the Milwaukee community."

Baker is board certified in healthcare management and a Diplomat in the American College of Healthcare Executives, a board certified Medical Technologist with the American Society of Clinical Pathologists and a member of the American Public Health Association. He currently serves as Chair of the Communications and Information Committee of the Milwaukee County/Waukesha County Consortium for Emergency Public Health Preparedness.

#### Alumni/ae Updates

Please send you position updates and other news to Amy Edwards at VCU, P.O. Box 980203, Richmond, VA 23298-0203 or by e-mail, [anedwards@vcu.edu](mailto:anedwards@vcu.edu). You may also always send information to the Department through our website, [www.had.vcu.edu](http://www.had.vcu.edu). Simply use the "Update Contact Information" link on the left hand bar of our home page, and fill in the comments section with your news!

## HAD Program News



### Ph.D. News

#### Graduates

Three doctoral candidates graduated May, 2004:

**Jennifer Field Brown** entered the doctoral program in the fall of 2000. She received both her bachelor of science degree and her masters degree in nursing from the University of Virginia. Under the direction of Dr. Robert Hurley, Associate Professor, Department of Health Administration, Jenny successfully defended her dissertation entitled: *An Examination of ED Psychiatric Consultation Arrangements*.

Jenny received the 2004 James W. Begun Award for Excellence in Doctoral Studies. She has accepted a tenure track position with the School of Science & Technology in the School of Nursing at Norfolk State University.

**Robert Carden** entered the doctoral program in the fall of 1998. Bob received his bachelor of arts degree from Auburn University and his masters degree in business administration from Columbus State University. Under the direction of Dr. Thomas T.H. Wan, Professor Emeritus, Department of Health Administration, he successfully defended his dissertation entitled: *Structural Equation Modeling Blood Bank Performance*.

Currently and throughout his doctoral studies, Bob served as president and CEO of the Virginia Blood Services in Richmond, Virginia.

**Jami DelliFraine** entered the doctoral program in the fall of 2001. She received her bachelor of arts degree in philosophy from the University of South Florida and her masters degree in health care administration from Trinity University. Under the direction of Dr. Robert Hurley, she successfully defended her dissertation entitled: *An Examination of Specialization and Outcomes in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Pediatric Patients*.

Jami has accepted a Postdoctoral Fellow position in the Rehabilitation Outcomes Research Center with North Florida/South Georgia Veterans Health System in Gainesville.

#### Ph.D. News from the 2004 Academy Health Annual Research Meeting in San Diego, CA

The following Ph.D. students had abstracts selected for presentation at the 2004 Academy Health Annual Research Meeting in San Diego, CA: 1) **Mei Zhao**, doctoral candidate, "Hospital Financial Distress and Patient Outcomes: A Panel Study" with co-authors Dr. Gloria Bazzoli and current Ph.D. students **Henry Carretta** and **Askar Chukmaitov**. Mei also had accepted, "Rural Hospitals' Health Promotion and Disease Prevention Services: Relationships with External Forces and Hospital Characteristics" with co-authors Ph.D. graduate, **Dr. Peter Olden** and current student, **Henry Carretta**. Mei has accepted a position with the University of North Florida in Jacksonville as an Assistant Professor in the Department of Public Health. She plans to do her final defense before August 2004. 2) **Askar Chukmaitov**, M.D., M.P.A., current Ph.D. student, presented "Variations in Quality Outcomes Among Hospitals in Different Types of Health Systems, 1995-2000," co-authored with Dr. Gloria J. Bazzoli.

More detailed information on the meeting and its attendees can be found in Department News on page 22.

(continued on page 12)

#### **School of Allied Health Professions Distance Learning Ph.D.**

The School of Allied Health Professions is pleased to announce that **Patricia M. Selig** completed her Ph.D. in Health Related Sciences in May 2003. Her dissertation was entitled, "Factors Associated with Metabolic Syndrome." Her dissertation Committee was comprised of Dr. Dolores Clement (Chair), Dr. Ken White (Ph.D.'96), Dr. Janet Lynch (Ph.D. '88) and Dr. John Nestler. Also completing this May was **Frank J. Kenny**. His dissertation was entitled, "A Structural Equation Model Examining the Effects of Gulf War Stress Exposure on Subsequent Mental and Physical Health Problems among Gulf War Veterans." Dr. Thomas Wan served as his committee chair.

## Program News-Ph.D. (continued)

### Incoming Ph.D. Students Fall 2004

**Jill Bagalman** received her masters degree, in social work, from Tulane University School of Social Work, New Orleans, Louisiana and her bachelor of arts degree cum laude, in political science, from the University of Massachusetts at Amherst. Currently, she serves as a social worker, substance abuse treatment program, for the Veterans Affairs Medical Center in New Orleans, Louisiana.

**Steven Castle** received his masters degree, in business administration/healthcare administration, from Regis University, Denver, Colorado and his bachelor of science degree, in organizational management, from Roberts Wesleyan College, Rochester, New York. Currently, he serves as program director/assistant professor, Radiation Therapy, at Virginia Commonwealth University.

**Cynthia Childress (Captain)** received her masters degree, in health administration, from Baylor University, Waco, Texas and her bachelor of science degree from the United States Military Academy, West Point, New York. Currently, she serves as an executive office, Troop Command, Darnall Army Community Hospital, Fort Hood, Texas.

**Chunchich (Anna) Lin** received her masters degree, in business administration and marketing/computer information system, from Georgia State University in Atlanta and her bachelor of business administration degree from the National Taiwan University in Taipei. Anna has work experience with Johnson & Johnson Medical Taiwan as a marketing executive.

### Brown Bag Panel Discussion

On March 29, 2004 the VCU Medical Group Management Association/American College of Medical Practice Executives Student Network, hosted a brown bag panel discussion entitled, "Tort Reform & Medical Malpractice Insurance: What Health Care Administrators Need to Know." The event took place at the VCU/MCV Alumni House and featured Mr. Tom Cox, representing Phillips-Cox Financial and Insurance Services, Ms. Jen Miller, Eastern/Southern Section State Representative, Mr. Scott Johnson from Hancock, Daniel, Johnson, & Nagel, and Ms. Pat Randall (MHA '95), Administrator for Colonial Orthopaedics. The panelists provided a general overview of malpractice issues in the United States and discussed tort reform efforts at the federal and state level. The event came to a close with each panelist offering their opinions on the future of medical malpractice insurance availability, the tort reform controversy, and the overall impact of a litigious society on the healthcare industry. On behalf of the VCU MGMA/ACMPE Student Network, we would like to thank our panelists and audience for attending the spring event. We look forward to hosting another successful event in the fall.



*From left to right:*

Scott Johnson, Pat Randall, Jen Miller, and Tom Cox.

**Program News-MHA**

**MHA  
Class of 2004 Awards**

**Herman L. Mullins Award for  
Outstanding Management Study**

Lisa Thuy Vo

“Robotic Dispensing System with Bed-Side  
Medication Administration”

**A.D. Williams Award for Scholarship**

Aisha Kali Noble  
and  
R. Brent Rawlings

**Cardwell Leadership Award**

John William Goodman

**Jerry L. Norville Award for  
Outstanding Educator**

Robert E. Hurley, Ph.D.

**Thomas C. Barker  
Outstanding Preceptor Award**

Patrick Farrell  
Chief Executive Officer  
Henrico Doctors' Hospital  
Richmond, Virginia

**Dolores G. Clement Award for  
Outstanding Advising**

Ramesh Shukla, Ph.D.

**MHA  
2004 May Graduates**

*Keisha Barr  
Jenny Boykin  
Marie Chmura  
Jennifer Coello  
Sheree Conrad  
Steve Craig  
Lindsey Dixon  
Ursula Fletcher  
Hitesch Gandhi  
John Godman  
Richa Gupta  
Mini Kanwar  
Steve LeMoine  
Nhi Nguyen  
Aisha Noble  
Grey Leighton  
Nikheel Purohit  
Ariana Randolph  
Brent Rawlings\*\*  
Michelle Rogers  
Linnea Chervenak  
Erin Turick  
Lisa Vo  
Christy Ransom  
Christian Shield\**

*\*MHA/MD Student*

*\*\*MHA/JD Student*

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## Program News-MHA (continued)

### MHA Class of 2005 Residency Sites Student/Site/Preceptors

**David Cashwell**

CJW Medical Center  
Richmond, Virginia  
Preceptor(s): Margaret Lewis, *CEO*; Tracy Kemp Stallings\*

**Steve Cohen**

Virginia Hospital and Healthcare Association, Richmond  
Preceptor(s): Laurens Sartoris, *CEO*; Katie Webb

**Coleen Dela Cruz**

Sky Ridge Medical Center, Denver, Colorado  
Preceptor(s): Jeff Dorsey\*, *Divisional CEO*; Maureen Tarrant

**Erica Gulrich**

Retreat Hospital, Richmond, Virginia  
Preceptor(s): Paul Baldwin, *CEO*

**Devan Johnson**

St. Luke's Episcopal Medical Center, Boise, Idaho  
Preceptor(s): Ed Dahlberg, *CEO*

**Greg Kearns**

Bon Secours Health System, Inc., Marriotsville, Maryland  
Preceptor(s): Christopher Carney, *CEO*; Sister Pat Eck\*

**Katie Kerwin**

North Carolina Baptist Hospital, Winston-Salem, North Carolina  
Preceptor(s): David Rickelton\*, *VP*

**Renea Lunde**

Potomac Hospital, Woodbridge, Virginia  
Preceptor(s): William Moss\*, *CEO*; and  
William Flannagan, Jr.\*, *EVP/COO*

**Jon Macklin**

Anthem, Richmond, Virginia  
Preceptor(s): Richardson Grinnan, MD; Cathy Steeley

**Matt Mathias**

Henrico Doctors' Hospital, Richmond, Virginia  
Preceptor(s): Pat Farrell\*, *CEO*

**Sneha Patel**

Cleveland Regional Medical Center, Shelby, North Carolina  
Preceptor(s): Mark Hudson\*, *EVP*

**Mike Peters**

Johns Hopkins Health System, Baltimore, Maryland  
Preceptor(s): Pamela Paulk, *SVP*

**Melanie Schoof**

Reston Medical Center, Reston, Virginia  
Preceptor(s): William Adams\*, *CEO*; Jane Raymond, *VP*

**Joanne Scott**

Sentara, Norfolk, Virginia  
Preceptor(s): Howard Kern\*, *President*

**Sam Seifert**

North Carolina Baptist Hospital, Winston-Salem, NC  
Preceptor(s): David Rickelton\*, *VP*

**David Shimp**

Rose Medical Center, Denver, Colorado  
Preceptor(s): Jeff Dorsey\*, *Divisional CEO and*  
Ken Feiler

**Julie Skweres**

Bon Secours Richmond Health System, Richmond, Virginia  
Preceptor(s): Peter Bernard, *CEO*; Terrie Edwards\*, *EVP*

**Drew Smithson**

Baptist Health, Jacksonville, Florida  
Preceptor(s): Hugh Greene\*, *CEO*; John Wilbanks

**Elizabeth Taliaferro**

CJW Medical Center, Richmond, Virginia  
Preceptor(s): Margaret Lewis, *CEO*; Clay Franklin

**Jamia Thomas**

Centra Health, Lynchburg, Virginia  
Preceptor(s): George Dawson\*, *CEO*

**Jen Valentine**

Medicorp Health System, Fredericksburg, Virginia  
Preceptor(s): Fred Rankin, III, *CEO*

**Susan Wallace**

Bon Secours Richmond Health System, Richmond, Virginia  
Preceptor(s): Peter Bernard, *CEO*; Mike Kerner\*, *EVP*

**Rukiya Wongus**

University of Maryland Physicians, Inc, Baltimore, MD  
Preceptor(s): Sara Larch\*, *COO*

\*MHA or MSHA Alumnus

\*\*MHA/JD Student

**Program News-MHA** (continued)**MHA Class of 2007-Incoming Fall 2004**

<b>STUDENT</b>	<b>UNDERGRAD UNIVERSITY</b>	<b>MAJOR</b>	<b>HOME STATE</b>
Ashlea Barrett	College of William & Mary	Finance	VA
Mohammed Beyad	Virginia Commonwealth University	Management	VA
Keisha Bratton	University of Virginia	Biology & Psychology	VA
Katie Campbell	James Madison University	Political Science	VA
Ohme Felix	Rutgers University	Public Health	NJ
Nehemie Georges*	Florida State University	Psychology	FL
Scott Golay	James Madison University	Hlth Sciences/Athletic Training	VA
Ashley Gregoric	Tulane University	Finance & Accounting	VT
Emily Haynes**	Old Dominion University, VCU	Health Education & Biology	VA
Sara Hendon***	University of Virginia	Religious Studies	VA
Daniel Herlihy	Dartmouth College	Economics	VA
Mariesha Hicks	Fisk University	Business Administration	TX
Jenese Holland	University of Texas	Biology & Business	TX
Elizabeth Huff	University of Virginia	English & Government	VA
Srinivas Ivatury**	VCU	Biomedical Engineering	VA
Kari Longoria	University of Arkansas	Microbiology	AR
Zachary McCluskey	VCU	Nursing	VA
Emily McKnight	University of Virginia	Economics	VA
Daniel Miller	Vanderbilt University	Human/Org. Development	FL
Ryan Moon	Weber State University	Health Administration	UT
Dana Perry*	Florida A&M University	Healthcare Management	IL
Susan Peters	UNC - Chapel Hill	Public Health	NC
Ryan Raisig	VCU	Business Administration	VA
Kate Sauer	University of Virginia	Anthropology & Spanish	VA
Leeanne Sciolto	Clemson University	Health Science	VA
Davina Vaswani	College of William & Mary	Business Administration	VA
LaTasha Winstead	UNC - Chapel Hill	Hth Policy & Administration	NC
George Yanulis	Syracuse University, UVA, USF, University Pittsburgh	Pre-Medicine, Engineering, Bio-Engineer	PA
Eric Young	Virginia Tech	Biology	VA

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\* Returning from leave of absence in January 2005, \*\* MHA/MD Student, \*\*\*MHA/JD Student

**MSHA Program News****New MSHAs**

The MSHA Program expects 26 new students in July and 2 more plan to begin their studies in December. The new class starting in July includes members from as far away as Indiana and Colorado and as close as the VCU Health System. Most will have a full-time schedule of classes but ten will pursue their degree on a part-time basis. Our class members once again bring varied backgrounds including financial management, nursing, medicine, radiological technology, information systems, physical therapy and marketing. We look forward to having them join us here in Richmond for their first on-campus session from July 24-30.

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## Program News-MSHA (continued)

### MSHA Class of 2004 Graduation

**P**rior to the School of Allied Health Professions graduation celebration on May 21, the MSHA Class of 2004 gathered together on Thursday May 20 to celebrate and to reminisce about their experiences over the last two or three years. Tom Keithley, the class speaker, related anecdotes about his classmates, the lasting friendships they formed, and their camaraderie. He also shared how the Program had opened doors for him and his classmates. The class invited Steve Lindsey, Affiliate Professor in the Department, to speak as well. A former hospital CEO, Mr. Lindsey shared some of his experiences as a patient and challenged the class never to forget why we are involved in health care. It was truly a memorable evening for all which will be well documented in the numerous pictures the class took.



MSHA Class of 2004 graduates..



### MSHA Graduates 2004

*Thelma Baker  
Barbara Barr  
Kurt Bell  
Beth Christy  
Gwen Hartzog  
Steve Herrick  
Tom Keithley  
Lisa Lopez  
Rich Lopez  
Karen Lowdon*

*Jill McCormack  
Donna Moore  
Jonathan Moss  
Steve Noel  
Cheryl Parker  
Karen Shiner  
Kim Van Sickel  
Saji Varghese*

### Graduation Awards

AD Williams Award for Scholarship  
**Kurt Bell  
Nancy Elizabeth Christy  
Jonathan Moss  
Karen Shiner**

### MSHA Information Sessions

**T**he next MSHA Program information session will be on October 21, 2004 at the Grant House. Please encourage potential applicants to attend. More information will be on our web site soon.



## Program News (continued)

### Executive Fellowship in Patient Safety

**O**n May 28, 2004, twenty-six fellows received their completion certificates from the Executive Fellowship in Patient Safety program at a special program held at the Richmond Academy of Medicine (RAM). See pictures below. Dr. Karen Swisher, Director of the Patient Safety program, presided over the event. Dr. Stephen Mick, Department Chair, introduced Dr. Carl Armstrong who gave the Carl W. Armstrong Award for Patient Safety Excellence to **Rene Cabral-Daniels**, Director, Office of Health Policy & Planning, Virginia Department of Health for her project "Patient Safety Study Plan." The Armstrong award, honoring Dr. Armstrong for being instrumental in the success of this one-year, distance-learning program, recognizes a program graduate's project as being superior.

The fellows' second on-campus visit began on Wednesday when, as a group, they attended the VIPC&S conference. Three fellows were honored by having their patient safety projects selected for presentation at the VIPC&S conference. They were: 1) **Teresa Blomberg**, MS, RN, Patient Safety Officer/Risk Manager for the VA Rocky Mountain Network, Cheyenne, Wyoming. Project title, "Retrospective Review of Human Factors Associated with Adverse Events." 2) **Jane Dresselhaus**, RN, MSN, Performance Improvement Coordinator, Bon Secours Mary Immaculate Hospital, Newport News, Virginia. Project Title, "Adverse Drug Events: Measuring and Improving." 3) **Rudolph Freeman, Jr**, MD, Vice President, Medical Affairs, Riverside Health System, Newport News, Virginia. On Thursday and Friday morning the other graduates orally presented their projects to an audience of faculty, classmates, and special visitors.

The guest speaker for the certificate program was Dr. Michelle Mello, Assistant Professor of Health Policy & Law, Harvard School of Public Health, Boston, Massachusetts.

Graduations to all! A list of graduates are on pages 18-19.



Above from left to right: Dr. Carl Armstrong, Dr. Stephen Mick, Rene Cabral-Daniels, and Dr. Karen Swisher. Ms. Cabral-Daniels was this year's recipient of The Armstrong Patient Safety Project Award.



The Executive Fellowship in Patient Safety Class of 2004

## Patient Safety Graduates Profiles

### May 2004

1. **Anderson, Leslie.** Leslie received her M.B.A. degree in business from Virginia Commonwealth University and her B.A. in social work from the University of Georgia in Athens. She has 16 years of human services administrative experience at the state and local level. Currently, she serves as Director of Licensing for Virginia's Department of Mental Health, Mental Retardation, and Substance Abuse Services in Richmond, Virginia.
  2. **Blair, Virginia.** Virginia received her M.S. degree in management from the National College of Education, McLean, VA and her B.S. degree in nursing from Saint Agnes School of Nursing, Philadelphia, PA. Currently, she serves as Vice President of Performance Improvement for Prince William Health System in Manassas, Virginia.
  3. **Blomberg, Teresa.** Teresa received her M.S. degree in nursing from the Texas' Women's University in Denton and her B.S. degree in nursing from Central State University, Edmond, Oklahoma. Currently, she serves as Patient Safety Officer and Risk Manager for VA Rocky Mountain Network (V19) in Cheyenne, Wyoming..
  4. **Church, Karen.** Karen received her B.S. in nursing from the University of Southwestern Louisiana in Lafayette and her M.S. in nursing from the University of South Alabama in Mobile. Currently, she is Chief, Medical Group Stan/Eval, Mountain Home AFB, Idaho.
  5. **Donald, Regina.** Regina received her B.S. in pharmacy from VCU Health Systems. She serves as Director of Pharmacy at Stonewall Jackson Hospital in Lexington, Virginia.
  6. **Dresselhaus, Jane.** Jane received her M.S. degree in nursing from the University of Cincinnati, Cincinnati, Ohio and her B.S. in nursing from College of Mt. St. Joseph in Cincinnati, Ohio. Currently, she is Performance Improvement Coordinator for Bon Secours Mary Immaculate Hospital, Newport News, Virginia.
  7. **Dyer, Angela (Dr.) (Pharm.D.).** Angela received her B.S. degree in chemistry from Tennessee Technological University. She received her Doctor of Pharmacy degree from Virginia Commonwealth University's School of Pharmacy. Currently, she is a pharmacist with Buford Road Pharmacy.
  8. **Eidem, Leslie.** Leslie received her B.S. degree in pharmacy from Southwestern Oklahoma State University, Weatherford, Oklahoma. Currently, she serves as pharmacy manager for Wesley Medical Center in Wichita, Kansas and is an adjunct faculty member at the University of Kansas.
  9. **Eriksen, Lillian (Dr.) (D.S.N).** Lillian received her D.S.N. degree in nursing from the University of Alabama, Birmingham; her M.N. degree in nursing from the University of Florida, Gainesville; and her B.S. degree in nursing from Adelphi University, Garden City, New York. Currently, she is an Associate Professor at the University of Texas' School of Nursing.
  10. **Freeman, Rudolph (Dr.)** Rudolph received his M.D. degree in medicine from Virginia Commonwealth University, Richmond, Virginia, and his B.A. degree in biology from Hampton Institute, Hampton, Virginia. Currently, he is Vice President of Medical Affairs at Riverside Health System in Newport News, Virginia.
  11. **Graham, Joyce.** Joyce received her B.S. degree in nursing and her J.D. degree in law from Widener University, Chester, Pennsylvania. Currently, she is Director of Organizational Compliance with St. Joseph Regional Health Network, Reading, Pennsylvania.
  12. **Green, Jeffrey (Dr.).** Jeff received his M.D. degree in medicine from Ohio State University, College of Medicine, Columbus, Ohio and his B.S. degree in psychology from the University of Michigan, Ann Arbor, Michigan. Currently, he is an Assistant Professor in the Department of Anesthesiology at Virginia Commonwealth University in Richmond, Virginia.
  13. **Harvey, Lucinda Dale.** Dale received both her Master and Bachelor of Science degrees from Virginia Commonwealth University, Richmond, Virginia. She currently serves as Performance Improvement Coordinator for Virginia Commonwealth University Health System, Richmond, Virginia.
  14. **Heinly, Anne (Lt. Col.).** Anne received her B.S. degree in health care sciences from University of Texas Medical Branch in Galveston, Texas; and her M.P.S. degree in pastoral studies from Loyola University, New Orleans, Louisiana; and her M.M.S. degree in medicine from Saint Francis College, Loretto, Pennsylvania. Currently, she is commander, primary care services, Offult AFB, NE.
  15. **Jones, Kelly (Dr.) (Pharm.D.).** Kelly received her doctor of pharmacy degree from Virginia Commonwealth University and her associate of science degree in pre-pharmacy from Richard Bland College in Petersburg, Virginia. Currently, she serves as Community Pharmacy Resident with Virginia Commonwealth University's School of Pharmacy.
  16. **Lindsay, Susan.** Sue received her Bachelor of Arts degree in health care administration from Canyon College, Caldwell, Idaho and her nursing degree from Kellogg Community College, Battle Creek, Michigan. Currently, she serves as Director of Quality and Outcomes Management, Texas Children's Hospital in Houston, Texas.
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## Patient Safety Graduates Profiles (continued)

17. **Lenhardt, Martin (Dr.) (Ph.D.)**. Martin received his Au.D. degree in audiology from Kirksville College of Osteopathic Medicine in Mesa, Arizona; his Ph.D. in psychoacoustics and speech science from Florida State University in Tallahassee; his M.A. degree in audiology / speech pathology and his B.S. degree in biology from Seton Hall University, South Orange, New Jersey. Currently, he is a Professor of Biomedical Engineering & Emergency Medicine at Virginia Commonwealth University, Richmond, Virginia.

18. **Mercier, Jill**. Jill received her M.S. degree in nursing from Virginia Commonwealth University, Richmond, Virginia and her B.S. degree in nursing from Western Connecticut State University. Currently, she serves as Patient Safety Officer at VCU Health Systems in Richmond, Virginia.

19. **Miller, Denise**. Denise received her B.S. degree in nursing from Old Dominion University. Denise, certified in infection control, currently serves as the nurse epidemiologist for Sentara Virginia Beach General Hospital in Virginia Beach, Virginia.

20. **Paris, Ann**. Ann received her J.D. degree in law from Temple Law School in Philadelphia; her B.S. degree in nursing from Hahnemann University, Philadelphia; and her R.N. degree in nursing from the School of Nursing, University of Pennsylvania. Currently, she serves as Director of Risk Management and Claims/Patient Safety Officer for Frankford Hospital in Philadelphia.

21. **Roberts, Cynthia**. Cynthia received her associate degree in nursing from Montgomery College and is currently a student at Old Dominion University pursuing a B.A. degree in health sciences. She serves as Patient Safety Coordinator for Centra Health in Lynchburg, Virginia.

22. **Steinke, Eunice**. Eunice received her M.S. and B.S. degrees in nursing from the Medical College of Georgia. Currently, she is Patient Safety Manager, U.S. Department of Veterans Affairs, mid-Atlantic Health Care Network (VISN 6) in Hampton, Virginia.

23. **Wachsmann, Howard (Otto) Jr. (Dr.) (Pharm.D.)**. Otto received his B.S. in pharmacy from Virginia Commonwealth University and his Doctor of Pharmacy degree from Shenandoah University, Winchester, Virginia. Currently, he is staff pharmacist at Stony Creek Pharmacy, Stony Creek, Virginia.

24. **Wagie, Vala**. Vala received her M.S. degree in health administration from Nova Southeastern University, Davie, Florida and her B.S. in health administration from Florida Atlantic University, Boca Raton, Florida. Currently, she serves as Director of Quality Improvement for Hollywood Pavilion and Risk Manager for Hollywood Pavilion & Hollywood Hills Nursing Home in Hollywood, Florida.

25. **Waller, Joyce (Col.)**. Joyce received her M.S. degree in human relations/criminology from Webster University, Saint Louis, Missouri and her B.S. degree in nursing from North Carolina A&T State University, Greensboro, North Carolina. Joyce serves as Patient Safety Manager for Womack Army Medical Center in Fort Bragg, North Carolina.

### Finishing from the Class of 2003

26. **Cabral-Daniels, Rene**, Lead Policy Analyst, Center for Quality Health Care Services and Consumer Protection, Virginia Dept. of Health, Richmond, Virginia.

## Department News

### HAD Will Attend the Medical Group Management Association 2004 Annual Conference

Save the date and make plans to attend the Medical Group Management Association (MGMA) 2004 Annual Conference, Oct. 3-6, 2004 in San Francisco, California. Join the Department and your colleagues for four information-packed days to strengthen your practice and your career. The Department will be at Booth #1132. There is a student, faculty & alumni/ae reception on Monday, October 4, 2004 at 5:30 p.m. Alumni/ae attending the conference should preregister for this reception (refreshment provided)). Be sure to list VCU/MCV Campus as your college/university on the MGMA registration form.

Dr. Jan Clement will be leading a session for student members of the MGMA entitled Unique Challenges in Managing the Medical Practice: What you need to know, how you need to grow. Panelists will include Sara Larch, MSHA 1992 and James Perkins, MHA 1979. Dr. Clement has been serving as Chair of MGMA's University Relations Committee this year as well. If you have any questions for MGMA about registration, call MGMA at 877-275-6462.

**Department News** (continued)**HAD Goes to the American College of Healthcare Executives'  
2004 Congress on Healthcare Management****&****ACHE Awards and Honors for Alumnus Lt. Col. Richard "Chip" Terry, USAF, CAAMA;  
our Student ACHE Chapter; and Kenneth White, Ph.D., R.N., FACHE**

**M**arch 1-4, 2004, the Department of Health Administration displayed at Booth #16 at the ACHE 2004 Congress on Healthcare Management held at the Hyatt Regency Chicago in Chicago, Illinois. On March 2, 2004, in Crystal Ballroom B, the Department held its Cardwell Reception which was attended by over 100 students, alumni/ae, faculty, and friends of alumni/ae and the Department.

At the Cardwell Reception Dr. Stephen Mick held a brief meeting of the Alumni/ae Association of the Department of Health Administration. The reception and our display afforded the opportunity for alumni/ae to learn what's happening at the Department; for alumni/ae and students to intermingle; and for continued marketing of our graduate programs, particularly the distance learning programs.

This was also an eventful year for awards, honors and recognition for Department alumni/ae, students and faculty. Alumnus **Lt. Col. Richard "Chip" Terry (MHA '97)**, Administrator, 10<sup>th</sup> Medical Group, USAF Academy, Colorado won the Federal Health Care Executive Special Achievement Award. The award is sponsored by the American Hospital Association, Federal Health System Constituency Section, and recognizes a federal healthcare executive, within a defined officer level, who has distinguished himself/herself through singularly significant achievements which have contributed substantially to the mission of the federal healthcare system. Having won the 2003 Air Force Federal Health Care Executive Special Achievement Award, Terry competed against winners from the Army, Navy, Public Health Services and Veterans' Administration to win this prestigious award.

The Virginia Commonwealth University ACHE Student Chapter also received the ACHE Student Chapter Award for having the greatest number of graduate students in a graduate program advancing in ACHE from August 1, 2002 to August 1, 2003. This is the fifth year in a row VCU's ACHE Student Chapter has received this award, and **Coleen Dela Cruz (MHA '05)**, President of the Student Chapter, accepted the award on the Chapter's behalf at a special ceremony.

Finally, during this Congress, **Kenneth White, (Ph.D. '96)**, R.N., FACHE, Associate Professor & Director of the MHA Program started his three year tenure on the national Board of Governors of ACHE. It is truly an honor that one of our own, our Professor and Alumnus, was elected to this national position! (Pictures on page 23.)

**HAD Attends the AcademyHealth  
2004 Annual Research Meeting  
And  
Association of University Programs in Health Administration  
(AUPHA) 2004 Annual Meeting**

**T**he 2004 AcademyHealth Annual Research meeting was a banner year for the Department of Health Administration. The Department's presence was widely felt by the large number of posters and sessions presented by Health Administration faculty, students, and alums. Held on June 5-8, 2004, the Department displayed its eye catching booth display at the Town & Country Resort in San Diego, California. The Annual Meeting highlighted significant research across a wide variety of topics, ranging from health information technology to cost-containment to the role of health services research in improving our nation's health care system. The meeting brought together researchers, policy analysts, health care managers, and practitioners to inform health care decision-making. Alumni/ae in attendance included **Jon Perlin (MSHA '97)**, **Beth Merwin (PHD '88)**, **Dianne Jewell (PHD '03)**, **Peter Olden (PHD '94)**, **J.D. Bramble (PHD '98)**, **Debra Draper (MSHA '96 & PHD '00)**, **George Stukenborg (PHD '97)**, **Bill Bing-Long Wang (PHD '98)**, **Jay Shen (PHD '98)**, **Joanna Jing (PHD '97)**, and **Chih-Wen Pai (PHD '97)**.  
(continued on page 23)

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## Department News (continued)

### Faculty News

Ever wonder whether hospital service capacity in the United States needs to be expanded? How about how nurse staffing influences quality and financial performance? And what about the impact managed care has had on service lines like the PACU? If you're looking for cutting edge research, our faculty continue to excel in their research specialties and are increasingly prominent in professional and academic activities throughout the United States.

Our 14 full and part-time faculty, inclusive of Dr. Gloria J. Bazzoli, Dr. Dolores G. Clement, Dr. Jan P. Clement, Dr. Kelly Devers, Mark L. Diana, Dr. Robert E. Hurley, Dr. Roice D. Luke, Dr. Michael J. McCue, Dr. Stephen S. Mick, Dr. Yasar A. Ozcan, Dr. Ramesh K Shukla, Professor Karen N. Swisher, Dr. Kenneth R. White, and Dr. Larry J. Williams, have produced 64 publications in 2002, 2003 and 2004 alone, in prominent journals such as:

*Health Affairs*  
*Health Services Research*  
*American Behavioral Scientist*  
*Journal of Health Care Finance*  
*Journal of Health Economics*  
*Health Care Management Review*  
*The Journal Of Ambulatory Care Management*  
*Hospital Topics*  
*Inquiry*  
*Journal of Health Administration Education*  
*Research Methodology in Strategy and Management*  
*Trustee*

*Issue Brief: Findings from HSC*  
*Medical Care Research and Review*  
*Journal of Health Politics, Policy and Law*  
*Journal of Medical Systems*  
*Group Practice Journal*  
*Health Care Financing Review*  
*Milbank Quarterly*  
*Journal of Health and Human Services Administration*  
*Health Care Management Science*  
*Journal of Healthcare Management*  
*Health Progress*  
*Journal of Management*

Many of our faculty currently serve on Editorial Boards, including *Health Services Research*, *Medical Care Research and Review*, *Milbank Quarterly*, *Health Affairs*, *Managed Care Quarterly*, *Health Care Management Review*, *Health Care Management Science*, and *Health Administration Press*.

If you have a question or a research need in your health care organization, our website is a excellent place to find cutting edge information. For a listing of our faculty and links to their home pages which lists their publications and research initiatives, visit <http://www.had.vcu.edu/f&s/>

### Faculty Spotlight—Roice D. Luke, Ph.D., Professor, Department of Health Administration Principal Developer of Stratcenter.com, a web-based Study Guide

With the Department since 1982, Dr. Roice D. Luke, previous Chair of the Department, is a specialist in strategy analysis and health care policy, and is an investigator of hospital chains, local health care systems, and markets. He is the principal developer of unique national databases focusing on local hospital clusters, market structural indicators, and large physician group practices.

In November 2003, Dr. Luke and his co-authors published *Healthcare Strategy: In Pursuit of Competitive Advantage* through Health Administration Press (HAP), owned by the American College of Healthcare Executives (ACHE). Dr. Luke is also working with Patrick Plummer (co-author and founder & CEO of myHealthcareNews.com,) to develop and operate an internet-based study system, StratCenter, <http://www.stratcenter.com/>, an on-line market and system data source developed in consultation with ACHE's HAP. Stratcenter provides market information on urban markets across the country, including lead players and their market shares, market structure information, etc., and on all multi-hospital chains, of which there are about 380 to date.

Health Administration Press has published a Study Guide which includes questions and projects that are linked to the book's chapters and takes students to StratCenter and the web generally to study strategy and competition. With this and other strategy resources, students, practitioners, and others will be able to study markets and systems on a national basis.

Dr. Luke and his co-authors' innovative and cutting edge approach to teaching makes it unnecessary for one to use strategy cases, since the study system and data and the web provide more powerful and more current information than would be available in any one case. In effect, StratCenter and the study system enable students and practitioners to study strategic issues and changes as they happen. And best of all it is free to the user!

Department News (continued)

**The Carl W. Armstrong  
Patient Safety Fund Established**

**T**he Carl W. Armstrong Patient Safety Fund, an endowment fund which will provide scholarship assistance to students with an interest in patient safety measures, has been established in honor of Dr. Carl W. Armstrong. Dr. Armstrong's sincere, selfless and tireless efforts have been paramount in the successful development, promotion, and implementation of the Executive Fellowship in Patient Safety offered through our department. This fund will ensure that individuals embracing an interest reflective of Dr. Armstrong's passion for patient safety will receive monetary assistance to ensure pursuit of such.

Dr. Armstrong is a physician executive and senior medical advisor with the American Hospital Association and The Virginia Hospital & Healthcare Association. Additionally, Dr. Armstrong is past president of the Virginians Improving Patient Care and Safety (VIPCS) coalition, he has been a member of the American Hospital Association's Clinical Quality Team, and he has served as a member of the Safe Practices for Better Healthcare Steering Committee of the National Quality Forum.

A minimum of \$10,000 is needed to create this endowed scholarship and ascertain that Dr. Armstrong's patient safety impetus is perpetuated via our institution. We are asking that anyone interested in donating to this endowment contact the founder of the Executive Fellowship in Patient Safety, Karen N. Swisher, MS, JD, at (804) 828-1894 or kswisher@hsc.vcu.edu.

Tax deductible donations to this fund can be made by check, payable to MCVF/HAD, with a note in the memo section that this be designated for the Carl W. Armstrong Patient Safety Fund; please remit any donations to Karen N. Swisher, MCV Campus, Grant House, 1008 East Clay Street, PO Box 980203, Richmond, VA 23298-0203.

**Thomas T.H. Wan  
International Development  
Scholarship Established**

**D**r. **Thomas T.H. Wan** returned to campus and hosted a workshop for students from Kaohsiung Medical University (KMU) in Taiwan. **Herng-Chia (Hubert) Chiu** (Ph.D. '95), Associate Professor in the Department of Public Health at KMU, accompanied the students. The workshop running from March 6 through March 14, 2004, included presentation by selected HAD faculty and tours of local hospital in the Richmond and Charlottesville area.

During a group dinner at the Capital Club, Dr. Chiu, on behalf of KMU, expressed appreciation for the Department's hospitality and presented Dr. Mick a contribution to establish the Thomas T.H. Wan International Development Scholarship.

**Briefly**

**Dr. Kenneth R. White**, Director, MHA Graduate Program, was honored with a Presidential award for community Multicultural Enrichment (PACME) at a ceremony held April 27, 2004. The award was established to recognize members of the University and Health System communities who have contributed to the University's commitment to diversity and cross-cultural relations.

**Karen N. Swisher, J.D.  
Promoted to Professor**

**K**aren N. Swisher, associated with the Department for 20+ years, has been in her present position since May 1987. Effective July 1, 2004, she will be promoted to a full professor in the Department.

She currently serves as Director of the Executive Fellowship in Patient Safety distance learning program.

**Director of Program  
Development,  
Williamson Institute  
Position Filled**

**T**he Department of Health Administration is pleased to announce that **Ms. Joanne Monticelli** will serve as the new Director of Program Development, Williamson Institute. Joanne is a 1995 MHA/JD program graduate and comes to the position with a background in consulting and as a practicing attorney at law. Her duties will primarily focus on the Williamson Institute and its programs, and on marketing efforts for the Department.

## Department News (continued)

### AcademyHealth and AUPHA (continued from page 20)

Alumni/ae with posters accepted included **Jennifer Field Brown** (PHD '04), **Dianne Jewell** (PHD '03), **George Stukenborg** (PHD '97), **Bill Bing-Long Wang** (PHD '98), **J.D. Bramble** (PHD '98), **Jay Shen** (PHD '98), and **Joanna Jiang** (PhD '97). Faculty, students, and alumni/ae participating on panel sessions included **Dr. Gloria Bazzoli** (faculty) moderating "Does Hospital Financial Condition Affect Patient Care & Safety," as well as presenting "The Influence of Health Policy and Market Factors on the Hospital Safety Net," **Dr. Jan Clement** (faculty) presenting "Disparities in Quality and Safety Outcomes, 1995-2000," **Mei Zhao** (PHD Candidate) presenting "Hospital Financial Distress and Patient Outcomes: A Panel Study" and "Rural Hospitals' Health Promotion and Disease Prevention Services," **Askar Chukmaitov** (PhD Candidate) presenting "Variations in Quality Outcomes among Hospitals in Different Types of Health Systems, 1995-2000," **Dr. Jonathan Perlin** (MSHA '97) presenting "Innovations in Patient Safety," **Dr. Robert Hurley** (faculty) presenting "Outlook for Medicare PPOs," **Dr. Kelly Devers** (faculty) presenting "Diversity in Health Services Research" and "Measuring Aspects of Organizations," **J. D. Bramble** (PHD '98) presenting "PDA Prescribing in Outpatient Settings: Barriers and Solutions."

In California, at the Loews Coronado Bay Resort, The Department attended the AUPHA Annual meeting June 3-6, 2004. This year's theme was "Evidence-Based Health Services Management." **Stephen Mick**, **Ken White**, **Ramesh Shukla**, **Jan Clement**, and **Dolores Clement** (all faculty) attended the conference, as did graduates **Susan Roggenkamp** (MHA '86, PHD '00), **Jon Perlin** (MSHA '97), **Peter Olden** (PHD '94), **Michael Grasso** (PHD '00), **Jon Thompson** (PHD '95), and **Jeff Harrison** (MHA '77, PHD '02).

### ACHE 2004 Congress on Healthcare Management

(continued from page 20)

Pictures from the 2004 Congress are below.



Dana Perry, Paul Dreyer, Angie Tucker.



Julie Skweres (2005), Teesha Boyd (2006), Joanna Dallam (2006), Erin Turick (2004), Lindsay Downing (2003), Greg Kearns (2005), Gerry Ibay (2006), Steve Craig (2004),