

**Message from Your ACHE Regent
Winter 2019**

Telling Our Stories to Lead Change

Dear ACHE Colleagues,

I am sitting here on a Sunday in my office looking for “space”, time to reflect. How often can we make time for that? Usually it’s difficult during the busy work week. In fact, my greatest inspirations and ideas often come when I’m on a long bike ride or sweating through an intense spin class. So ironically, even though I am “working” hard at pushing my body physically to its limits my mind (now with a sufficient number of endorphins circulating) is freed to think through enormous challenges and conflicts or generate new ideas.

I think it’s particularly important for hospital executives to use stories that make an emotional connection - especially when it comes to leading for value, quality, safety and the patient experience. A few years ago as a consultant, I was engaged to assist a group to articulate their value at bringing self-care awareness to nurses. I heard, “We can’t measure it, but we know it makes a difference.” I embarked on a set of structured interviews with CNOs across the country who had engaged in a professional practice model for nursing based on self-care.

What I learned from their stories was remarkable. Where education and focus on self-care was addressed with critical masses of nurses, they saw higher quality and nurse engagement scores. One nurse executive noted that on the units where the nurses have this support it is easier to implement change. On one such unit the patient fall rate was almost zero. The nurses reported that they were so committed to preventing falls they simply wouldn’t let it happen, “That could be our mother”. Another nurse executive expressed surprise when faced with a difficult hospital decision, the staff asked her how she was doing and how they could support communication and change. Self-care deepens resilience to challenges and increases empathy. Count on it!

Chapter News

New Regent’s Award in Diversity and Inclusion: The ACHE of MA chapter committee on Diversity & Inclusion is offering the first chapter award to recognize Diversity and Inclusion achievements. In 2011, the American College of Healthcare Executives, American Hospital Association, Association of American Medical Colleges, Catholic Health Association of the United States, and America’s Essential Hospitals stood together in a call to action to eliminate health care disparities by:

- increasing the collection and use of race, ethnicity and language preference data;
- increasing cultural competency training;
- increasing diversity in governance and leadership; and
- improving and strengthening community partnerships

AHA's 123 Pledge; 1. **TAKE THE PLEDGE** 2. **TAKE ACTION** 3. **TELL OTHERS**. The Pledge was created in order to recognize these efforts and accomplishments. The award seeks to recognize work going on in Massachusetts Healthcare Organizations and to share their dedication to improving the collection and use of race, ethnicity, GLBTQ, the wellbeing of all people and language. **We encourage you to share your learning**. The call for nominations were due on March 11, 2019 and the inaugural award will be presented at the Spring chapter conference on May 17, 2019. Please contact Carmen Kenrich at carmen.kenrich@leadersfortoday.com for more information.

Chapter Innovation Grant awarded to ACHE of Massachusetts! The Membership committee is excited to announce that it has been awarded a 2019 Chapter Innovation Grant for the creation of an educational podcast series. With 44% of the US population reporting that they have listened to at least one podcast, we are looking forward to piloting use of this increasingly popular medium to offer educational content on a wide variety of topics ranging from innovation to leadership to population health and beyond. Over the next year, we will develop a series of audio files which will be made available for chapter members to download and listen to at their convenience. Please join us in thanking Ellen Mahoney and Patrick McCabe for their leadership in securing this grant!

Spring Chapter Conference: *Healthcare in 2025: The Future is Now!* May 17, 2019 at the Double Tree Hilton in Westborough, MA. Check out <http://massache.org/events.asp> for additional chapter events and information.

ACHE Congress on Healthcare Leadership



March 4–7, 2019
Chicago, IL

The annual Massachusetts chapter dinner in Chicago was held on Monday, March 4 at the Union League Club of Chicago. Thirty chapter members attended the dinner.

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