Marilyn B. Tavenner (MHA '89)
Named Department's 2005 Outstanding Alumna

The Department of Health Administration presented its 2005 Outstanding Alumna Award to Marilyn B. Tavenner (MHA '89), President, Outpatient Services, Hospital Corporation of America (HCA). Ms. Tavenner received her award at the American College of Healthcare Executives’ 2005 Congress on Healthcare Management held at the Hilton Chicago on March 15, 2005. This Reception was attended by 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 and in his or her service to his or her community and to the Department. 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. Ms. Tavenner was nominated by Bill Jacobsen (MHA '89). Mr. Jacobsen is currently the Vice President for Development, Asian Access, in Richmond, Virginia. Mr. Jacobsen and Ms. Tavenner worked together for 5 years (1990-1995) at HCA’s Johnston-Willis Hospital, now part of CJW Medical Center.

"We are so proud of her accomplishments, and so grateful for her dedication and devotion to her alma mater," said Stephen S. Mick.

Ms. Tavenner is a healthcare leader, a true role model for other health-care executives. She started her career in 1972 as a staff nurse, later joining HCA in 1981 as a Nursing Supervisor. She was regularly promoted within HCA, from April 1993 to January 1996 serving as Chief Executive Officer of CJW Medical Center, from February 1996 to January 2001 serving as President of the Richmond Market of HCA, from February 2001 to December 2003 serving as President for the Central Atlantic Division of HCA, and from January 2004 serving in her current role, President, Outpatient Services Group, HCA. Today, Ms. Tavenner is responsible for company-wide operations of freestanding outpatient facilities, including ambulatory surgery and diagnostic centers, as well as physician services that support hospital and outpatient strategies. Her decisions directly impact healthcare delivery across the nation.

(continued on page 2)
Marilyn B. Tavenner (continued)

Although her professional accomplishments and leadership abilities are clear, Mr. Tavenner is also a leader within the larger healthcare community, serving or having served as a member on many professional and civic Boards of Directors, including the American Hospital Association, Virginia Hospital and Healthcare Association, Meals on Wheels, the greater Richmond YMCA, and the Virginia Performing Arts Foundation. She is also an ACHE Fellow.

"Ms. Tavenner has always taken the time to assist students in their careers. She serves as a preceptor and mentor for our health administration students, and has also guest lectured in our classroom. She has joined a group of dedicated alumni/ae, the Department of Health Administration's Endowment Campaign Executive Committee, which is helping the Department launch its most ambitious development project ever, one calculated to make the Department more independent from Virginia's state budget, to assure that the very best faculty are recruited and retained in Richmond, to land the best students into the program, and to guarantee that the value of your MCV/VCU degree remains forever strong," said Stephen S. Mick, Ph.D., Arthur Graham Glasgow Professor and Chair of Health Administration. "We are so proud of her accomplishments, and so grateful for her dedication and devotion to her alma mater."

The Department extends a thank you to all alumni/ae who took the time to nominate fellow alumni/ae for award consideration. The Department encourages each and every alumnus/a to consider making a nomination for the 2006 Outstanding Alumna Award by date August 5, 2005. (See page 10).

Finally, the Department also extends a sincere thank you to the law firm of Hancock, Daniel, Johnson & Nagle. Their monetary support of the Cardwell Reception, and their continued support of the Department and its students and graduates, is second to none. Hancock, Daniel is a law firm with offices located in Central Virginia, Northern Virginia, and Tidewater, and with attorneys licensed to practice in Virginia, Maryland, Washington D.C., West Virginia, Tennessee, Kentucky, and North Carolina. The firm's attorneys specialize in providing assistance and guidance to health care providers in virtually all legal matters affecting the health care industry. See Cardwell reception pictures below.

Above: from left, MHA 1983 graduates, Scott Burnette, John Harryman and Mark Hudson.

Right: from left, Bill Adams (MHA ’74), Marilyn Tavenner, (MHA ’89), Richard Bracken (MHA ’77), and Jeff Dorsey (MHA ’73).
Alumni/ae News

Department Alumni/ae Events

The Department, in its ongoing effort to connect with its alumni/ae, held six Alumni/ae Events and Regional Gatherings in the last six months. These events included:
1) An Alumni/ae Lunch at the conclusion of the North Carolina Hospital Association Winter meeting (Cary, NC) in February 2005; 2) The Cardwell Reception at ACHE (Chicago, IL) in March 2005; 3) An Alumni/ae Lunch at Shula's 347 Norfolk Marriott Waterside (Norfolk, VA) in April 2005; 4) The Paul A. Gross Distinguished Leadership Lecture Series with Dinner and Program at the Jefferson Hotel (Richmond, VA) in May 2005; 5) An Evening Reception at The Buckhead Club (Atlanta, GA) in June 2005; and 6) An Alumni/ae Dinner at AUPHA & AcademyHealth (Boston, MA) in June 2005.

North Carolina Alumni/ae Lunch
The Department held its second North Carolina alumni/ae lunch on February 17, 2005, at the conclusion of the North Carolina Hospital Association (NCHA) Winter Meeting. Like last year, 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. During the 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. Special mention was given to Mark Hudson (MHA '83), preceptor and (at that time) soon to be appointed new ACHE Governor, and David Masterson (MHA '88), a member of your Alumni/ae Association’s Executive Committee. It was great to see some returning faces from last year’s event, as well as some new faces in the crowd! In attendance were:

Elizabeth Alsbrooks (MHA '02) Katie Kerwin (MHA '05)
Thomas Bradshaw (MHA '83) Jeff Kiser (MHA '94)
William Clark (MHA '73) David Masterson (MHA '88)
Curtis Copenhaver (MHA '72) Edward McCauley (MHA '63)
David Coulter (MHA '75) Matt Mendez (MHA '99)
Brad Daniel (MHA '96) Sneha Patel (MHA '05)
Christopher Durrer (MHA '77) Sandy Sanders (MHA '63)
Bob Enders (MHA '83) Bill Schiff (MHA '97)
Rick Gilstrap (MHA '68) Sam Seifert (MHA '05)
Richa Gupta (MHA '04) Susan Miller Swartz (MHA '97)
Joanna Herath (MHA '99) Michael Vicario (MHA '86)
Mark Hudson (MHA '83) Ben Vincent (MHA '89)
Joe James (MHA '54)

Tidewater Alumni/ae Lunch
On April 20, 2005 at Shula’s 347 in the Norfolk Marriott Waterside Hotel in Norfolk, Virginia, the Department held an Alumni/ae Luncheon for alumni/ae working and/or residing in the Tidewater/Hampton Roads areas. This lunch was sponsored by a generous grant from the MCV Alumni Association of VCU (www.vcu-mcvalumni.org). With an initial strong RSVP rate, fun was had by smaller groups in attendance, including:

Jennifer Brown (PhD '04)
Michael Dobson (MHA '01)
Bassam Kawwass (MHA '80)
Stephen Payne (MHA '01)
Erica Reed (MHA/JD '02)
Verlon “Sal” Salley (MHA '02)
Jay Sweeney (MHA '02)

(continued on page 4)
**Georgia Area Alumni/ae Evening Reception**

With the leadership and support of Tim Stack (MHA ’77), President & CEO, Piedmont Healthcare of Atlanta, Georgia, his wife Mary Stack, his assistant Neil Keener, and Piedmont Healthcare, the Department was pleased to co-host a lovely reception at The Buckhead Club of Atlanta. In a beautiful setting, with wonderful cheer and fun, alumni/ae and their guests gathered together and heard Mr. Stack give credit to the Department for the education he received during his time at MCV, and during his valuable residency experience! A staunch supporter of the Department, most recently serving as a preceptor for John Goodman (MHA ’04) and Matt Evans (MHA ’06), the Department is ever grateful for the energy and enthusiasm Mr. Stack has for the Department, and the time and energy he is pouring into the Department as it embarks on its upcoming Endowment Campaign. Alumni/ae enjoying the evening included:

Alicia Barfield (MHA ’02)
Kim Bell (MHA ’00)
John Bowling (MHA ’71)
Len Daugherty (MHA ’77)
Randy Edwards (MHA ’75)
Jim Gardner (MHA ’85)
John Goodman (MHA ’04)
Steve Hoelscher (MHA ’77)
Rick Hudson (MHA ’81)

Charlie Keaton (MSHA ’90)
Ed Lovern (MHA ’92)
Scott McCutcheon (MHA ’90)
A. Glenn Moseley (MHA ’84)
Susan Pagano (MHA ’83)
Matt Scott (MHA ’00)
Tim Stack (MHA ’77)
Ann Johnston (MHA ’90)
Laura Tyler (PhD ’97)

**Future Alumni/ae Events**

The Department is in the early stages of planning an alumni/ae event for the Northern Virginia, Maryland, District of Columbia area. If you have any suggestions on an appropriate date, time and place, please contact Amy Edwards. The Department is also contemplating an alumni/ae event in Tennessee in October 2005, during MGMA’s 2005 Annual Meeting. You do not have to be participating in MGMA to attend this Nashville, Tennessee based alumni/ae event.

If you’re interested in having an event in your geographical area or within your organization or with your class, please let us know! Also, please watch our website, www.had.vcu.edu for a listing of upcoming alumni/ae events. If there’s an event in your area, and you did not receive an invitation, then there’s a good chance we’ve lost contact with you, either your correct home or work contact information. Also, if you see an out of town event that you would like to attend because you will happen to be in that town at that time, please contact Amy Edwards at anedwards@vcu.edu or 804-828-8662 and let her know that you would like to be on the “YES” RSVP list for the event! The more the merrier! We want to see you there!
Alumni/ae News (continued)

HAD Goes to the American College of Healthcare Executives' 2005 Congress on Healthcare Management, VCU Student ACHE Chapter Award & Mark Hudson, Joins ACHE Board of Governors

The American College of Healthcare Executives (ACHE) is an international professional society of 30,000 healthcare executives. On March 14-17, 2005, the Department of Health Administration displayed its booth at the ACHE 2005 Congress on Healthcare Management held at the Hilton Chicago and Palmer House in Chicago, Illinois. Department participation supports ACHE, and provides the opportunity for alumni/ae and students to intermingle, for alumni/ae to learn the latest Department news, and for prospective students to learn about Department programs.

On March 15, 2005, the Department held its Cardwell Reception. The reception was commenced with a brief meeting of the Alumni/ae Association of the Department of Health Administration, and presented the venue for awarding Marilyn Tavenner (MHA '89) her 2005 Outstanding Alumna Award. See also, 2005 Outstanding Alumna Award story, page 1.

Also during the Congress, the Virginia Commonwealth University ACHE Student Chapter received the ACHE Student Chapter Award for having the greatest number of graduate students in a graduate program advancing in ACHE from August 1, 2003 to August 1, 2004. This is the sixth year in a row VCU’s ACHE Student Chapter has received this award, and Dale Alward (MHA ’05), President of the VCU ACHE Student Chapter, accepted the award on the Chapter’s behalf at a special ceremony (see picture page 19). This year, 35 MHA students attended the ACHE Congress.

Last, Mark Alan Hudson (MHA ’83), FACHE, Executive Vice President, Cleveland County Healthcare System, Shelby, NC, took office on the ACHE Board of Governors during the March 12, 2005 Council of Regents Meeting. He will serve a three-year term representing ACHE affiliates on ACHE’s Board of Governors, the authority that oversees ACHE operations and member services. Prior to being elected an ACHE Governor, Mr. Hudson was the ACHE Regent for Western North Carolina. He is a strong supporter of the Department and its students, serving as adjunct faculty and as preceptor for our MHA students. Mr. Hudson is the second VCU/MCV Campus alumnus to be serving on the Board currently. Dr. Kenneth White (PhD ’96), Professor and Director, VCU Graduate Program in Health Administration, is currently in his second year of his three-year Governor term.

Below: from left, Eric Young (MHA ’07), Davina Vaswani (MHA ’07), Steve Lindsey (Hon ’00), Keisha Bratton (MHA ’07), and Dale Alward (MHA ’05). Right: from left, William Schoenhard, Chairman Elect, ACHE and Dale Alward, President, VCU ACHESA.
The Paul A. Gross
"Landmarks in Leadership" Lecture Series

Jonathan B. Perlin, (MSHA '97) MD, PhD, FACP
Under Secretary for Health, Veterans Health Administration

Through its Landmark 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, faculty and students. This year, at a special segment of the Paul A. Gross "Landmarks in Leadership" Lecture Series held at the Jefferson Hotel in Richmond, Virginia on May 5, 2005, 47 Alumni/ae, 46 students, 15 faculty, and 12 other guests and friends of the Department joined together to hear a truly remarkable presentation by alumnus, Jonathan B. Perlin (MSHA '97), MD, PHD, FACP. Dr. Perlin’s presentation, entitled “Information, Measurement & Mission: Challenges & Strategies for Achieving Excellence for Veterans” was truly amazing to hear, leaving a buzz among our students as they said to themselves, "Hey, I want to learn more about working at the VA!"

Having served as Acting Under Secretary of Health for the VA since April 2004, the Department is proud to report that Dr. Perlin’s Under Secretary swearing in was just that same morning as our "Landmarks in Leadership" Series! Quoting Dr. Jamie Nocks (MSHA '97), Dr. Perlin, in his role as the Under Secretary of the VA, "serves as the Chief Executive of the nation’s largest integrated health system. Serving 7.6 million enrollees and providing a public health function for the country’s 25 million Veterans, VA provides care through 1, 300 sites, including 171 medical centers and hospitals, 872 clinics, 207 readjustment counseling centers, and a variety of other long-term and domiciliary programs...As Acting Under Secretary, Dr. Perlin prepared and defended the VHA budget for health care and research of nearly $30 billion, before the Office of Management and Budget and both Houses of Congress."

Alumni/ae present to hear Dr. Perlin included: Hugh Aaron (MHA ’88), Amy Allen (MSHA ’03), Christy Allen (MHA/JD ’96), Bevan Baker (MHA ’88), Merinda Battle (MHA ’02), Kim Beasley (MSHA ’97), Carlos Brown (BS ’91 & MSHA ’97), Karen Cameron (MSHA ’87), Gail Campbell (MHA ’02), Linda Chelmow (MHA ’01), David Collins (MHA ’00), Bill Downey (MSHA ’85), Leo Dunn (MSHA ’98), Kevin Fergusson (MSHA 95), Michelle Hereford (MSHA ’02), Michael Jurgensen (MHA ’86), Lisa Kaplowitz (MSHA ’02), Bassam Kawwass (MHA ’80), Jim Keck (MHA ’82), Howard Kern (MHA ’81), Michael Kornstein (MSHA ’01), Peter Lambert (MHA ’62), Sara Larch (MSHA ’92), Wick Lyne (MHA ’71), David Masterson (MSHA ’88), Jill McCormack (MSHA ’04), Beth Merchant (MHA ’98), Jim Perkins (MHA ’79), Cindy Pigg (MHA ’91), Brent Rawlings (MHA/JD ’02), Jennifer Seiden (MHA ’00), David (MHA ’92) Pat (and DPhD ’04) Selig, Karen Shiner (MSHA ’04), Ed Smith (MHA ’64), Tracy Stallings (MSHA ’95), Chris Stark (MHA ’02), Jon Thompson (PhD ’95), Leah Timmerman (MHA ’97), Sherri Ritchie Van Horn (MSHA ’99), Saji Varghese (MSHA ’04), and Eric Walker (MSHA ’03).

The Department sincerely thanks Dr. Perlin for sharing his expertise with us! Previous prestigious LIL speakers have included Larry S. Sanders, FACHE, Preceptor, Chief Executive Officer Columbia Regional Healthcare System and then Immediate Past Chairman, American College of Healthcare Executives (2004), David L. Bernd (MHA ’73), Chief Executive Officer of Norfolk based Sentara Healthcare, and then the 2002-2003 Chair-Elect Designate of the American Hospital Association (2003), and Richard M. Bracken (MHA ’77), then and now President and Chief Operating Officer for Nashville-based HCA (2002).

(See pictures on page 7)
Alumni/ae News (continued)

Landmarks in Leadership (continued)

Below: # 1 Dr. Steve Mick and Dr. Jon Perlin at The Jefferson. # 2: Alumni/ae; MHA, MSHA and PhD students; HAD faculty; and invited guests at the Landmark in Leadership dinner.
### Cardwell Society
#### Donations Received 7/1/04-6/30/05

**Fellows $250-$499**

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(continued on page 9)

**Chair’s Circle $500-999**

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### 1838 Club $1000-$2499

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### President’s Club $2500 and Up

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Cardwell Society (continued)

Members $100-$249

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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)

Other Alumni/ae Donors

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Outstanding Alumni/ae Alumna Award 2006

Attention all alumni/ae! Between now and August 5, 2005 is your time to nominate a fellow alumnus/a for the Department’s 2006 Outstanding Alumnus/a Award. Nominees should be recognized as a leader and significant contributor to the health care field, his or her community, the Department of Health Administration and its alumni/ae, and professional organizations.

Past recipients of this award include:

- Richard M. Bracken (MHA ’77), President and Chief Operating Officer for Nashville-based HCA (2002)
- Sr. Patricia Eck, C.B.S. (MHA ’81), Chairperson, Board of Directors, Bon Secours Health System, Inc. and Chair, Catholic Health Association USA (2003)
- Gerald R. Brink (MHA ’66), Retired Executive Vice President Riverside Health System (2004)
- Marilyn B. Tavenner (MHA ’89), President, Outpatient Services Group, HCA (2005)

Any alumnus/a may make a nomination of a fellow alumni/ae. It’s quick and easy to do! Nominees not selected this year may be given consideration in subsequent years. With your entry, include your name, address, phone number and email address. On one page, provide:

1) the alumnus/a nominee’s name, address, and phone and/or email address; and

2) a brief paragraph that addresses why you think the alumnus/a should win this award -- the paragraph should highlight the alumnus/a’s professional accomplishments, past and potential future departmental involvement, and community involvement.

The nominee’s resume/curriculum vitae and letters of support are optional.

The recipient of this award will be selected by the Alumni/ae Association Executive Committee of the Department’s Alumni/ae Association, and the award will be presented to the winner in 2006.

Please send all materials to: Amy M.E. Edwards, VCU HAD, Director of External Relations, 1008 East Clay Street, P.O. Box 980203 Richmond, VA 23298-0203. Nomination materials may also be e-mailed to: anedwards@vcu.edu.

Friends Contributing Other Gifts to the Department

Individuals
- Mr. David Anderson
- Dr. & Mrs. Carl Armstrong
- Mrs. Michael Ashby
- Devon Brinkley Azar
- Mehmet Camurdan
- Beverly Cartwright
- Marcy Daniel
- Mr. & Mrs. William Flannagan, Sr.
- Frances Goldman
- Mrs. Paul Gross
- Mr. & Mrs. Nathen Irwin
- Cathy King
- Mrs. Miriam Lindsey
- Mrs. Felix Meyer, III
- Dr. Stephen Mick
- Gisela Palmer
- Dr. Michele Romano
- Dr. Louis Rossiter
- Dr. & Mrs. Eugene Trani
- Sharon Tucker

(continued on page 11)
Alumni/ae News (continued)

Friends Contributing (continued)

Organizations

Baptist Medical Center
California Health Collaborative
FDA
Frist Foundation
Hancock Daniel, Johnson & Nagle, PC
HCA Central Atlantic Division
Henrico Doctors' Hospital
Kaohsiung Medical University
Lee Regional Medical Center
Milwaukee Jewish Federation, Inc.
Norfolk Southern Foundation
Owens and Minor
Sara Lee Foundation
Sheltering Arms Hospital
Congregation of Bon Secours
St. Francis Medical Center
Universal Corporation
University of Washington
Virginia Cardiovascular Specialists
Virginia Hospital and Healthcare Association
Virginians Improving Patient Care and Safety
Wachovia

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

2005 Alumni/ae Directory Available!

In March 2005, all alumni/ae with known addresses were mailed a hard copy 2005 Alumni/ae Directory. If you did not receive one, please contact me and I will send you one. In April 2005, our Directory became available on-line. All alumni/ae with known email addresses were sent email notifications regarding the same. In response to this email, 195 alumni/ae to date have used our website, http://www.had.vcu.edu/alumni/Update.html, and requested and received on-line directory access.

All alumni/ae may request a user name and password by visiting http://www.had.vcu.edu/alumni/Update.html and completing the required fields. Once the submitted information is verified, a user name and password will be emailed to you at the email address you provide. Please be patient if you do not get a reply right away as I am only in the office part-time and do occasionally travel off-site for the program.

Once you have received your user name and password, visit http://www.had.vcu.edu/alumni/directory/ to start your alumni/ae searches. If you ever forget your password, please feel free to contact me.

Finally, please be advised that alumni/ae information is not "live," but will be updated periodically by our webmaster. Nonetheless, on-line information will be more up to date than the printed 2005 Alumni/ae Directory which included year end 2004 alumni/ae information.

As always, your feedback is appreciated. To submit feedback, please send me an email, give me a call, or use the Update Contact Information's comment section.

Thanks so much,

Amy Edwards
anedwards@vcu.edu
804-828-8662
**Alumni/ae News (continued)**

**Now is the time to vote for your next AEC!**

The Alumni/ae Executive Committee (AEC) of your Department of Health Administration Alumni/ae Association has asked me to distribute to each alumnus/a the ballot you’ll find with this newsletter. I encourage each of you to complete the ballot and return it so that your vote for the 2005-2006 AEC may be counted. To vote, you may return the ballot to me at P.O. Box 980203 Richmond, VA 23298-0203, email me at micks@hsc.vcu.edu, or fax it to me at 804-828-1894.

The AEC carefully considered nominees named on the ballot and asks for your positive vote on the same. However, should you wish to write-in a candidate in place of one nominated, that opportunity is available. **Ballots are due back by Monday, August 15, 2005.**

I’d like to take this opportunity to thank our AEC members who have each completed their service terms on the AEC – [Howard Kern](#) (MHA ’81) and [Debra Draper](#) (MSHA ’96 & PhD ’00). Howard served as a Member-at-Large, and then completed the officer track Secretary/Treasurer, President-Elect, President, and Past-President. Debra served as Member-at-Large for three years. Their expertise and commitment to the Department in the AEC capacity will surely be missed.

Sincerely,

Stephen S. Mick, Ph.D., CHE
Arthur Graham Glasgow Professor

**Alumni/ae Spotlight**

**Nicholas (Nick) Coppola** (PhD ’03) is a Lieutenant Colonel with the U.S. Army, Medical Service, FACHE, FUSMI and is currently an Assistant Professor, U.S. Army-Baylor University Graduate Program, Ft. Sam Houston, TX. Just this summer, Lieutenant Colonel Coppola assumed his new duties as "Director, Army-Baylor MHA Program." Lieutenant Colonel Coppola currently teaches courses in research methods, managed care, and organization behavior.

In his military service, he has served and excelled in many leadership positions as a Medical Corps Officer in the U.S. Army and has been awarded numerous decorations and awards. Some of his “operational” leadership roles include: platoon leader, medical operations officer, medical company commander, and Chief, Clinical Services Division in various sized medical facilities worldwide.

As an author of over thirty articles or book chapters on medical readiness and health administration, he has presented papers and abstracts at conferences worldwide. He has participated in multiple working and original research endeavors over the past 20 plus years. He was named Baylor University's Graduate Program “Researcher of the Year” in 2004.

Dr. Coppola has served as a collaborator on three funded grants. The most recent grant is a 2004-2007 grant — "The Impact of Quality and Efficiency on Value in Healthcare" funded by the Brooks Research Foundation. The principal investigator of this grant is a fellow alumnus, [Dr. Jeff Harrison](#) (PhD ’02).

Dr. Coppola has attained numerous honors in several professional societies and associations some of which include Fellow, American College of Healthcare Executives; Fellow, U.S. Medicine Institute; and he was recently appointed to a four year term as a member of the Board for The Association of Military Surgeons of the U.S. Raised in Monroe, New York, Dr. Coppola enlisted in the Army Corps of Engineers at the age of seventeen, while still in high school. Upon retiring from the military in several years, Dr. Coppola will seek a position in college administration. His ultimate career goal is to be a University Dean.

Dr. Coppola is married to the former Susannah Chambers of Leesville, Louisiana. They have two children, Nicholas William and Holly Kirkland.
Alumni/ae News (continued)

2000s

Chris Accashian (MHA’01) is director of operations finance-planning, HCA, Nashville, TN. Dale Alward (MHA’05) is TOPA flight commander, McConnell AFB, KS. Adrian Amedia (MSHA’05) is an account executive, Health Informatics, Inc., Richmond, VA. Mike Ashby, MD (MSHA’03) is vice president of medical affairs, Martha Jefferson Hospital, Charlottesville, VA. Thelma Baker (MSHA’04) is senior project director, Virginia Health Quality Center, Glen Allen, VA. Alicia Barfield (MHA’02) is a financial planning consultant with Children’s Healthcare of Atlanta, GA. Keisha Barr (MHA’04) is a consultant, CapGemini—Health, Vienna, VA. Kimberly Bell (MHA’00) is a practice manager, Morehouse Medical Associates, East Point, GA. Charles Blotner (MHA’01) is a network relations manager, Optima Health, Richmond, VA. Joani Sullivan Brough (MHA’05) is director of Cardiac Medical Services, Sentara Healthcare, Norfolk, VA. Keith Buckley (MHA’02) is administrator manager/Six Sigma Greenbelt, North Carolina Baptist Hospital, Winston-Salem, NC. Gail Campbell (MHA’02) is administrative officer, Nursing, McGuire VA Medical Center, Richmond, VA. David Cashwell (MHA’05) serves as an associate administrator, CJW Medical Center, Richmond, VA. Marie Chmura (MHA’04) is practice manager, Riverside Centers for Interventional Pain Management, Mechanicsville, VA. Sandy L. Chung, MD (MSHA’05) is assistant medical director, Fairfax Pediatric Associates, Fairfax, VA. Ted (Brent) Clark (MHA’00) is manager of operations finance & planning, HCA, Nashville, TN. William Coleman (MHA’03) is assistant administrator, The Virginia Home, Richmond, VA. Suzanne Scarborough Couyner (MHA’05) serves as project director, Sentara Norfolk General Hospital, Norfolk, VA. Lisa Davani (MSHA’05) is a speech language pathologist, Christus Spohn Health System, Corpus Christi, TX. Lindsey Dixon Eades (MHA’04) is assistant director of administration, Virginia Commonwealth University, Richmond, VA. Mary Ellison, PhD (MSHA’01) is assistant executive director, United Network for Organ Sharing, Richmond, VA. Michael Franklin (MSHA’01) is vice president of operations, Shady Grove Adventist Hospital, Rockville, MD. Allen Foster (MHA’01) is COO/CFO, Virginia Spine Institute, Reston, VA. Jonah Fox, MD (MHA’05) is a resident—Physical Medicine & Rehab, University of Virginia, Charlottesville, VA. Sepi Gharanfoli (MHA’05) is surgical services business manager, INOVA Health System, Alexandria, VA. John Goodman (MHA’04) serves as director of Oncology Services, Piedmont Hospital, Atlanta, GA. Dan Goodwin (MHA’02) is administrator, departments of Cardiovascular Diseases and Pulmonary & Critical Care Medicine, Arnett Clinic, Lafayette, IN. Chad Hatfield (MHA’03) is director of risk/security/contract administration, Phoenix Baptist Hospital, Phoenix, AZ. Steven Hays (MSHA’00) serves as executive director, Virginia Physicians MSO, Lynchburg, VA. Robert Higgins, MD (MSHA’05) is chairman, Department of Surgery, Rush University Medical Center, Chicago, IL. Robin Heath Kahn (MSHA’05) is an infection control practitioner, CJW Medical Center, Richmond, VA. Greg Kearns (MHA’05) is an analyst for strategic projects, Bon Secours Health System, Inc., Marriottsville, MD. Jay Khosla (MHA/JD’05) is serving as AUPHA’s David Winston Health Policy Fellow. Nancy Wick Littlefield (MSHA’05) is vice president of operations, Capital Hospice, Fairfax, VA. Shyuemeng (Sherman) Luu (PhD’00) accepted an assistant professor position with the Dept. of Public Health, Chn Shan Medical University, Taichung Taiwan. Steve Le Moine (MHA’04) is associate administrator, Presbyterian St. Luke’s Medical Center, Denver, CO. Kim Marsh (MHA’00) is assistant director, HIM/Medical Records Department, Lenox Hill Hospital, New York, NY. Carrie Owen Plietz (MHA’00) is chief administrative officer, California Pacific Medical Center/Sutter Health, San Francisco, CA. Nikheel Dilip Purohit (MHA’04) is administrative fellow, Columbus Regional Healthcare System, Columbus, GA. Robert Rainey, MD (MHA’05) serves as chief of pharmacy operations, USAF, Langley AFB, VA. Erica Reed (MHA’02) is an associate attorney, Kaufman & Canoles, P.C., Norfolk, VA. Nicole Dube Rosson (MHA’02) is project administrator, Johns Hopkins Health System, Baltimore, MD. Verlon Salley (MHA’02) is manager, Sentara Healthcare, Virginia Beach, VA. Paulomi Sanyal (MSHA’05) is practice manager, SENMHO, Roswell, NM. Robin Scott (MHA’03) is project administrator, Center for Hospital-Based Specialties for Children’s National Medical Center, Washington, DC. Jennifer Neblett Seiden (MHA’00) is QI/PI coordinator, HCA, Richmond, VA. Michael Spake (MHA/JD’01) and his wife, Mary Lucia and son, Henry, are pleased to announce the addition of twin girls to their family—Katie and Mary Clare on May 18, 2005. Yujie Shan (MHA’03) is program manager, Anthem Blue Cross and Blue Shield, Rich- mond, VA. Patricia Sherrod (MHA’02) serves as director of Business Development, HCA, McMinnville, TN. Karen Shiner (MSHA’04) is a consultant with Ernst & Young, LLC, Richmond, VA. Jamel Sparkes (MHA’03) is a consultant with CGI-AMS, Fairfax, VA. Janet L. Thompson (MSHA’05) serves as director of management systems, Riverside Health System, Newport News, VA. Henrisa Tosoc-Haskell (MSHA’02) is administrative director of quality and care management, Bon Secours Health System, Richmond, VA. Emily Towey (MHA/JD’01) is an associate attorney, Hancock, Daniel, Johnson & Nagle. She and her husband, James, welcomed the arrival of their daughter, Anne Caitrin Towey, on May 6, 2005. Kim Warren (MSHA’05) is clinical nurse manager, Sentara Healthcare, Norfolk, VA. James Yolch (MHA’02) is director, Mayo Family Clinics, Rochester, MN.
1990s

Carolyn Reevy Anderson (MHA’93) is a project review analyst, Division of Certificate of Public Need, Virginia Department of Health, Richmond, VA...Robert Bethke (MHA’92) is a consultant with The Medical Society of Virginia, Richmond, VA...Amanda Edwards Birch (BS’92) serves as administrator of operations, Commission on Accreditation of Rehabilitation Facilities-CCAC, Washington, DC...David Blankenship (MHA’91) is a business process expert, Anthem Blue Cross and Blue Shield, Richmond, VA...Robert (Bob) Brinker (MSHA’91) is contract manager, Sentara Healthcare, Norfolk, VA...William (Wes) Campbell (MHA ’98) serves as manager of regional primary care, UVA Health Services Foundation, Charlottesville, VA...Louis (Lou) Canulli (MSHA’91) serves as a facility privacy officer and assistant ethics & compliance officer, Henrico Doctors’ Hospital, Richmond, VA...Mark Canada (MHA’90) is regional vice president, Medical Practice Management, Inc., Richmond, VA...Brian Dunn (MHA’91) is CEO, Salt Lake Regional Medical Center, Salt Lake City, Utah...Leo Dunn, MD (MSHA) is a Research Subject Advocate (RSA), Virginia Commonwealth University, Richmond, VA...Dominic (Mike) Esposito (MHA’98) is CEO, Hendersonville Medical Center (HCA), Hendersonville, TN...Timothy (Tim) Everidge (MHA’99) is administrator of imaging & cancer services, HCA, Medical Center of Arlington, TX...Douglas Grimm (MHA’94) is an attorney with Vinson & Elkins, Washington, DC...Glendon (Glen) Heatwole (MSHA’93) is executive director, The Glebe, Daleville, VA...James (Lee) Higginbotham (MHA’96) is vice president of business development, CJW Medical Center, Richmond, VA...Hongjia (Joanna) Jiang (PhD’97) accepted a research scientist position, Agency for Healthcare Research and Quality, Rockville, MD...James (Ron) Johnson (MHA’94) is a regional liaison, VA DoD business development, TRICARE Regional Office, South...Jay Johnson (MHA’94) is senior vice president and COO, Mercy Memorial Health Center, Ardmore, OK...Gregory (Greg) Jones (MHA’92) is director of managed care, Children’s Hospital of the King’s Daughters, Norfolk, VA...Wendy Kaplan (MHA’97) is a field consultant with A4 Health Systems, Nashua, NH...Meredith Harper Kiesnowski (MHA’95) is executive director, Appleton Physician Management Services. LLC, Appleton, WI...Thurston King, II (MHA’99) is vice president, continental division, HCA/HealthONE, Englewood, CO...Tiffany Lange (MHA’98) is executive administrator, Cardiac & Thoracic Surgical Associates, Ltd., Richmond, VA...Robert (Bob) Leek (MSHA’90) is Senior Physician Liaison, Sentara Williamsburg Community Hospital, Williamsburg, VA...Paige Crider LeMay (MHA’93) is COO, Campbell Clinic Orthopaedics, Germantown, TN...Slow (Kate) Lim (MHA’98) serves as director of quality management, Bon Secours St. Francis Medical Center, Midlothian, VA...Ed Lovern (MHA’92) is president/CEO, Piedmont Mountainside Hospital, Jasper, GA...Christine Hartwell Markham (MHA’93) serves as manager, Health Strategies & Solutions, Inc, Philadelphia, PA...Yolla Masri (MHA’96) serves as associate administrator, Pulmonary Associates of Richmond, Inc., Richmond, VA. Yolla and her husband and daughter, Noor, welcomed the arrival of their newborn daughter, Nour, and the couple welcomed the birth of their second daughter, Noura, on November 30, 2005...Scott McCutcheon (MHA’90) is administrator, Gwinnett Consultants in Cardiology, Lawrenceville, GA...Donna Fraser Murray (MHA’90) is chief nursing officer, St. Mary’s Regional Medical Center, North Valley Village, UT...Ahmad Okasha (PhD’95) is a business leader of performance solutions, MEACAT, GE Healthcare, Dubai...Robin Sinclair O’Toole (MHA’97) serves as house supervisor, Mainland Medical Center, Texas City, TX...Corey Perdue (MHA’98) is director of marketing and business development, Inova Health System, Springfield, VA...Julie Sydnor Peterman (MHA’98) has accepted a position as vice president of municipal fixed income research, BB&T Capital Markets, Richmond, VA. Her family welcomed a new member, Jake Woodson, on August 21, 2004...Mark Pile (MSHA’95) is executive vice president/COO, Diakon Lutheran Social Ministries, Allentown, PA...Father Richard (Rick) Reed (MHA’90) is senior pastor, St. Gabriel’s Chapel, Toledo, OH...Julie Thompson Riddle (MHA’95) serves as a practice administrator, Commonwealth Oral and Facial Surgery, Richmond, VA...Richard Robertson (MSHA’92) is vice president of reimbursement operations, DaVita, Tacoma, WA...Sharon (Shari) Self (MHA’93) is an IC specialist with Tyco/Kendall Healthcare, Martinsburg, WV...Louis Smith, Jr. (MHA’91) is assistant vice president, Memorial Hermann Healthcare System, Sugar Land, TX...Jerri Jordan Stuart (MHA’93) is president, Baylor Medical Center at Waxahachie, Waxahachie, TX...Adelle Sullivan (MHA’90) is president, Center for Strategic Solutions, Palm Beach Gardens, FL...John Sylvia (MHA’96) is director of planning and business development. Baptist Health System of East Tennessee...Ann Bonita Taubel (MHA’90) is executive director, North Georgia AIDS Alliance, Gainesville, GA...James (Jim) Thweatt, Jr. (MSHA’90) is president and CEO, Lewis-Gale Medical Center, Salem, VA...Leah Dalke Timmerman (MHA’97) serves as a facility privacy officer and assistant ethics & compliance officer, Henrico Doctors’ Hospital, Richmond, VA...Kristy Waters (MSHA’92) is senior vice president and CFO, Sierra Providence Health Network, El Paso, TX...Karen Wilson (MHA’98) is director of physician services & business development, Virginia Cardiovascular specialists, Richmond, VA...Kyung Youn (PhD’95) has accepted an assistant professor position with the School of Medicine, Keimyung University, Daegu, South Korea.
Alumni/ae News (continued)

Alumni/ae Updates (continued)

1980s

Bryan Brand (MHA’81) serves as associate hospital director, Vanderbilt Medical Center, Nashville, TN... Warren (Scott) Burnette (MHA’83) is president/CEO, Community Memorial Healthcenter, South Hill, VA... Gregory (Greg) Clark (MHA’85) is president and CEO, Scotland Health Care System, Laurinburg, NC... Terrie Langley Edwards (MHA’84) is executive vice president, Bon Secours St. Francis Medical Center, Midlothian, VA... Bryan Dearing (MHA’87) is CEO, HCA Northern VA Community Hospital, Arlington, VA... Jim Gardner (MHA’85) is president and CEO, Northeast Georgia Health System, Gainesville, GA... David Hohl (MHA’84) is president, Scan America Springfield, LLC, Franklin, TN... Mark Hudson (MHA’83) is executive vice president, Cleveland County Healthcare System... Kim McPhillipes Jacobs (MHA’89) is director of finance, VCU Medical Center, Richmond, VA... Lai Lee (MHA’87) is executive director, American Healthways, Nashville, TN... Michael McAndrew (MHA’87) is CEO, Hopkins County Memorial Hospital, Sulphur Springs, TX... Glenn Moseley (MHA’84) serves as a practice administrator, Atlanta Diabetes Associates, Atlanta, Georgia... Stephens Mundy (MHA’89) is CEO, CVPH Medical Center, Plattsburgh, NY... Gregory Napps (MHA’86) is assistant administrator, St. Mary’s Hospital, Richmond, VA... Susan (Sue) Pagano (MHA’83) is executive administrator, Virginia Commonwealth University, Richmond, VA... Gary Pantaleo (MHA’83) is director of fiscal affairs, Virginia Commonwealth University, Richmond, VA... Don Pinner (MHA’86) is vice president of managed care and strategic planning, Hunterdon Healthcare System, Flemington, NJ... Brian Ruede (MHA’87) serves as administrator, Clinton County Nursing Home, Plattsburgh, NY... Gary Silverstein (MHA’81) serves as a health informatics analyst, BlueCross BlueShield Illinois, Chicago, IL... Tim Simpson (MHA’88) is CEO, Kindred Hospital North Florida, Green Cove Springs, FL... Glenn Waters (MHA’85) is COO, Moses Cone Health System, Greensboro, NC... Thomas (Tom) Weiss (MHA’81) is president of the continental division, LifePoint Hospitals, Inc., Brentwood, TN... Zach Wheeler (MHA’89) is vice president of human resources, Archbold Medical Center, Thomasville, GA... Phyllis Wingate-Jones (MHA’81) is senior vice president of operations, Carolinas Medical Center, Charlotte, NC.

1970s

Hee Doe Ahn (MHA’76) serves as vice president of planning & research, ORyoung, Inc., Seoul, Republic of Korea... Warren Brennan (MHA’74) is CEO, SMA Informatics, Richmond, VA... Martin Bree (MHA’74) is a senior partner, Tridon Group, LLC, Sicklerville, NJ... William Bryant (MHA’72) is with QHR-Region 1, Charlotte, NC... William (Billy) Clark (MSHA’73) is CEO, Columbus Regional Healthcare, Whiteville, NC... Randy Edwards (MHA’75) is CEO, Southern Region Blood Services—American Red Cross, Atlanta, GA... Donald (Don) Holl (MHA’74) is CEO, Miners’ Colfax Medical Center, Raton, NM... Michael (Mike) King (MHA’78) is COO, Camden-Clark Memorial Hospital, Parkersburg, WV... Munthir Kuzayli (MHA’73) is managing director, MEMMCO, Beirut... Daniel (Dan) Miller (MHA’78) is division president, HCA, Palm Harbor, FL... Patrick Romano, Jr. (MHA’75) is CEO, Gateway Regional Health System, Mr. Sterling, KY... Tim Stack (MHA’77) is president and CEO, Piedmont Healthcare, Atlanta, GA... James (Todd) VandeHey (MHA’76) is vice president of operations, Ruxton Health Care, Columbia, MD.

1960s

Joel Montgomery (MHA’64) is president and CEO, North Florida Medical Centers, Tallahassee, FL... Donald (Don) Patterson (MHA’69) is CEO, Washington County Hospital and Clinics, Washington, Iowa.

Deaths

Dr. Kenton Lee Mackey (MHA’92) passed away at the age of 43. Previously, he was Vice President of Administration at Southside Regional Hospital in Petersburg, and most recently was a partner with Monument Strategic Partners in Richmond, Va. A memorial service was held May 14, 2005 at Woodlake United Methodist Church in Midlothian, VA.

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. You may also always send information to the Department through our website, 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!
Ph.D. News

Graduates
Tao Gu, doctoral candidate, successfully defended his dissertation, Service Specialization Strategy in System-Affiliated Hospitals, and graduated from the program in May 2005. Dr. Gu returned to China to become a project office with the Center for Statistics & Information, Ministry of Health in Beijing, China. August graduates will be listed in the winter issue.

The following Health Administration PhD students have successfully defended their proposals and have become doctoral candidates: 1) Patricia Carcaise-Edinboro (June 14, 2005)—Factors associated with the Provision of Coronary Heart Disease Preventive Care. 2) Imre Solti (July 6, 2005)—Influence of Organizational, Operational, Financial and Environmental Factors on Hospitals’ Adoption of Computerized Physician Order Entry Systems for Improving Patient Safety: A Resource Dependence Approach. 3) Tae Hyun Kim (July 7, 2005)—An Evaluation of Hospital Capital Investment After BBA.

Two students in the Health Administration track of the School of Allied Health Professions’ PhD in Health Related Sciences also became doctoral candidates: Judy Salzer (April 26, 2005) successfully defended her proposal, Grandparents Raising Grandchildren: A Program Evaluation of Family Well-Being and Kristie Stover (July 1, 2005) successfully defended her proposal, Adoption of Hospital-Based Palliative Care Programs: Market and Organizational Correlates.

Current Student News
Henry Carretta, research assistant for the Department, and Debra Crane were married on May 18, 2005 in Jamaica. Debra is an instructor in VCU’s English as a Second Language Program. Best wishes to Henry and Debra...Doctoral candidate, Pam Spain, has been offered a NRSA Post-doctoral Fellowship at the Sheps Center for Health Services Research at the University of North Carolina, Chapel Hill. She will start September 1.

Two doctoral candidates participated at the Academy Health meeting in Boston (June 27-29, 2005). Askar Chukman-tov, had a poster accepted, "Variations in Quality Outcomes Among Hospitals in Different Types of Health Systems: A Panel Study" and Tae-Hyun (Tanny) Kim was a speaker at one of the session "An Evaluation of Hospital Capital Investment after BBA". Tanny co-authored this with Dr. Michael McCue.

MHA News

The MHA Class of 2006
Reaches its $10,000 Fundraising Goal
By: Aryana Palmer (MHA '06)

Over the past semester, the class of 2006 participated in many projects to reach its $10,000 goal. For Valentine’s Day, the class sold and delivered personalized carnations at Virginia Commonwealth University Health System (VCUHS) to recognize employees for their dedication and hard work. The fundraiser was a huge success; VCUHS employees enjoyed sending carnations to one another and the class raised ~$525.

Next, the class held another fundraiser at VCUHS for National Doctors’ Day on March 30. For this fundraiser, the class filled paper doctor bags with marketing materials from McKesson and VCUHS as well as snacks and candies. The fundraiser was extremely successful; the class sold 288 "doctor bags" and raised ~$1,100 from this effort. We would like to thank Ms. Maria Curran, Vice President of Human Resources at VCUHS. Without her help, guidance, and support during the carnation sale and National Doctors’ Day, we would not have been nearly as successful. We also want to thank Ms. Nina Hobcroft and Mr. Andy Berkin from McKesson. McKesson donated over 400 of each of the following items for National Doctors’ Day: hand sanitizer, lotion, cohesive bandages, and reinforced skin closures. Without this significant donation, the class would not have been able to fill the “doctor bags” and raise such a large amount of money.

Finally, Owens & Minor made a $1,000 contribution to the class. The contribution was due in large part to the work done by Ms. Pat Ricketts and Mr. Hugh Gouldthorpe. The class is very appreciative to Owens & Minor for this contribution.

In conclusion, the MHA Class of 2006 worked very hard this past semester to reach its fundraising goal and is very excited about this accomplishment. With the $10,000, the class created a scholarship endowment with the MCV Foundation and should be able to award its first scholarship to a student in the MHA Class of 2008. Thank you to everyone in the department for their continued support and thank you to the students in the MHA Class of 2006 for their dedication and hard work.
Recent MHA Graduate Receives Two Awards.

Recent MHA/JD graduate, Jay Khosla received the 2005 American College of Legal Medicine’s National Student Writing Competition Hirsh Award.

He also was selective to serve as AUPHA’s Davis Winston Health Policy Fellow. This is a 12-month postgraduate experience in Washington, DC administered by AUPHA.

During the year, Jay will visit varies centers of current health policy development at the national level and may participate in activities at nearby state capitals. With the assistance of an advisory committee, comprised of key policy makers from the public and private sectors, Jay will have the opportunity to pursue a personal health care interest project.

Congratulations to Jay for winning this prestigious and competitive award!

Students Win First Place in NAHSE Competition

Congratulations to Deanna Lee (MHA ’06) and Camille Fisher (MHA ’06) in representing our program in the National Association of Health Care Executives (NAHSE) 2005 National Student Summit, held in Atlanta, Georgia in February 2005. Deanna and Camille received first place in the Nathaniel Wesley Jr. Brain Bowl Competition, which not only served as great visibility and kudos for our program, but also earned each student a $1,000 scholarship!

NAHSE is a non-profit association of black health care executives founded in 1968 for the purpose of promoting the advancement and development of black health care leaders, and elevating the quality of health care services rendered to minority and underserved communities. NAHSE’s purpose is to ensure greater participation of minority groups in the health field.

MHA Class of 2005 Announces Faculty Awards

The MHA Class of 2005 awarded the Jerry L. Norville Award for Outstanding Educator to Stephen S. Mick, Ph.D and the Dolores G. Clement Award for Outstanding Advising to Ramesh Shukla, Ph.D.

The MHA Class of 2005 would like to congratulate and thank both for all of their support and hard work. The class formally presented the awards to the recipients during the May 2005 graduation ceremony.

VHHA Spring Conference

The Department was pleased to participate with the Virginia Hospital and Healthcare Association’s Spring Conference held at Kingsmill in Williamsburg, Virginia April 13-15, 2005. By the generosity of Larry Sartoris, CEO of VHHA, first year MHA students were invited to attend the opening session. Also, Margaret Lewis and HCA sponsored all first year students attendance at the ACHE luncheon. Many thanks to Larry Sartoris, Margaret Lewis and HCA.

Also during this VHHA conference, first year MHA students Mohammed Beyad, Sara Hendon, Dan Herlihy, and Elizabeth Huff received formal recognition for receiving the Stuart D. Ogren Scholarship Award. This award was created to recognize the contributions Mr. Stuart D. Ogren made in development of health professions. In his years as President of the Virginia Hospital Association, he was most supportive of the MHA Program.

Finally, the Department recognized 4 preceptors who have recently retired. Those recognized were Chris Carney, Bon Secours Health System; Caroline Martin (MHA ’78), Riverside Health System; Dr. Donald Buckley, Chesapeake General Hospital; and Gerald Brink (MHA ’66), Riverside Health System. Preceptors who had taken 5 or more residents were also recognized.
Giving Back to the Richmond Community

By Dale F. Alward, MHA Student, Class of 2005
President, VCU ACHESA

As President of the VCU ACHESA for the past 15 + months it has been my privilege to serve on our executive council with some exceptional fellow MHA classmates. During the fall of 2003 our executive team decided we should pursue a venue to “give back to our Richmond community” in some way during our tenure as leaders of this great organization. After much discussion and review of options it was decided that we would focus our efforts on raising as much money as possible toward a cash donation to the Cross Over Ministry in Richmond, VA.

The Cross Over Ministry is committed to bridging the health care gap for the uninsured working poor, the working homeless, and the unemployed homeless in the Richmond and Chesterfield communities. They offer several free health clinics in various locations with health care services that include family medicine, dental care, eye care, podiatry, physical therapy, and HIV testing and treatment. In addition to the free outpatient health clinics Cross Over also offers several free services in the area of Lay Health Promoter Programs, Community Health Referral Networks, and Charity Inpatient Hospital Care.

For every $1 the community invests in Cross Over, the Cross Over Ministry provides more than $4.57 worth of services to patients on the behalf of the community. Cross Over Ministry provided over 33,000 patient visits to people in need in 2002 and 2003. Cross Over patients have neither public nor private health insurance and have incomes of 200% of the federal poverty level or less. Over 50% of the Cross Over patients have annual incomes of less than $10,000. Only 7% of the current Cross Over patient population is homeless – most have homes and jobs, and most live in families of three or more.

Realizing this philanthropic effort was no small task, our team formulated a game plan of potential fund-raising opportunities over the course of several months and settled on three primary events: (1) a fundraiser raffle during the spring semester of 2004; (2) An ACHE advancement information seminar (AIS) during the fall semester of 2004; and finally (3) a final fundraiser raffle during the spring semester of 2005.

For the raffle fundraisers we canvassed Richmond community businesses seeking gift certificates and/or gift donations for prize giveaways and were highly successful, receiving over 45 donations valued at around $1,000 for both raffles combined. We then asked three VCU MHA student classes to assist with selling tickets for our raffle – with some impressive results. We were fortunate to have businesses provide free printing service reducing expenses with regard to the flyers advertising our events.

For the ACHE AIS fundraiser our team developed a series of brochures, flyers, seminar folders with educational information, and registration information to solicit attendees for these health administration “professional affiliation” advancement sessions. These sessions are crucial to gain insight and education on health administration credentialing for up and coming health care executives. We were fortunate to have “in-house” a nationally renowned board member of ACHE to facilitate and teach two seminars, one for advancement to diplomate in the college, and the other for advancement to fellow in the college. Again to minimize expense we were successful in soliciting sponsorship for breakfast and lunch as well as the reproduction of the various documents produced. This was also a great success with over 45 health care professionals registering for the sessions.

This 15 + month endeavor was truly a “grass-roots” effort, knocking on doors, coordinating various fundraiser marketing forums, and raising money – one dollar at a time. There was a lot of hard work and much effort from our team of professionals in the spirit of helping our fellow man.

On March 8, 2005, accompanied by our VCU ACHESA treasurer, the VCU Health Administration Department (HAD) Chairperson, VCU MHA Director, and VCU MHA Residency Coordinator it was my great privilege to represent the VCU HAD and VCU ACHESA and present the Cross Over Ministry with a check for $3,000. Given the ratio of dollars invested to services provided ($1 * $4.57), the Cross Over Ministry will be able to provide $13,710 of health services to the community from this contribution.

It doesn’t get any better than the feeling of knowing you’re contributing to a cause, such as Cross Over Ministry, that conveys a message of human compassion and quality health care to poor communities with little to no means of obtaining health care, tirelessly strives to meet unmet health care needs, and reaches out to the community in so many other ways. (Picture on page 19).
This past spring, the VCU American College of Healthcare Executives Student Association (ACHESA) hosted two events. The first, on February 22, 2005 featured Mr. Austin Kirkland (MHA ’95), Chief Administrative Officer, Pulmonary Associates of Richmond, Inc., Ms. Tiffany Lange (MHA ’98), Executive Administrator, Cardiac & Thoracic Surgical Associates, Ltd., and Mr. Jim Perkins (MHA ’79), Administrator, West End Orthopedic Clinic, as panelists in an ACHESA’s brown bag lunch session. The session was organized to allow students the opportunity to ask questions relating to physician practice management.

The second event on May 6, 2005 was a breakfast sponsored by the VCU ACHESA Chapter. Invited speakers were Sentara Healthcare executives. Mr. Howard Kern (MHA ’81), President and COO, and Ms. Julia Hayes, Administrator, spoke to ACHE student members about Sentara Healthcare and answered student questions concerning healthcare issues.

Each event was informative and extremely successful. The chapter would like to thank all panelists and those in attendance for their support.
Dr. Jan P. Clement formally resigned from her position as Director of the Professional MSHA Program On-Line, effective June 30, 2005. She leaves behind her a legacy of creative innovation, excellent stewardship, and unstinting devotion to the student associates who had the pleasure of having had her as Director. She will be sorely missed because it has become evident that she has been an adroit administrator of a key program in the Department.

Dr. Jan Clement assumed directorship of the Professional Graduate Programs in October 1997. At that time both the MHA and MSHA programs were under one director, an associate director (Dr. Ken White), and a single administrative assistant (Ms. Suzanne Havasy). The programs have undergone considerable change during her tenure as director to meet the needs of MSHA students and faculty.

The “Executive Program” curriculum was redesigned in 1999-2000 and shortened by three months allowing students to begin in August and complete the program and graduate in May 21 months later. This permitted graduation with the University and aligned the program more closely with the VCU calendar. The new curriculum was initiated in 2000. In addition, a structure was established to assess on campus and online content to standardize credit hours across courses, decrease on-campus time, and develop part-time enrollment options.

While implementing the revised curriculum in 2000-01, the program responsibilities were divided and in July 2001, the academic programs were again split as they had been before 1993. Jan and Ken changed administrative titles in accordance with programmatic responsibilities: Jan as director of the MSHA program and Ken as the director of the MHA program. Separate staff were assigned for each program, and functions were more efficiently defined.

As director of the MSHA program, Jan worked with faculty to enhance the development of online delivery of coursework. In addition, she undertook an assessment of the name of the MSHA program. After considerable market and field analysis, she began the process through the University of officially changing the name of the program to the Professional MSHA Program Online. This was finally accomplished in 2003.

The Department is most appreciative of all of the hard work and effort that Jan has contributed to the development of the academic programs during her tenure of service as program director. After seven years and eight months, she will surrender the reigns and return to teaching and research; the torch has been passed to Dr. Dolores G. Clement, who has returned to the Department from the Associate Dean’s position in the School of Allied Health Professions, and who brings with her considerable experience of program direction and familiarity with on-line education to the MSHA program.

(continued on page 21)
From the MSHA New Director

**Dolores G. Clement, Dr. P.H.**

It is with great pleasure that I again become Director of the MSHA Program. As many of you are aware, I directed both graduate programs prior to going to the Dean’s Office. During the time there I served as Director of the distance Ph.D. in Health Related Sciences program. It is exciting to again take the reins of the program. It has been so nice to be welcomed back and to have time to work with Jan on the transition. The changes that have occurred in the MSHA Program in recent years have been good and I look forward to get to interact with the students and all of the alumni again.

This year marks the 15th anniversary of the first graduating class of the MSHA program which is hard to believe! In 2005 it is important to celebrate the 1990, 1995 and 2000 graduating classes. Congratulations to the 15, 10 and 5 year alumni!

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**MSHA Program Ranked by Modern Physician**

Modern Physician ranked distance learning programs accredited by the AACSB or ACEHSA that appeal to physicians. The VCU MSHA program was ranked #4.

Programs were ranked based on five factors:
1) length of time; 2) cost of tuition; 3) numbers of days students must spend on campus; 4) number of years program has been in existence; 5) number of students who have graduated.

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**Information Session**

**Thursday, October 13, 2005**

Grant House, 102/104 5:30-7:30 p.m.

Contact: Carolyn Wells 804.828-7799 or cwwells@mail2.vcu.edu

Saeed J. AlQahtani, PhD
Senior Quality Management Specialist
Riyadh, Saudi Arabia

May M. Alomari, PharmD
Medication Safety Coordinator
St. John Hospital and Medical Center
Detroit, MI

Sharon W. Angle, MSN
Corporate Director, Compliance/Risk Management
Shore Health Services Inc.
Nassawadox, Virginia

Janet M. Barrett, MSN
Consultant, JMB Barrett Healthcare Consulting
Richland, WA

Nancy L. Borglin, BSN
Interim Director, Performance Improvement
VCU Health Systems
Richmond, VA

Maureen E. Burke, RN, MSN
Risk Manager, Inova Health System
Falls Church, VA

Jill W. Cousins, MPH
VP of Research and Program Development
American Healthcare, LLC
Richmond, VA

Patricia E. Davis, BSN
Director, Performance Improvement
Shriners Hospitals for Children – Houston
Houston, TX

Amy L. Derion, MPH
Bon Secours Maryview Medical Center
Portsmouth, VA

Ellen S. Deutsch, MD, FAAP, FACS
Pediatric Otolaryngologist
Alfred I. duPont Hospital for Children
Wilmington, DE

Susan G. Engleman, MSN
Clinical Nurse Specialist
Memorial Hermann Children’s Hospital
Houston, TX

Robert F. Flora, MD, MBA
Residency Program Director
Summa Health System
Akron, OH

Helen A. Gillespie, RN, MA, COHN-S
Director of Risk Management
American Healthcare, LLC
Richmond, VA

Christian A. Hartman, PharmD
Pharmacy Manager
Univ. of MA Medical Center
Worcester, MA

Mark R. Hillier, MD
Hospitalist, Barnaby Hospital
Barnaby, BC Canada

Gordon H. Kerr, MD
Assistant Professor
Virginia Commonwealth University – Medical Campus
Richmond, VA

M. Brigid Krizek, BSN
Director, Quality and Case Management
Prince George’s Hospital
Cheverly, MD

Barbara S. Lindsay, RN, MS, CNAA
Administrative Director, Women/Children’s Bon Secours Richmond Memorial Regional Medical Center
Mechanicsville, VA

Saima Makhdoom, JD
Consultant, TCBA
Washington, DC

Judy A. McCoy, BSN
Quality Director
Bon Secours Richmond Memorial Regional Medical Center
Mechanicsville, VA

Kevin A. Myer
Executive Director
LifeNet
Richmond, VA

Patrick A. Palmieri, MBA, MSN, ACNP, RN
Director of Critical Care
Baptist Health System
San Antonio, TX

Mary D. Patterson, MD
Physician, Emergency Medicine
Cincinnati Children’s Hospital Medical Center
Cincinnati, OH

Pam B. Pettus, BSN
Director, Patient Safety
Carolinas Healthcare System
Charlotte, NC

Patricia A. Rodriguez, BSN
Patient Safety Officer
MediCorp
Fredericksburg, VA

Curtis N. Sessler, MD
Medical Director, Critical Care
Virginia Commonwealth University Medical Center
Richmond, VA

Tracey T. Skeete, MS
Clinical Laboratory Technologist
Brookdale Hospital Medical Center
Brooklyn, NY

Craig M. Slater, MD
VP of Medical Affairs
Owensboro Medical Health Center
Owensboro, KY
Below are pictures from the recent on-campus session of the Executive Patient Safety Fellowship held in Williamsburg, Virginia at the College of William & Mary’s Law School.
The Department recently hosted the 7th Annual Health Care Organization Conference at the MCV Alumni House and Grant House. The Conference, held on June 2-3, and attended by a purposefully limited number of attendees, pulled together many of the nation’s leading experts who study health care organizations. Supported in part by a grant from the Agency for Healthcare Research and Quality, the Conference is considered the most successful national venue for the discussion and presentation of research entirely focused on health care organizations, their markets, structures, functions, and performance. VCU is the first southern university that has hosted the event. Previous universities included Boston University, the University of Michigan, the University of California-Berkeley, and the University of Minnesota, among others.

Jury selected papers for presentation, and their designated discussant/reactors, included the following: “Adapting a Model of Alliance Evolution to the Health Care Sector,” by Dr. Rebecca Wells (Penn State University) and colleagues, reviewed by Dr. Kelly Devers (VCU); “Does Membership in Different Types of Health Care Systems Affect Hospital Cost Efficiency?” by Dr. Michael D. Rosko (Widener University) and colleagues, reviewed by Dr. Gary Young (Boston University); “Implementation of a Clinical Innovation: The Diffusion of Advanced Clinic Access in the VA,” presented by Dr. Carol V. Lukas (Department of Veterans Affairs and Boston University) and colleagues, reviewed by Dr. Ann S. McAlearney (Ohio State University); “Influences of the Organization of Primary Care Practice on Variations in Colorectal Cancer Screening Rates,” presented by Dr. Elizabeth Yano (VA of Greater Los Angeles and UCLA) and colleagues, reviewed by Dr. Laura Morlock (Johns Hopkins); and “Innovation as Routine in Nursing Homes: Reconciling the Ecology and Adaptation Perspectives on Change,” by Dr. Jacqueline Zinn (Temple University), reviewed by Dr. Mary Fennell (Brown University).

In addition, Dr. Kathleen Montgomery (University of California-Riverside) gave a talk on “Conflict of Interest and Research Integrity.” Two panelists, Dr. Michael Harrison of the Agency for Healthcare Research and Quality and Ms. Deborah Rogal of the Health Care Financing and Organization Program, gave talks on the state of funding for research in health care organizations. Finally, Dr. Steven Wolf (VCU), ended the proceedings with a talk on “Putting Things in Perspective: The Importance of Prioritization in Quality Improvement.”

Organized by Dr. Gloria Bazzoli, Dr. Kelly Devers, and Dr. Stephen Mick, the Conference was judged by participants to be a major success, and much of that credit goes to Ms. Beverly DeShazo and her exceptional organizing skills as well as to a number of department doctoral students and candidates who assisted throughout the proceedings.
Grant House/Sheltering Arms
Virginia Historic Landmark Marker

By 1856, William H. Grant was a prominent Richmond tobacconist who built the mansion that currently houses your Department of Health Administration. In 1892, after years of mixed use, the mansion was acquired by Sheltering Arms Hospital, and served its community as a hospital from 1894-1965.

Today, Sheltering Arms has many locations in the greater Richmond area: the Bon Air Center, the Midtown Center, St. Mary’s Hospital Campus, St. Francis Hospital’s Campus, Ironbridge Medical Park, and the Memorial Regional Medical Center. Sheltering Arms now provides a complete range of physical rehabilitation and total wellness services.

The Grant House is registered as a Virginia Historic Landmark. Many thanks to Sheltering Arms and to Jack Carroll, President and Chief Executive Officer, Sheltering Arms for financing the new landmark marker!

School Announces
Faculty Awards

Dr. Jan Clement was awarded the VCU School of Allied Health Professions Distinguished Faculty Service Award. Dr. Gloria Bazzoli was awarded the VCU School of Allied Health Professions Distinguished Faculty Scholar Award.

Congratulations to both HAD faculty.

School Announces
New Assistant Dean for Development

Karen McQueen, CFRE, has accepted the position of Assistant Dean for Development for the School of Allied Health Professions, our Department’s parent school. Ms. McQueen has an extensive background in fundraising, operations, communications and alumni affairs. Her previous positions reflect similar combinations of management responsibilities. It goes without saying that Ms. McQueen will bring a very high level of development operations with her, and she will certainly enhance the status of our School.

Elizabeth A. Fries Memorial Scholarship Fund

Dr. Elizabeth Ann "Liz" Fries, wife of Dr. Viktor Bovbjerg, adjunct professor for the Department for many years, died May 20, 2005 of complications due to breast cancer. Dr. Fries was 42.

Memorial services were held Saturday, June 4, on the campus of Virginia Commonwealth University in Richmond, Virginia. Dr. Fries was an Associate Professor of Psychology and a prominent researcher in VCU’s Massey Cancer Center. Her research was concentrated in tobacco and dietary change for cancer prevention.

Virginia Commonwealth University has established the Elizabeth A. Fries Memorial Scholarship Fund in her memory to be used for graduate students in psychology pursuing cancer control research. Contributions may be sent to: Elizabeth A. Fries Scholarship Fund, P.O. Box 842018, VCU, Richmond, VA 23284.

Dr. Fries is survived by her husband, Viktor Bovbjerg; two daughters, Kirsten, 6, and Hannah, 3; her parents, Dr. James and Sarah Fries and her brother, Greg Fries. Condolence may be sent to Viktor, Kirsten and Hannah, as well as Dr. and Mrs. Fries at 1206 Copperstone Court, Maidens, VA 23102-2433.
HAD goes to AUPHA 2005 Annual Meeting and the AcademyHealth 2005 Annual Research Meeting

Dr. Stephen Mick, Dr. Dolores Clement, Dr. Jan Clement, Dr. Ken White, Dr. Ramesh Shukla, and Dr. Gloria Bazzoli recently attended back-to-back meetings of professional organizations involved in education and research in health care. The first meeting, that of the annual meeting of AUPHA, was held at the Seaport Hotel in Boston, MA on June 23-26, 2005. AUPHA is a not-for-profit association of university-based educational programs, faculty, practitioners, and provider organizations. Its members are dedicated continuous improvement in the field of health care management and practice. The AUPHA Annual Meeting is designed for everyone interested in influencing the future of health care management through education.

AcademyHealth is the professional home for health services researchers, policy analysts, and practitioners. AcademyHealth promotes interaction across the health research and policy arenas by bringing together a broad spectrum of players to share their perspectives, learn from each other, and strengthen their working relationships.

The Department was well represented during the 2005 AcademyHealth Annual Research Meeting held June 25-28, 2005 at the Hynes Convention Center in Boston, Massachusetts. The Department’s presence was clear and evidenced by the number of posters and sessions presented by Health Administration faculty, students, and alumni/ae.

Alumni/ae in attendance included J.D. Bramble (PhD ’98), Jeff Harrison (PhD ’02), Pei-Shu Lydia Ho (PhD ’93), H. Joanna Jiang (PhD ’97), YanQiang Allen Ma (PhD ’03), Beth Merwin (PhD ’88), Chih-Wen Pai (PhD ’97), George Stukenborg (PhD ’97), Ning Jackie Zhang (PhD ’03), and Mei Zhao (PhD ’04).

Students and alumni/ae with posters accepted included J.D. Bramble’s Impact of Personal Digital Assistant Devices on Medication Safety in Primary Care; doctorate candidate, Askar Chukmaiotv’s Variations in Quality Outcomes Among Hospitals in Different Types of Health Systems: A Panel Study and Tae Kim’s An evaluation of hospital Capital Investment After the BBA; Pei-Shu Lydia Ho’s Health Care Experience Among Working-Age Adults with Physical Disabilities Enrolled in a Medicaid Managed Care Program; Chih-Wen Pai’s The Association of Switching Primary Care Physicians with Utilization and Disease Burden; George Stukenborg’s Hospital Mortality Risk for Acute Myocardial Infarction Patients and the Effect of Adjustments for Diagnoses Present At Admission; Ning Jackie Zhang’s Minimum Nurse Staffing Ratios for Nursing Homes and also Transitional Research on Nursing Home Practice: an Optimization System for Health Care Management. (continued on page 26)
Faculty and alumni/ae participating on panel sessions included Mei Zhao participating in "Crowded House: Crowding, Staffing & Patient Safety," H. Joanna Jiang participating in "Achieving High Quality-Law Cost Hospital Performance: The Effects of Market and Organizational Characteristics." Doctoral Candidate, Tae Hyen Kim, participating in "An Evaluation of Hospital Capital Investment After the BBA", and Kelly Devers (faculty) participating in “Excellence in Qualitative Health Services Research.” Others in attendance at the conference included PhD students, Lea Anne Harrell and Ron Fisher, Dr. Jan Clement (faculty), Dr. Stephen Mick (faculty), Dr. Dolores Clement (faculty), Dr. Gloria Bazzoli (faculty), and Amy Edwards (MHA/JD 96).

The Department held an alumni/ae event, dinner at the Legal Sea Food Restaurant in the Prudential Center, on June 26, 2005. With the Department’s continued growing PhD alumni/ae and student presence at this conference, the Department would like to repeat this conference venue for additional alumni/ae events in upcoming years!
Department News (continued)

HAD Faculty Publications
2004-2005


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