



hfma™ texas gulf coast chapter
healthcare financial management association



HFMA C-Suite Spotlight

Dr. Benjamin K. Chu, President and CEO

Memorial Hermann Health System



As an introduction, can you share a few interesting facts about yourself?

I believe the quality of patient care coupled with patient safety are of the highest importance!

I am the first ever physician to be CEO of Memorial Hermann, and bring more than four decades of healthcare experience as a clinician, administrator and policy advocate. I have received nationwide recognition for innovative leadership in the healthcare industry. In 2015, I was elected to the National Academy of Medicine. This is considered among the highest honors in the health and medicine fields. That same year I was recognized by Modern Healthcare's 50 Most Influential Physician Executives and Leaders.

I am married to an artist, Donna Moylan and have three adult children.

Please answer the questions below:

1) What's the most important lesson you have learned about leadership?

Leadership is about listening and effective communication. Large organizations need "independent leaders" who can articulate a higher order rationale for the direction of the organization. In healthcare, it is important to remind everyone of the sacred charge to make a difference in our patients' lives each and every day.

2) What are your goals and priorities for Memorial Hermann?

My goals includes our promise to our patients to seek and provide an "end – to – end" patient care experience anchored on stellar quality and service at an affordable price. This is true regardless of the service we are asked to provide.

3) What are your biggest concerns for Memorial Hermann in 2016-2017?

To deliver on this promise we need to blend a tight physician organization and historical “silo” operations that focus on the “end – to – end” patient experience. Can we do this?

4) What are the required skills and attributes for CEO’s to succeed?

Listening, humility, collaboration, team-building, combined with agile decision-making.

5) Are you involved in any community outreach efforts or affiliations?

Absolutely! Several of my community outreach efforts includes:

- ***Commonwealth Fund*** – *I chair the Commonwealth Fund Board of Directors. This is a NYC based health policy foundation.*
- ***Center for Disease Control*** – *I am on the Advisory Committee to the Director of the CDC.*
- ***American Heart Association*** – *I am a board member for the American Heart Association for the Houston chapter.*
- ***National Committee for Quality Assurance*** – *I am a soon to be board member of the National Committee for Quality Assurance.*