



# CARDWELL

Newsletter of the Health Administration Alumni/ae Association

## Comments

Third Quarter 2011

### Greetings from the Chair

Cindy Watts Ph.D.

**E**arthquakes, hurricanes, floods -- a tumultuous beginning for the 28 MHA and 4 PhD students who began their academic journey in the Grant House in August. The incoming students, including the 29 MSHA's who began in July, hail from as far west as California, as far north as Massachusetts, as far south as Florida, and as far away as India! We also welcomed two new full time faculty in August.



**Laura McClelland** is finishing her PhD in organization and management at Goizueta Business School at Emory University in Atlanta. Her dissertation examines the relationship between hospital routines that foster compassion in the workplace and HCAHPS patient satisfaction ratings. Soon-to-be Dr. McClelland is teaching organizational behavior in the PhD program this semester. **Ann Johnston**, a 1990 MHA graduate, returns to us as the Director of Professional Development. She was previously Vice President of High Point Regional, High Point, NC. She will assist Dr. Dolores Clement with all aspects of the MHA residency experience, and will also teach in the program. You can get to know our new faculty on our website [www.had.vcu.edu](http://www.had.vcu.edu).

Fall also ushers in a new term for the Alumni Executive Committee. Leaving the AEC after a combined 12 years of service are past president **Janet Lynch** (PhD '88), with 6 years of service; **Jess Judy** (MHA '77), with 3 years of service; and **Sheryl Garland** (MHA '88), with 3 years of

service. "Thank you" hardly seems an adequate parting comment for the important support they have given the Department. To replace Janet, Jess, and Sheryl, you elected **Jenese Camper** (MHA '07), Associate Administrator, HCA Strategic Resource Group, Nashville, TN; **Jon Grimes** (MHA '79), who retired from Team Health in June and is currently with Delta Healthcare, Longboat Key, FL; and **Thelma Baker** (MSHA '04), Senior Project Director, Patient Safety, Virginia Health Quality Center, Glen Allen, VA. In addition, you elected **Emily Towey** (MHA/JD '01), Director, Hancock, Daniel, Johnston & Nagle, PC, Glen Allen, VA, to serve on the Officer track of the AEC. We are looking forward to our first gathering of the newly constituted body in November.

If you have not done so already, please take a moment to update your contact information in the Department's alumni database. We are striving to have complete, updated information for our records. Our alumni database is our most important tool for keeping in touch with you and for you keeping in touch with each other. The information contained in the database is not made public and can only be accessed by department faculty and staff and those alumni who have been verified and assigned a username and password. The sign in page for the database can be found at: <http://www.had.vcu.edu/alumni/members/index.php>. If you need assistance with your login please contact Rochelle Clarke, Director of Information Technology at [rclarke3@vcu.edu](mailto:rclarke3@vcu.edu).

Those of us who live by academic calendars look forward to the new beginning that autumn always brings. I hope your new beginning is productive and enjoyable, and I look forward to seeing many of you in the months to come. Please don't hesitate to be in touch - or better yet, stop by! We are always happy to see you.

Follow us on:



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## Events

In July we held an alumni event at a local restaurant in Roanoke, VA. Fifteen alums enjoyed the time to reminisce and visit together. **Rob Marmorstein** (MHA '10), Assistant Administrator at Lewis Gale Medical Center, assisted in the planning of the gathering. Alumni from the Class of 1952 through the Class of 2010 were present to meet **Dr. Cindy Watts**, HAD Chair and **Beth Williamson Ayers**, Director of External Relations.



**Roberta Romano**, a doctoral student from Benevento, Italy has joined us for a few months to work with **Dr. Gloria Bazzoli**. Roberta's advisor at the Catholic University of Rome suggested that she complete her PhD dissertation at VCU given its reputation in the healthcare field.

The Tidewater Healthcare Administrators presented a program called: "Wounded Warrior: A Comprehensive Look at Advancements in Healthcare" in August. That evening, **Bassam Kawwass** (MHA '80) was the recipient of a special ACHE achievement award honoring his many contributions to the healthcare community and to ACHE. Congratulations Bassam!



Alumni News and Activities

As the semester was just underway, Wick Lyne (MHA '71) returned to the classroom to speak to Dr. Liverpool's Organizational Behavior class on motivation within the workplace through values and example-setting. Thanks to Wick for sharing his pearls of wisdom.

Chris Durrer (MHA '77), Past President of the AEC, appears in the August 22, 2011 issue of Biz Sense magazine, www.richmondbizsense.com . Search for Black, Gold and Green and read about Chris' participation in a VCU course for local business people to study sustainability.

Earlier in the year, we reported that E. L. Derring (MHA '58) passed away in February. Mr. Derring supported the Department throughout his career and retirement by providing an annual student scholarship. John Neidenbach is the recipient of the 2010-2011 Derring Award. Two of Mr. Derring's nephews, Clay Coleman and William Coleman (MHA '03) have been invited to the annual MCV Foundation Scholarship Brunch at the end of October to recognize John as the recipient of the E.L. Derring Award.

We mourn the loss of three members of our alumni community. Mr. Archie T. Bruns (MHA '73) of Canby, Minnesota passed away in May 2011. He worked at the University of Virginia Hospital and the Thom Rehab Center in Asheville, NC. He also served as Director of Materials Management in Spruce Pine, NC. Mr. Samuel T. Waddell (MHA '59) passed away in September 2011. Mr. Waddell began his career at Sheltering Arms Hospital in Richmond. He then served 28 years as administrator at Maria Parham Hospital in Henderson, NC. He was a World War 11 veteran and received the Bronze Star and the Purple Heart. Mr. John Harlan, Jr. (MHA '52) passed away in Charlottesville, VA. in September, 2011. He was a veteran of World War 11 and received many awards. He spent his career at the University of Virginia Hospital in Charlottesville, VA and served in key leadership roles. In addition, he served on the board of directors for many organizations.

Alumni Executive Committee Members

Term: September 1, 2011-August 31, 2012

Officers:

- President: Lucien Roberts MHA 1987
President -Elect: Terrie Edwards MHA 1984
Secretary/Treasurer: Emily Towey MHA/JD 2001
Past President: Chris Durrer MHA 1977

Members-At-Large:

- Thelma Baker MSHA 2004
Ardith Barrow MHA 2003
Amanda Birch BS 1992
Betsy Blair MSHA 1995
Jon Grimes MHA 1979
Matt Mendez MHA 1999
Patricia (Pat) Selig PhD HRS-HA 2003
Curtis Skolnick MHA 1992
Jenese Camper MHA 2007

## Student News and Activities

We have had three recent graduates in the PhD program. **Reethi Iyengar** successfully defended her dissertation "*Factors Associated with Hospital Entry into Joint Venture Arrangements with Ambulatory Surgery Centers*" in April. Reethi is now the Senior Manager of Health Services Research for Express Scripts in St. Louis, MO. **Matthew Krauchunas** successfully defended his dissertation "*Examining California's Assembly Bill 1629 and the Long-term Care Reimbursement Act: Did Nursing Home Nurse Staffing Change?*" also in April. Matthew, a Major in the United States Air Force, is an Assistant Professor & Air Force Deputy Director at Baylor University, Waco, TX. **Mark Swofford** successfully defended his dissertation "*Rural Hospital System Affiliations and Their Effect on Hospital Economic Performance – 2004-2008*" in June of this year. Mark is a Lieutenant Colonel in the United States Army and is Chief, Decision Support Center at the Office of the U.S. Army Surgeon General in Washington, DC. Congratulations to all three for your remarkable work!

**Dr. Dolores Clement** and **Ann Johnston** traveled to Lexington, VA to recruit new students from VMI and Washington & Lee. **Suzanne Havasy** traveled to graduate career fairs held at VCU, ODU, William and Mary, Virginia Tech, and UVA. All trips were very successful with many, many students expressing interest in our programs.

## A Special Tribute: Dr. Roice Luke

The Grant House was filled with memories and emotions October 5 as we celebrated the long and distinguished career of **Dr. Roice Luke**. Dr. Luke, who will retire at the end of October, has been part of the fabric of the Department of Health Administration since his arrival as chair in 1982. In spite of skepticism on the part of many within the VCU community, Dr. Luke started the MSHA program in 1988 with assistance of Dennis Pointer (now at the University of Washington). He was also instrumental in securing the Grant House as the home of HAD. He spent many hours carefully researching the history of the building and the Grant family before directing the furnishing and decorating of the interior. Some pieces were loaned by the family (including a portrait of a Grant painted by Robert Grant Willis, who was in attendance at the celebration) and several local museums. Dr. Luke presided over many classrooms, authored more than 60 books and papers, and touched the hearts and minds of many, many students in his years in HAD. His most recent publication, "Distributing High-Risk Cases within Urban Hospital Clusters" (which he co-authored with his son, Tyler, and former student, Nancy Muller) appeared in the September 2011 issue of Health Affairs.



With the foundational support of Tim Stack (MHA '77) and others, the Department will establish the Roice Luke Scholarship Fund for MSHA students. A plaque with the inaugural donors will be hung in the Grant House in January 2012. Names of all donors who have contributed to the Fund by the end of December, 2011 will appear. If you wish to be included, please contact Beth Ayers ([bwayers@vcu.edu](mailto:bwayers@vcu.edu)).



## Faculty News and Activities

**T**he Department has added three new Affiliate Faculty members this semester:

**Mr. Don Gehring** joined the department as an Affiliate Professor in June. Mr. Gehring has had a long and distinguished career in health policy and government relations. He served VCU in this capacity for many years before a recent move to become the Director of Government Relations at Anthem Blue Cross and Blue Shield. Mr. Gehring received his J.D. from the University of Notre Dame.

**Dr. Carl Ameringer** became an Internal Affiliate Professor in July. Dr. Ameringer is a distinguished scholar in the area of health policy, and a professor in the Wilder School of Public Affairs at VCU. He received his J.D. from the University of Virginia School of Law, and his Ph.D. in Political Science from Johns Hopkins University.

We also welcomed **Dr. A. Ray Pentecost** as an Affiliate Professor. Dr. Pentecost is on the forefront of health care architecture and design, and has extensive teaching and research experience in these areas. He received his Dr.P.H. in Health Planning and Administration from the University of Texas, School of Public Health. He is Vice President and Director of Healthcare Architecture at the Norfolk, VA architecture firm of Clark Nexsen.

**Elizabeth Blue, JD/MA**, and **Patrick Liverpool, Ph.D.**, are serving as adjunct faculty for the first time this semester. Ms. Blue has been an adjunct faculty member in the VCU L. Douglas Wilder School of Government and Public Affairs. Dr. Liverpool previously served as Vice Provost at Virginia Tech and Business School Dean at Delaware State University. Ms. Blue teaches Health Law and Bioethics and Dr. Liverpool teaches Healthcare Organization and Leadership.

**Dr. Ken White** has four new papers that will be published over the next few months, two of which are focused on end-of-life and palliative care.

**Dr. Cindy Watts** collaborated on a chapter in *Achieving Justice in Genomic Translation*. The chapter, entitled "The Role of Advocacy in Newborn Screening," discusses how advocacy has advanced public policy associated with newborn screening.

**Dr. Gloria Bazzoli** represented the Department at the International Health Economics Association Conference in Toronto, Canada in July.

**Dr. Dolores Clement** attended the 18th Annual Summer Symposium sponsored by Dartmouth College in New Hampshire.

In September, **Dr. Yasar Ozcan** conducted a workshop entitled, "Data Envelopment Analysis (DEA) in Health Care," for the International DEA Conference in Lima, Peru.

**Dr. Steve Mick** attended the Winston Fellowship Board meeting and policy symposium in Washington, DC.

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## Awards, Promotions and Appointments

**S**everal appointments by Virginia's Governor Bob McDonnell include HAD alumni in the Central Virginia area:

**Howard Kern** (MHA '81) was appointed to serve on the Service Delivery and Payment Reform Task Force of the Virginia health Reform Initiative Advisory Council. Mr. Kern is President of Sentara Healthcare. **Kurt Bell** (MSHA '04) was appointed to serve on the Capacity Task Force of the Virginia Health Reform Initiative Advisory Council. Mr. Bell is pharmacy operations manager for Virginia Baptist Hospital and Centra Health. **Robert Leek** (MSHA '90) has been named to the Board of Trustees of the Virginia Foundation for Healthy Youth. Mr. Leek is the senior physician liaison for Sentara Healthcare in Williamsburg, VA. **Michael Blumberg** (MSHA '98) was appointed to the Board of Trustees of the Virginia Foundation for Healthy Youth. Dr. Blumberg is a managing partner at Virginia Adult and Pediatric Allergy and Asthma.

Two HAD alumni are on the Modern Healthcare list of the 2011 Up and Comers. **Carrie Owen Plietz** (MHA '00) was also recently named CEO of the Sutter Medical Center in Sacramento, CA. **Faraaz Yousef** (MHA '02) is currently the COO of Good Samaritan Hospital in San Jose, CA.

A number of our alumni have received recent awards or promotions:

**Lucien Roberts** (MHA '97) has joined Pulse Systems, Inc as the new Vice President. **Sara Larch** (MSHA '92) joined Greenbranch Publishing as Director of Strategic Sales. **Jeff Harrison** (PhD '02) was promoted to Chair of the Department of Public Health at the University of North Florida. **Mei Zhao** (PhD '04) has been promoted to Director of the MHA program at the University of North Florida. **Preethy Nayar** (PhD '07) has accepted the position of Director of Doctoral Programs at the University of Nebraska Medical Center's College of Public Health.

We congratulate **Tracy Kemp Stallings** (MSHA '95), who has been selected as the 2011 HAD Alumna of the Year. Tracy serves as the COO of Richmond's HCA Johnston-Willis Hospital and was also recently named as the Chair of the Richmond Chamber of Commerce. She will receive her award at the Paul A. Gross Landmarks in Leadership event in Richmond in late October.

**Richard Bracken** (MHA '77) was listed among Modern Healthcare's "100 Most Influential People in Healthcare" in its August 22, 2011 edition. Richard, Chairman and CEO of Hospital Corporation of America, appears as number 34 on this prestigious list. Congratulations, Richard!

**Alan Dow**, M.D., (MSHA '95), Associate Professor in the Department of Internal Medicine at VCU, received the Josiah Macy, Jr. Foundation award this summer. The Macy Faculty Scholar program honors faculty leaders dedicated to advancing education in medicine and nursing.