



CARDWELL

Newsletter of the Health Administration Alumni Association

Comments

Message from the Alumni Association's New President

It is with great pride that I begin my year of leadership of the Health Administration Alumni Association. And I would like to take this opportunity to reflect on the valuable education I received through my affiliation with the Department's Health Administration Executive Program. As a member of the first graduating class of this Executive Program, I recall the overwhelming cloud of uncertainty that initially encompassed the students and faculty. We were uncertain whether this new electronic educational program would accomplish our individual goals, or if we would be able to manage the time and dedication required into our already active careers and home lives. Yet through all the uncertainty, the faculty remained supportive of its students, both professionally and personally. They were truly dedicated toward assuring a win-win situation for all involved, *(continued on page 3)*

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*An Equal Opportunity/
Affirmative
Action University*

Virginia Commonwealth University

Cardwell Comments, the Department's alumni newsletter, is a publication of the Williamson Institute for Health Studies, Virginia Commonwealth University.

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Alumni E-Mail Addresses are Needed for the New Cardwell Comments On-line!

Cardwell Comments has been available on the internet through the Department's web page. Each issue is placed under the icon NEWS on the main page. If you do not have the capability to access the Department's web page and wish to continue to receive a hard copy of the news, please indicate this on the enclosed form and mail or fax it to the address or fax number on the form. For those with internet access, please go to: www.had.vcu.edu on the internet and give us your e-mail address or send it by fax. Beginning with the September issue, the newsletter will be transmitted electronically via e-mail. ■

Department of Health Administration Announces New Chair

Dean Cecil Drain, School of Allied Health Professions, met with the Department's faculty and staff on Thursday, April 1 to announce that the Department's Chair position had been offered to Dr. Stephen S. Mick, Professor of Health Management and Policy, University of Michigan's School of Public Health. Dr. Mick accepted the offer and will officially become Chair on September 1, 1999.

Dr. Mick received both his Masters and Ph.D. degrees in sociology from Yale University. He received his B. A. degree in psychology from Stanford University.

Dr. Mick, former program director for the doctoral program at the University of Michigan, is widely published on workforce issues, especially those related to international medical graduates. He was awarded a Fulbright Senior Research Fellowship in 1993, and he represented the United States at the Third International Workforce Conference in 1998 in Cambridge, England.

Alumni recently had the opportunity to meet Dr. Mick when he and his wife, Dr. Blair Newcomb, attended the Department's golden anniversary celebration. Dr. Mick is already active in the Department's administration? attending selective faculty meetings and other events.

Both Drs. Mick and Wan will be featured in the September issue of the Cardwell Comments. ■

**Look for the 50th Anniversary
Issue Inside this Newsletter.**

Program News

Ph.D. News



Graduates

Four program graduates were recognized at the graduation ceremony held Saturday, May 15, 1999. They were: **Bonnie Jerome D'Emilia, Janet Kues Freburger, Bing-Long (Bill) Wang, and Jie (Jay) Shen.**

Ph.D. Alumni Event at 50th

With 30+ alumni, current students, and faculty present, the Ph.D. program was very well represented. The discussion topic, preparing alumni for diverse careers, was moderated by Jim Begun.

Dr. Begun was honored for his dedication to the doctoral program during his directorship, 1992-1997.

An award, Excellence in Doctoral Studies in Health Services Organization and Research, honoring Dr. James Begun was established by a doctoral alumni committee (Drs. Jim Cotter, Janet Lynch, Jon Thompson, and Ken White).

The first recipient of this award was Susan Roggenkamp, a third-year doctoral student. The award was presented to Susan at the special Ph.D. 50th Event (picture below). A plaque, naming the recipients, will be displayed in the Grant House's Doctoral Seminar Room.

In Memory

Richard (Dick) Nordquist (1930-1999) died in March, 1999. Dick lived with his wife, Dr.

MHA/MSHA News

At commencement, 27 Master of Health Administration degrees were awarded. The Mullins Award for best management study was given to **Joanna Vickery**. The Cardwell Leadership Award went to **Ed Im**.

Jennifer Troublefield placed third place in a national essay competition sponsored by the Executive Leadership Foundation. She received an award of \$5000 for this honor. **J. Holdren, II** received the Phi Kappa Phi Scholarship, representing the School of Allied Health Professions.

Toia Patmon received the Florence Gaynor Scholarship, an award given annually to one outstanding female student from a national pool of applicants. **Jennifer Jackson** was the recipient of scholarships from NAHSE and the University of Diversity. ■

Golden Anniversary Cardwell Society Members

In 1998, the Department of Health Administration kicked off a three-year campaign to raise \$1.6 million in endowed funds. This endowment will ensure that the Department will be able to meet the needs of its students over the next fifty years of Health Administration education. All alumni and friends who make a three-year pledge of \$500 or more will be recognized as a Golden Anniversary Cardwell Society member.

The following have made their commitment to the department. We hope that you will join this prestigious list, and help us to become the best program in the country!

(continued on insert sheet)



L to R: Dr. Jim Begun, former program director, shows plaque to Susan Roggenkamp, first recipient of the Begun Award.



L to R: Drs. Jim Begun, Pete Olden (Ph.D. '94), Laura Tyler, (Ph.D. '97), John Pestian (Ph.D. '94) and Mike McCue, Jean Turner (Ph.D. '87). In front Drs. Lydia Ho (Ph.D. '93) and Myde Boles (Ph.D. '94). Picture taken at the Ph.D. 50th event on April 24.

Program/Department News (continued from page 2)

Alumni and Friends

Contributing Gifts to the Department

John S. Berry
Patrick W. Billings
Gerald R. Brink
Alfred L. Burkholder
Mark B. Canada
Hugh J. Davis
William B. Downey
Constance B. Duane
Dr. Leo J. Dunn
Robert R. Gora
J. Allen Gorman
Wayne B. Griffith

Jeffrey S. Holland
Mr. & Mrs. James R. Johnson
Richard C. Kraus
Thomas W. Leggett
Mary C. Morrison
Mr. & Mrs. John A. Smalley
Nelson L. St. Clair, Jr.
Julie B. Sydnor
Dr. Jon M. Thompson
Dr. Geoffrey W. Viol
Joanne V. Wilson
Gregory C. Wood

The Department sincerely appreciates all contributions. Contributions serve as a vital support to our students and in maintaining state-of-the-art technology. ■

Message from the Alumni Association's New President

(continued from first page)

and I never doubted their commitment to providing the education, encouragement and guidance necessary to achieve the goals of their students.

Within two weeks of my graduation from the Executive Program, I relocated to Harrisburg, Pennsylvania to become the CEO of a company that I remain proud to serve. The education I received and the self-confidence instilled in me through the program, have provided the foundation for the professional and personal accomplishments that I have enjoyed. Adult education is a wonderful thing, and I instill—and often demand—of my employees the need to continue their education. Our company has reinforced its support of the same through a very generous educational benefits program.

All of us who have experienced the educational programs at in health administration should feel proud of our heritage and thankful that we selected an institution that is committed to providing a high quality education. Too often, we forget the specifics of cramming for exams or frantically finishing a paper, or we question whether the information we learned will ever truly assist us in the future. But I must honestly say—and I hope you all agree—that the years I spent at in the Department were memorable and remarkable, and have made me a better person.

Thank you for allowing me to serve as your president. I wish you all success and happiness in all your future endeavors, and I hope you will not soon forget your roots at Virginia Commonwealth University. ■

John DiNardi, III
Executive Director
Keystone Peer Review Organization, Inc.

Alumni Updates

Hugh Aaron (MHA'88) has been accredited as a Certified Professional Coder by the American Academy of Professional Coders. In addition to practicing health care law with Healthcare Regulatory Advisors, Inc. in Glen Allen, Virginia, Hugh serves as President of Coding & Documentation Specialists, Inc., a consulting firm that specializes in physician and outpatient coding issues...**Warren Betts** (MHA'59) retired in 1994 as Vice President of Christian Health Services Development Corporation in St. Louis, Missouri...**Yvonne Burdick** (MHA'91) is a consultant with Joint Commission Worldwide Consulting in Miami, Florida...**Kimberly Clark** (MHA'97) Vice President of Healthcare Services has been promoted to Senior Vice President with Smyth County Community Hospital in Marion Virginia. She and her husband, John, welcomed the birth of their second son, William, in February, 1999...**Christian Downs** (MHA'95) serves as Director of Provider Economics and Public Policy with the Association of Community Cancer Centers in Rockville, Maryland...**Cynthia Fore** (MHA'77) is now Decision Support Project Manager for Clinical Performance Measurement & Reporting at Kaiser Permanente in Rockville, Maryland... **James Gardner, Jr** (MHA'85) is President/CEO of Christus St. Patrick Hospital in Lake Charles, Louisiana...**Rita Hughes** (MHA'76) has been promoted to COO of Bon Secours Maryview Medical Center in Portsmouth, Virginia...**Brett Jackson** (MHA'95) manages both the Halifax PHO in South Boston and the Gateway Health Alliance in Danville, Virginia...**Todd Lefkowitz** (MHA'97) is the Director of Special Projects for Sierra Health Services in Las Vegas, Nevada...**Shuo Li** (Ph.D.'91) has accepted a position with KPMG Peat Marwick in New York, as a senior consultant...**Carole Morrison** (MHA'95) and David Stockmeier were married on March 27, 1999 in Savannah, Georgia. The couple reside in Chesapeake, Virginia...**Stephen Porter** (MSHA'97) is Provider Contract Manager with Sentara Healthcare in Virginia Beach, Virginia...**Carlene Qualls** (MHA '94) is President of Qualls Consulting in Alexandria, Virginia...**Louis Smith, Jr.** (MHA'91) has served for several years as President of Alliant Health Plans, Inc; CEO of Georgia Health Plus+; and Executive Vice President of Health One Alliance.

Alumni Publications

Jim Cotter (Ph.D.'97), Smith, W. R., Rossiter, L.F., Pugh, C. B., **Bramble, J.D.** (Ph.D.'98), Combing state administrative databases and provider records to assess the quality of care for Medicaid children. *American Journal of Medical Quality*, 14 (2), March-April, 1999. ■

Faculty Updates

Publications

Kenneth White, with **Dolores Clement**, co-wrote a book chapter, "Health Services Professionals," in *Human Resources Management for Healthcare Organizations*, Johnson, JA and Fried, B, Eds., Health Administration Press. Forthcoming, January 2000. Ken also wrote a book chapter, "Health Economics and Delivery," in *Fundamentals of Nursing*, 2nd ed., Stamford, CT: Appleton & Lange, 1999.

Honors/Awards

Jan Clement was presented the Norville Teaching Award... **Louis Rossiter** was presented the 1999 Distinguished Alumnus Award from Lenoir-Rhyne College, Hickory, North Carolina, where he received his B.A. in economics... **Thomas Wan** was awarded the Dolores G. Clement Award for Outstanding Faculty Advising... **Ken White** was selected by the Virginia Nurses Association and the Virginia Nurses Foundation as one of 99 Outstanding Nurses in Virginia in 1999.

Grants

Robert Hurley and **Michael McCue** were awarded a grant titled, "Evolving Medicaid Marketplace," sponsored by the Center for Healthcare Strategies. ■

Faculty Retreat

A faculty retreat is planned for September 30 and October 1, 1999. The two-day meeting will be held at Wintergreen (home of Dr. Wan and his wife, Sylvia). The focus of the retreat is the future of the Department's graduate programs and the Williamson Institute, marketing strategies, new options for generating outside funds, and enhancing the Department's image.

The faculty retreat will be under the direction of the Department's new Chair, Dr. Stephen Mick.

Williamson Institute News

The Williamson Institute presented a forum (roundtable discussion), "Strategic Fit and Environmental Design", on May, 14, 1999. Twenty healthcare executives participated. This forum was co-sponsored by Milcare, Inc. and the Bialec Healthcare Environments, Inc. Keynote speakers included: Donald McKahan, Founder and Principal, McKahan Planning Group; Warren Dean, President, Jacobs Facilities, Inc.; Barbara Huelat, Principal Designer, Huelat Parimucha Healthcare Design; Martin Reddy, Owner, Martin Reddy Architects. Dr. Thomas Wan moderated the forum.

In today's health care environment, there is an increasing need to work together toward achieving optimal efficiency and positive outcomes by redesigning or restructuring the health care environment. Our goal to generate new knowledge for enhancing health services and add value to other organizations merits our central thesis for this forum—improved design in clinical settings can accentuate efficiency, customer satisfaction, and productivity. By envisioning the future of health care organizations and their roles in improving "person-environment fit", we hope to identify ways of navigating service organizations to meet future challenges.

An off-campus electronic seminar, "Enhancing Therapeutic Milieus Through Improvement of Interior and Exterior Design" will begin Monday, May 31 and run through July 30, 1999. A web page for the electronic seminar can be found at: www.had.vcu.edu.

The online session will cover three topics:
 Therapeutic Milieu and Interior Design:
 Trends and Issues
 Facility Design and Strategic Fit
 Partnership with Multiple Players in
 Health Care Sectors

We are very pleased that Quorum Health Resources has agreed to co-sponsor the overall educational program. Quorum is authorized to award Category II ACHE credits for your participation (the precise number of credit hours per electronic seminar and for the April session will be determined at a later date). There is no charge for your participation in the seminars. Let us know if you are interested in ACHE credits by emailing Ryan White at: rtwhite@hsc.vcu.edu. ■

Briefly

Position filled.

Mark Diana has accepted the position of Information Systems Technology Manager. Mark will begin his new role July 1, 1999.

Golden Anniversary Cardwell Society Members

(continued from page 2)

<p>Mr. Kenneth H. Axtell, '61 MHA Dr. James W. Begun Mr. David L. Bernd, '73 MHA Mrs. Helen M. Bernd Mrs. Mary N. Blackwood, '79 MHA Ms. Catherine J. Boyne, '85 MHA Mr. John S. Bowling, '71 MHA Mr. Gerald R. Brink, '66 MHA Mr. Robert R. Brinker, '91 MSHA Mrs. Karen L. Cameron, '87 MHA Mr. James E. Dalton, Jr., '66 MHA Mr. E.L. Derring, '58 MHA Mr. William B. Downey, '85 MHA Mrs. Beverly G. Durrer Mr. Christopher T. Durrer, '77 MHA Mr. Robert B. Evans, '77 MHA Dr. Charles M. Ewell, '64 MHA Mr. James L. Farley, '67 MHA Mr. Charles L. Foster, '60 MHA Mrs. Jane R. Foster Mr. M.E. Gilstrap, '68 MHA Mr. Paul A. Gross, '64 MHA Mr. Charles L. Hite, '55 MHA Mr. Jeffrey S. Holland, '76 MHA Mr. Richard E. Hudson, '81 MHA Mr. William B. James, '83 MHA Mr. James R. Johnson, '94 MHA Mrs. Lisa S. Johnson, '94 MHA Mr. Charles H. Keaton, '90 MSHA</p>	<p>Mr. Howard P. Kern, 81 MHA Mr. Michael K. Kerner, '85 MHA Mr. Richard C. Kraus, '64 MHA Dr. John G. Larson, '71 MHA Ms. Linda A.W. McCaskill, '85 MHA Mr. Stephen H. Montgomery, '75 MHA Ms. Robin S. O'Toole, '97 MSHA Ms. Jessie M. Reed, '94 MSHA Mr. William R. Reid, '52 MHA Mr. Donald J. Romano, '73 MHA Dr. Michele A. Romano Mr. Donald R. Sailer, '76 MHA Mr. Robert J. Saunders, '87 MHA Dr. Richard M. Schieken, '98 MSHA Dr. Donald G. Seitz, '98 MSHA Mr. David W. Singley, Jr., '85 MHA Mrs. Catherine Donnal Singley, '85 MHA Mr. John A. Smalley, '77 MHA Mrs. Joyce A. Smalley Mr. R. Timothy Stack, '77 MHA Mr. Nelson L. St. Clair, '61 MHA Ms. Julie B. Sydnor, '98 MHA Dr. Thomas T.H. Wan Mrs. Robin L. Weil, '93 BS Mr. Dean C. Weil Mr. Thomas M. Weiss, '81 MHA Mrs. Betty O. Williamson Ms. Mary Anne Willson, '76 MHA Mr. John H. Yoder, '81</p>
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Golden Anniversary Scholarship Commitment

The following are commitments of named scholarships, or pledges/gifts of \$10,000 or more to the Health Administration Golden Anniversary Endowment:

James E. Dalton, Jr./Quorum Health Group, Inc.
 Sister Pat Eck and John N. Simpson/Bon Secours Health System, Inc.
 E.L. Derring - for the E.L. Derring scholarship
 Charles H. Keaton - the M. Earl Bullard scholarship
 Richard C. Kraus
 William R. Reid
 Joyce and John Smalley
 Thomas T.H. Wan

1999 Executive Program Graduates and Affiliations

K. Bakeer Al-Mateen, M.D.
Medical College of Virginia Hospitals, Richmond, Virginia

Timothy Dwayne Everidge
Medical College of Virginia Hospitals, Richmond, Virginia

Walter A. Divers, Jr., M.D.
Thomason General Hospital, El Paso, Texas

Carol Ann Furgurson
Catholic Healthcare West, San Jose, California

Thomas D. Gessel
Mountain States Health Alliance, Johnson City, Tennessee

Daniel Taylor Gore
Thomas Rutherford, Inc., Richmond, Virginia

Leslie J. Graham
MAXIMUS, McLean, Virginia

Pamela J. Hagley
Memorial Regional Medical Center, Richmond, Virginia

Thurston H. King, II
Riverside Health Systems, Newport News, Virginia

Kimberly Kinsel
Mount Carmel Health System, Columbus, Ohio

Sherri Ritchie Lindsey
Virginia Health Quality Center, Richmond, Virginia

Marc David Rabinowitz
The Psychotherapy Center, Norfolk, Virginia

Otis Bryce Rose, III
PFG, Inc., Greensboro, North Carolina

J. Thomas Ryan, M.D.
MediCorp Health System, Fredericksburg, Virginia

Georgia C. Sumiel
Retreat Hospital, Richmond, Virginia

John Michael Syptak, M.D.
Medical College of Virginia Hospitals, Richmond, Virginia

Lisa Rene Valentine
HCA Columbia Henrico Doctors' Hospital, Richmond, Virginia

Jennine C. Zumbuhl
Sentara Norfolk General Hospital, Norfolk, Virginia