A very happy May to all of you. As my first official message to the alumni, I want to thank you for your commitment to Trinity University’s health care administration department and for your continued support of our combined goals for the Alumni Association. Secondly, I would like to thank Brett McClung for his many years of dedicated service to the Association. We appreciate his leadership and look forward to his insight and expertise as the immediate past president.

This past March, we were able once again to help the first-year students attend the annual American College of Healthcare Executives Congress in Chicago. This year actually marks the first time that we have also offered this opportunity of financial assistance to students in the Executive Program. We are pleased to have been able to expand this offering to all of our first-year students, as in the eyes of the Alumni Association, they are truly equal programs. During our meeting in Chicago, we welcomed two new Alumni Board members: Vanessa Saenz Smith BS ’94, MS-HCAD ’99 and Sally Hurt-Deitch ’03—both Executive Program graduates! You may have seen the article featuring Sally in the previous ¡Aviso! newsletter. We also have Patrick Halinski ’11 and Chuck Spicer ’95 who joined us this year as new members. Please take the time to welcome our new volunteers when you get the chance.

Our stay in Chicago always culminates in the exciting annual Dean Duca Awards Dinner—and this year was no exception—where we honored Ken Newman ’70. We had a fantastic turnout despite tough competition from the Tom Dolan retirement dinner. We truly appreciate the attendance from Mike Fischer, vice president for faculty and student affairs, and his wife, Kim. And we were also honored that Lisa Baronio, vice president for alumni relations and development, attended. Lisa spoke to us about her role and how the HCAD Alumni Association fits into the goals and direction of the University as a whole.

As the new president of the Alumni Association, my focus will be on a few different items:

1. Improve the relationship and coordination between the Alumni Association and the University administration;
2. Strengthen the Executive class partnership; and
3. Increase the long-term financial viability of the Alumni Association through Lifetime Memberships and other fundraising opportunities.

I look forward to working with all of you and getting to know you better. Our alumni continue to have great reputations in the industry and that is mainly due to the start they were given during their education at Trinity. Thank you all for being a part of our program’s continued success.

Ashley S. Hixon ’00, FACHE
President, Trinity University Health Care Administration Alumni Association
Division Operations Officer, Methodist Healthcare System
San Antonio
2013-2014
HCADAA Board Members

Ashley S. Hixon ’00, FACHE
President
Division Operations Officer
Methodist Health Care System
San Antonio

James C. Bohnsack, BS ’97, MS-HCAD ’99
President-Elect and Finance Chair
Vice President - Business Development
TransUnion Healthcare, LLC
Chicago, Illinois

Brett S. McClung ’92, FACHE
Immediate Past President and Nominating Chair
Executive Vice President, Chief Operations
Leader North Zone
Texas Health Resources
Fort Worth

R. Brent Hardaway ’85
Strategic Planning Chair
Vice President
Premier Healthcare Alliance
Austin

Heidi J. Pandya, BS ’00, MS-HCAD ’05
Events/Fundraising Chair
Health Industries Advisory
PricewaterhouseCoopers
Dallas

Vanessa Saenz Smith, BS ’94, MS-HCAD ’99
Membership/Communications Chair
Regional Vice President
United Surgical Partners International
Houston

John Hyde, Ph.D. ’81, FACHE
Bylaws Chair
Professor of Clinical Health Systems
University of Mississippi Medical Center
Jackson, Mississippi

Dorothy A. Benavidez ’89
Membership
Senior Vice President
CRA Associates, Inc.
Newington, Virginia

Sally Hurt-Deitch ’03, FACHE
Chief Executive Officer
Sierra Providence East Medical Center
Tenet Healthcare
El Paso

Kevin M. Ormand ’98, FACHE
Revenue Cycle Solution
Line Director
maxIT-VCS, an SAIC company
Austin

Patrick Halinski ’11
Director, Strategic Development and Operational Improvement
Baptist Health System
San Antonio

Chuck Spicer ’95, FACHE
President and CEO
OU Medical Center
Oklahoma City, Oklahoma
Patrick Halinski ’11, Vanessa Saenz Smith BS ’94, MS-HCAD ’99, and Chuck Spicer ’95 are the newest members of the Trinity University Health Care Administration Alumni Association Board. The wide spectrum of their respective backgrounds, experiences, and passions to make a positive difference in the lives of others will take the HCAD Alumni Association to the next level.

Please tell us a bit about your career path. What is your current job title and employer? How long have you held this position and what does it entail?

Chuck: In January 2013, I became president and CEO of the Oklahoma University (OU) Medical System, which includes The OU Medical Center, The Children’s Hospital and OU Medical Center Edmond, and a joint venture rehab hospital named Valir. For the last five and a half years, I was CEO of The Children’s Hospital. The medical system is affiliated with HCA and OU is a teaching hospital. Previously, I was an assistant administrator for Texas Health Resources (THR) for six years and worked as COO at UT in Tyler and now am in Oklahoma. I completed my HCAD residency at Presbyterian in Dallas.

Vanessa: I started my health care career directly out of undergraduate school with Prudential Healthcare in their provider relations department and spent many years in several different sectors of the industry. I landed in practice management and health care operations and have been there ever since. I have been with United Surgical Partners International since August 2007 as their regional vice president operations. I am responsible for the overall financial and clinical operations for a number of their surgery centers in the Houston market. Before that, I spent six years in Las Vegas as the CEO for a large orthopedic practice.

Patrick: After graduation from the University of Texas with a degree in government, I went to work at the state capital. That path led me to work for two different legislative-based organizations, ending up in Jackson, Mississippi. I moved to Dallas and went to work selling medical supplies and logistics for a company called Owens and Minor and I quickly fell in love with the medical field. I was also fortunate enough to marry Kate Hupfeld, whose dad (Stan Hupfeld) has been in health care his entire career. He encouraged me to earn my MHA and start working inside a hospital. I took his advice, went to Trinity, and am now a director of strategic development and operational improvement for Baptist Health System in San Antonio. My main focus is to ensure that as we plan strategically, we are able to produce on the operations side. It is an exciting position and one that allows me to see all aspects of what makes a health care system run.

Why did you select the HCAD Program?

Chuck: I knew I wanted to stay in Texas. From the beginning, Trinity just felt like the right choice. I also appreciated the close connections with faculty. The program offered me opportunities beyond my expectations.

Vanessa: I selected the HCAD program because it allowed me the flexibility to continue to gain work experience in the field while pursuing my graduate degree.

Patrick: My father-in-law is a Trinity HCAD alumnus and he played a significant role in the selection process. After checking around with my current hospital connections, it seemed that the program had a great reputation and produced strong leaders in the region. Couple this with the unique experience offered by the residency and I was sold.

What did you enjoy most about the HCAD Program?

Chuck: I most enjoyed how my learning had such practical application to the health care management field. The collegiality with classmates and the team environment were very encouraging. The Friday seminars and field experiences ignited my passion for this field. The networking aspect among fellow alumni has been extremely helpful. I have four very close friends from the HCAD program. I consider myself very blessed to have reached my goal of being a CEO at this time in my career.

Vanessa: I enjoyed being in the program with other health care leaders who had already spent time in the industry. It gave me an opportunity to not just learn from the academics of the program, but also from the real world experiences my classmates brought into the classroom. More important, I was able to take what we were learning in the program into the day-to-day challenges I was facing in my job.

Patrick: What I enjoyed most was the chance to forge new relationships with fellow students, professors, and HCAD alumni.

What benefits and opportunities have you experienced in your career as a graduate of the HCAD Program?

Chuck: Trinity allows you to create and build a large network of contacts. (continued on next page)
I have benefitted tremendously from career advancement opportunities as a result of being associated with this program. My opportunities have led me in virtually every segment of health care. Having Doug Hawthorne, BS ’69, MS-HCAD ’72 and Phil Wentworth ’67 as mentors at THR was an incredible boost to my career.

Vanessa: The reputation of the program has definitely opened doors for me. You can find alumni of the program in almost every sector of our field. For me, the group of professionals I spent three years with weren’t just my network throughout the program but will be for my entire career.

Patrick: The guidance of other alumni in the Trinity network has been humbling to say the least. There have been many executives that came to various events during my on-campus time that I have since reached out to for advice. Time after time I am amazed by their willingness to answer my questions and answer them honestly.

What advice would you share with individuals considering pursuing a master’s in health care administration in Trinity’s HCAD Program?

Chuck: Never lose sight of your end goal, be flexible and take advantage of opportunities along the way. Continue to build your network with your colleagues and coworkers.

Vanessa: A benefit of the Trinity program is that it affords students the opportunity to meet and collaborate with other health care professionals from across the country, whether in the classroom or as part of the larger Trinity community. The Trinity MHA doesn’t box you into one sector of the health care industry; your degree can be utilized in any health care-related occupation.

Patrick: Talk to the faculty about all of the opportunities that can assist students interested in Trinity. From scholarships to alumni experiences, there is a wealth of untapped opportunity for new applicants. Health care is a fascinating, fast-paced, and ever-changing field with a noble purpose. If you want the best start you can get, I can’t think of any place better than Trinity.

Recently, you were named a new board member of Trinity University’s Health Care Administration Alumni Association. Congratulations! How can the Alumni Association be a resource for its graduates?

Chuck: I look forward to interacting with and supporting new generations of HCAD students and graduates. I plan to give back, both in terms of time and resources. I have been very fortunate in my career, and I’d like to help create that same experience for future graduates.

Vanessa: The Association can act as a forum where alumni can gather and exchange ideas and expertise about issues facing health care systems and administration in today’s changing world.

Patrick: I am honored and excited to be on the board. The board should provide a bridge between HCAD alumni and the students. We should be there to create exciting opportunities to keep alumni engaged as a way to grow our greatest asset, which is the Trinity network. Anything our Board does to support the program (scholarships, promoting faculty achievement, etc.) can only further enhance what it means to be a graduate of our program.

What book(s) or other resources have you found most helpful in the development of your career as a health care administrator?

Chuck: I appreciate the value of mentors such as Joel Allison ’73 throughout my career and have developed many long lasting relationships with many Trinity HCAD alumni. These relationships bring a whole spectrum of perspectives and insight, and offer helpful feedback and guidance to make me become a more effective manager and leader.

Vanessa: FYI: For Your Improvement, A Guide for Development and Coaching by Michael M. Lombardo and Robert W. Eichinger. I have used the concepts over the last few years to help assess my professional strengths and get rid of some bad habits!

Patrick: Find a mentor! Find five of them! Have people invested in your life who can help you with the tough decisions. I have also become a fan of the following health care organizations and health care leaders on Twitter. It provides a totally random but useful look at things going on in health care outside of my own world. On the LEAN side of what I do, The Goal: A Process of Ongoing Improvement by Eliyahu M. Goldratt and Jeff Cox, went a long way toward helping me understand how products (in our world, patients) flow through a process and where to look to make improvements.

And finally, tell us briefly about what you enjoy outside of work.

Chuck: I spend my free time with my wife and two children, ages 12 and 14. I am an avid golfer, I enjoy traveling and snow skiing, and I appreciate good food and wine.

Vanessa: I enjoy running around after my two little girls, ages 6 and 2½. Since I’m always on the run, I decided to add running as a sport. My 2013 New Year’s resolution is to participate in one 5K a month. I have five down and seven to go! My goal is to run my first 10K before the end of the year.

Patrick: I have a beautiful wife and two amazing girls and spend most of my free time soaking up as much of them as I can get. Other than that I really enjoy playing golf, especially rounds with my father-in-law who continues to beat me despite my best efforts.
Recently, I had the privilege of speaking with James “Ken” Newman ’70, the 2012 Dean Duce Award recipient. Our conversation was brief, but it had a positive and lasting impact on me. Ken’s work and life philosophy is inspiring and compelling and is a model for other HCAD graduates to follow in the challenging yet rewarding field of health care administration. Ken and his wife, Ann, attended the Duce Dinner in Chicago on March 12 and were pleased to meet several HCAD graduates from United Surgical Partners International, Inc., where he has served as a board member for several years. Additionally, Ken and Ann were able to meet a couple of students who had received the endowed scholarship through the Newman Family Foundation.

What was the best piece of advice you received prior to taking on your various roles at Horizon Health Corporation?

I am an entrepreneur at heart. My lifetime mentor, Jack Anderson, who was the Chairman and CEO of Hospital Affiliates, shared a valuable piece of advice with me when I served as senior vice president for the company. In 1981, Hospital Affiliates merged with HCA and many of Hospital Affiliates’ leaders were offered positions at HCA. Only one accepted an HCA position, and the rest started their own companies. Ultimately, I acted on the sound advice from Jack and followed my passion to begin my own company and to continue the culture of entrepreneurship solidified through Hospital Affiliates.

Did Health Care Administration end up being what you thought it would be when you were a graduate student?

Yes, there were about a dozen health care administration programs in the country when I was a graduate student, compared to about 70 accredited programs today. At the time I was looking at schools, Trinity’s was the only program in Texas, and I knew I needed to advance my health care administration education. I wanted to learn about the health care industry and to be able to have a connection with a school with the fine reputation Trinity has been able to build throughout the years. I deeply admired Leonard Duce, the first dean of the graduate program at Trinity, and his teachings served me well.
How has the industry changed from when you first entered the health care administration field until now?

Although reimbursement and technology have provided the greatest changes in the health care industry, the doctors “still run the show”—a constant since they are the ones practicing medicine. I believe that the structures and drivers of managed care and reimbursement will be dependent upon the evolving dynamics of the relationships among health care administrators and physicians. They must continue to work together to be successful and be a benefit for the good of all.

This can be a very demanding profession. How did you stay motivated during the toughest times of your career?

When I was challenged, I focused my involvement on projects with potential to have real return on investment. Fortunately, I was rewarded economically almost every year of my career. As I look at the recent names of the Duce Award recipients, I note that several graduates have made a health care career in for-profit companies. When I graduated from the HCAD program, entering the for-profit sector was “not highly thought of” and was not as common as nowadays. I was one of a handful of graduates who decided to take the road less traveled back then. Obviously, the tables of nonprofit and for-profit have turned and the common goal is the desire that graduates are able to make a positive difference in the lives of others through health care delivery. For me, my approach was to take the perspective that I could effect change best by looking at situations as “opportunities rather than problems.”

In terms of your career, what are the accomplishments you are most proud of?

I have made a career as an entrepreneur and have always challenged myself. I am most proud of being able to start a company called Horizon Health Corporation in 1981, which became publicly held in 19 months, soon appearing on NASDAQ. The company owned psychiatric hospitals and was the leading contract manager of psychiatric and physical rehabilitation clinical programs. I was the president, CEO, and chairman of the company. In retirement, I was asked to step back into the CEO role and serve a second term after our CEO passed away suddenly. I was involved with Horizon off and on for 27 years.

You have been instrumental in serving on the Steering Committee for the Campaign of Trinity University’s Health Care Administration Program as well as a strong advocate of health care students by endowing a scholarship through the Newman Family Foundation. What advice would you share with current HCAD students and residents?

I began my career in the 1960s very interested in the Medicare law. At the time, many had a poor perception of physicians. With the passage of the Affordable Care Act in 2010, I see that Medicare funding is plentiful for providers, given the proper strategies, and effective system reimbursement. I would strongly encourage anyone interested in the health care administration field to view the coming years as a “boom time.” Health care is one of the few industries that will continue to grow, expand, and strengthen in time.

From your perspective, how different is health care going to look in 15 years?

I think the largest problem in health care has been the “fee for service” structure of reimbursement, which has resulted in poor incentives for health care providers—thinking that “more is always better.” In 15 years, I envision us having a true system that rewards quality over quantity and that we will all have medical homes. Everyone in the U.S. will have health care coverage and there will be an end to the “haves and the have nots.”

What do you enjoy doing now that you are retired?

I actually am busier now that I am retired. I remain active on four boards, which take me to San Francisco four times a year and New York four times a year. The two other boards include United Surgical Partners International and the University of North Texas Foundation, where I am the chairman. One of the companies, Springstone Inc., of which I am chairman, is building freestanding psychiatric hospitals all over the country. We started the company two years ago and have 10 hospitals, either open or in various stages of development. In addition to our home in Denton, my family and I have a home in Colorado and a home in Scottsdale, where we enjoy visiting our son, Matt, a psychology professor at Arizona State University, and our granddaughter, Harper Jayne. Our daughter, Katie, is an architect, working with a development company in Dallas.
As I write this, the 2012-2013 academic year is drawing to a close. Our on-campus students are in the throes of procuring residency placements and our executive students are preparing to visit campus for the start of their summer semester. Faculty are winding up their spring courses and looking forward to the more relaxed pace of the summer semester.

It has been another good year for us! We continue to enjoy strong support from the HCAD Alumni Association and the Advisory Council. The residency placement process for the 2013 residents is going smoothly, and all of this year’s graduates are employed full-time in the health care field.

Very shortly, Merritt Hawkins will be releasing the results of its survey of HCAD graduates assessing alumni satisfaction and health system trends. This takes the pulse of our alumni reaction to the changing health care environment and compares it to results of other Merritt Hawkins surveys of physician attitudes. The survey also provides some insights into how well our program prepares its graduates for the field of practice. Watch for the press release—the results are fascinating and very encouraging!

Earlier this spring, we hosted Paul Batalden, M.D. for our annual Leaders in Health Management Symposium. Dr. Batalden, now professor emeritus from Dartmouth’s Institute for Health Policy and Clinical Practice, has been a leader in the quality movement in the United States throughout his career. His public address focused on “Sustainably Improving Health Care” in the years to come. He also met separately with our students and encouraged them to think in terms of how they would personally connect with their future organizational setting. Dr. Batalden is a wonderful teacher, and all of us benefitted from the two days he spent at Trinity.

Finally, this is a time of transition for me and for our program. After nearly 25 years in an administrative role at Trinity (first as department chair, then as division dean, and as department chair again for the past 12 years), it’s time for me to try my hand at something else. I’m privileged to be granted a year-long academic leave for 2013-14. After that, I’ll rejoin the faculty and serve as director of our Center for Leadership Development. In that role, I’ll focus on our external and community relations. Of course, I’ll also teach and pursue scholarly and professional interests. Ed Schumacher, who was just promoted to full professor, will quite ably fill the role of department chair beginning in August. We are fortunate to have him.

I very much appreciate all the support and encouragement I’ve received from Trinity alumni over all these years.

Mary E. Stefl, Ph.D.
Professor/Chair
Trinity University Health Care Administration
Dr. Amer Kaisi
Amer Kaisi, Ph.D., published the paper, “How Satisfied are Hospital Systems with their Ownership of Retail Clinics?” in the March/April 2013 issue of the Journal of Health Care Management. His white paper “A Roadmap for Trust: Enhancing Physician Engagement,” prepared for the Regina Qu’Appelle Health Region (Saskatchewan, Canada), was published by the Canadian Policy Network. He has also been elected to represent the departments of health care administration, business administration and economics on the Committee on Curricular Review, a University-wide committee that is charged with envisioning a new curriculum for Trinity for the next ten years and beyond.

Dr. William McCaughrin
Bill McCaughrin, Ph.D., teaches the popular undergraduate course HCAD 3350: The U.S. Health Care System, which has served as a “feeder” class to the HCAD graduate program for many years. The course discusses the development, organization, and evolution of the U.S. health care system, as well as analyzes the impacts of major changes in the values and behavior of both consumers and providers of health care services. There is particular emphasis on the influence that our nation’s second largest “business” has in contemporary society and on the human consequences that result. He also teaches Health Services and Organization Policy to our on-campus and executive program students, as well as Managerial Epidemiology.

Dr. Jody Rogers
Jody Rogers, Ph.D., FACHE, traveled to Saudi Arabia for eight days in mid-December to speak to senior health care executives from the King Faisal Specialty Hospital and Research Center (KFSHRC) in Riyadh and Jeddah. The topic was health care leadership, especially during times of great change and challenge. KFSHRC is one of the top medical centers in Saudi Arabia and is growing rapidly. The medical industry in Saudi Arabia has tremendous potential to be an international center of excellence for health services. In addition, he is overseeing the preparation of his third Army Medical Department Journal devoted to leadership and leader development since 2007.

Dr. Edward Schumacher
Edward Schumacher, Ph.D., was promoted to professor of health care administration. He will also take over the duties of department chair at the beginning of the 2013-2014 academic year. He presented the paper, “Union Elections and Nursing Wages,” at the Western Economic Association’s Annual Meeting in San Francisco in July. He specializes in the economic aspects of health care and teaches a handful of courses including Quantitative Methods and Operations Management, Health Information Systems in HCA, and Health Care Economics.

Dr. Mary Stefl
Mary Stefl, Ph.D., made a presentation in May to the San Antonio Medical Foundation on the changing trends in the local health care landscape. In addition to teaching courses for both the on-campus and executive programs, she is also on the Board of Directors for Goodwill San Antonio, as well as a member of the AUHPA (Association of University Programs in Health Administration) CEO Search Committee and the Standards Council for CAHME (Commission on Accreditation of Healthcare Management Education). She moderated a panel discussion on “Building the Hospital of Tomorrow” for the South Texas Chapter of ACHE at CHRISTUS Santa Rosa Hospital in May.
“Prior to the opening of this facility,” Mike explains “expatriates living in Bangladesh and Bangladeshi families who could afford to would travel out of the country for their hospital care.” Designed specifically to take patients of varied economic levels, the new hospital includes six- to eight-bed male and female wards, several different intermediate level rooms in semi-private and private nursing units, as well as intensive care units for cardiac, neurosurgical, and general intensive care. There are also private suites with adjacent sleeping facilities for patients’ families.

Many of the clinicians, primarily specialty physicians and highly trained registered nurses, were hired from India and the Philippines. The scope of care includes cardiac surgery, cardiac catheterization, neurosurgery, in vitro fertilization and essentially all of the specialties and technology one would expect to find in a hospital in the Western hemisphere.

The hospital’s training program for registered nurses is based on the Western model and focuses on patient education and wellness. The hospital also employs physicians and provides office space for them. Information centers have been set up in the region serving as triage units and permitting physicians to visit patients on a rotating basis.

Mike found that providing ‘Western’ style medical services in an Eastern culture was both interesting and enlightening. Interestingly, when a Western expat was admitted to the hospital for treatment, they were typically attended by a few family members, perhaps a spouse and maybe a co-worker with visits from children as allowed by the treating physician. When a Bangladeshi patient was admitted, it was not unusual to have fifteen or twenty family members and friends in the nearest waiting area.

Mike also discovered that Apollo Dhaka had a higher level of customer service. For example, given the predominant Muslim culture, the hospital accommodates the worship practices of its patients and medical staff, offering an imam and religious services for daily prayer at the hospital. Although Saturday is a worship day, the hospital sees a thousand outpatients on Saturday. Friday typically is a day of rest.

Health care insurance, other than through Western-owned companies, is a rarity, and at times, hospital costs are difficult to manage. Cash is the main source of payment.

One of Mike’s favorite stories of his tenure in Dhaka involves a Bangladeshi student living in New York who was deeply concerned for his extremely ill grandmother in a government hospital in northern Bangladesh. The student e-mailed Mike asking for assistance. Thanks to the student’s persistence and Mike’s large, coordinated network, the grandmother was transported by ambulance to Apollo Dhaka, where she eventually recovered. Mike says this exemplifies the high quality of care available at this state-of-the-art facility.

Now back in the States, Mike retains wonderful memories of Dhaka and looks forward to a new chapter in his health care career. In the meantime, he is eager to reconnect with the Trinity HCAD community. He can be reached at mopper@nwol.net. More information about Apollo Dhaka can be found at www.apollodhaka.com.
Leaders in Health Management Symposium

Sponsored by the Center for Leadership Development in Health Management, Trinity’s Department of Health Care Administration presented the 2013 Leaders in Health Management Symposium on Friday, March 22 in the Great Hall on the Trinity campus. The keynote speaker was Paul B. Batalden, M.D., Professor Emeritus of Pediatrics, Community & Family Medicine at The Dartmouth Institute for Health Policy & Clinical Practice, Dartmouth Medical School, and Senior Fellow, Institute for Healthcare Improvement. In his address, titled, “Sustainably Improving Health Care: Linking Care Outcomes, System Performance, and Professional Development,” Dr. Batalden noted that “health is created by individuals, not by health professionals” and that any sustainable system must have the adaptability to address the needs of patients and health care professionals.

Houston HCAD Alumni Kick-Off Event

On Thursday, April 18, alumni and guests gathered for drinks and dinner at Hotel Zaza in the Houston Museum District during the inaugural event of the Trinity Health Care Administration Alumni Association’s Houston Network. It was a great time to see colleagues, make connections, and catch up with former classmates. The aim of Houston’s HCAD Alumni Network is to build upon the wide array of expertise and talents of HCAD alumni in Houston, to encourage connectivity among the alumni, and to expand its presence within the health care industry. The Houston HCAD Alumni Network looks forward to its next event!

Mark your CALENDAR

Save the dates for these events…

Alumni Weekend
October 11-13, 2013
San Antonio

• HCAD Alumni Association-sponsored Golf Tournament
  Friday, October 11 at 8 am
  The Quarry Golf Club, 444 E. Basse Road,
  San Antonio, TX 78209
  Shotgun start at 8 am | Buffet lunch at 12:30 pm
  Register online at trinity.edu/alumniweekend

Congress on Healthcare Leadership
March 24-27, 2014
Chicago

• Annual Duce Award Dinner in Chicago
  Tuesday, March 25, 2014

• Preceptors’ Conference
  May 2, 2014
  San Antonio (on the Trinity University campus)
The 2012 Trinity University Health Care Administration Alumni Association Golf Tournament was again a huge success. All 74 golfers, comprised of students and alumni of all skill levels, enjoyed a sunny day on the scenic course at the Quarry Golf Club in San Antonio. Former professor Paul Goliher kicked off the event with his renowned Scottish welcome address. Golfers received a goodie bag with tiger fans, sleeves of golf balls, tees, snacks, and custom Trinity University divot repair tools. Students drove “thirst-aide carts” to ensure that players stayed hydrated on the course.

ARAMARK hosted a breakfast for all participants prior to play, and after 18 holes, golfers were treated to a delicious southwest buffet lunch at the Quarry restaurant. The afternoon’s raffle included gift cards to Starbucks, Alamo Drafthouse, and Golf Galaxy. Winning teams, as well as losing teams, received trophies, while individual challenge winners were awarded plaques for their victories.

Various sponsorship opportunities were available including challenge holes such as “closest to the pin” and “longest drive,” as well as a lunch and overall tournament sponsor. The tournament raised approximately $2,000 with proceeds helping to fund attendance for current students to the Congress on Healthcare Leadership in Chicago, a professional conference hosted by the American College of Healthcare Executives. The proceeds also bolster The Paul Goliher Fellowship, awarded to one exceptional student each school year.

In addition to generous support from the golfers, this event could not have been possible or as much fun without the efforts and philanthropic support of our sponsors. The Alumni Association and Department of Health Care Administration would like to thank the following contributors: Texas Health Harris Southwest, INTEGRIS Health, Methodist Healthcare System, and Sierra Providence East Medical Center.

Again, we thank you for your continued support of the program. Please save the date and join us for the 2013 annual Golf Tournament on October 11 at the Quarry Golf Club with a shotgun start at 8 a.m. We encourage your organization to consider assisting the event as a sponsor. Sponsorship opportunities include Tournament Sponsor, Lunch Sponsor, Hole Sponsors and Challenge Holes to include long drives and closest-to-pin contests. For more information, please contact Elizabeth Ford at 210-999-8435 or nford1@trinity.edu.
Join a dynamic ALUMNI GROUP

Trinity University’s Health Care Administration program has a long history of turning out the next generation of talented health care leaders. With each passing day, the health care industry changes, and our alma mater continues to build on its legacy of excellence. The continued success of Trinity University and the Health Care Administration program is important to each and every one of us.

The Health Care Administration Alumni Association serves to support the past, current, and future students of the program. The Golligher Fellowship and ACHE Congress are funded by the Alumni Association. Our continued involvement and financial support are keys to advancing our program’s legacy.

There are only three ways the Alumni Association generates funds: the yearly golf tournament, annual dues, and the phonathon. Take a moment and sign up for annual membership or the lifetime membership in support of our alma mater.

Please consider becoming a lifetime member and joining the growing group of 55 of our esteemed and high-caliber fellow alumni listed at right. Your investment in the future of health care will certainly be rewarded!

**ANNUAL Membership**

1st year post-graduation, FREE
2nd year post-graduation, $35
3rd year post-graduation and beyond, $60

**LIFETIME Membership**

*Lifetime membership dues are based on number of previous years you have been an active member in the Association.*

5 years or fewer as active member, $750
More than 5 years as active member, $500

---

The Alumni Association thanks the following Lifetime Members for their support!

(as of May 1, 2013)

- Dorothy Benavidez
- Richard Bodak
- Jim Bohnsack
- John Bradley
- Laurie Breedlove
- Jim Brown
- David Brown
- Matt Chance
- Ray Chappelle
- David Darden
- Joe DaSilva
- Sonal Ellison
- Brett Emmett
- Cliff Gallagher
- Fred Goldstein
- John Guest
- Brent Hardaway
- Carrie Harris-Knight
- Art Hastings
- John Haupert
- Doug Hawthorne
- Scott Hermstein
- Wendy Hill
- Ashley Hixon
- Stanley Hupfeld
- John Hyde
- Javier Iriugasa
- Curt Junkins
- Roderick La Grone
- Scott Landrum
- Michael Lieb
- Robert Martin
- Michael McBride
- Rebecca McCain
- Brett McClung
- Ken Newman
- Dr. Oraneo Okolo
- Kevin Ormand
- Mary Patterson
- William Poteet
- Michael Poter
- Don Richey
- Joe Riley
- William Schlotter
- Scott Schmidly
- Tim Schmidt
- Wayne Smith
- William Smith
- Todd Steward
- Donald Stewart
- David Wagner
- Phil Wentworth
- David White
- Steven Woerner
- Jay Woodall
Updated as of May 1, 2013

Eleanor Ross Jackson ’75 is fully retired as of 2000.

Bob Grimes BA ’77, MS-HCAD ’80 is county commissioner of Bandera County, Texas.

Michael Urbach ’80 is the new senior vice president/chief operating officer for Victory Healthcare in the Dallas/Fort Worth area.

Timothy Gibbons ’85 is senior health planning services executive of Total Alliance Health Partners International in Australia.

David Southerland ’88 is chief operating officer of DLP Twin County Regional Healthcare in Galax, Va.

Mike Lieb ’92 accepted the position of director, physician practice management for HealthTech Management Services (HTMS) in Dallas. Mike is providing operational and financial consulting services to physician practices for both external clients and HTMS managed entities.

Jason Keibler ’95 is vice president, network development of Coventry Health Care in Kansas City, Mo.

Chuck Spicer ’95 was appointed president and chief executive officer of the OU Medical System—OU Medical Center, The Children’s Hospital, and OU Medical Center Edmond in Oklahoma City, Okla.

Jeff Brockett ’96, CEO of Texas Retina Associates, will be honored on May 30 at the Visionary Awards Dinner for Fueling Research for a Brighter Tomorrow. Jeff lives in Dallas.

Michael Beaver ’97 was named president of St. Anthony Hospital in Oklahoma City, Okla. Michael most recently served Methodist Healthcare System as chief operating officer for three hospitals with a combined full-time staff of 4,300.

Kevin Stoner ’97 was promoted to associate vice president, client success at MedeAnalytics, Inc. He is responsible for operations and sales management for all Central Region provider clients in the Dallas/Fort Worth area.

Toni Feazell Cruz ’98 was appointed to vice president—finance of McBride Orthopedic Hospital in Oklahoma City, Okla.

Monica Vargas-Mahar ’98 is the chief operating officer of Providence Memorial Hospital in El Paso. Recently, Monica was recognized by Modern Healthcare as one of the Up & Comers of 2012.

Greg Haralson ’00 is CEO of Memorial Hermann Sugar Land Hospital in Sugar Land, Texas.

David Shefte BA ’95, MS-HCAD ’01 is the CEO of HealthSouth Rehabilitation Hospital of Denver in Littleton, Colo.

Traci Bentley BS ’00, MS-HCAD ’02 is director of business development of Temple University Health System in Philadelphia, Pa.

Trent Mattison ’02 is divisional vice president operations of AmSurg in Dallas.

Parker Templeton ’02 is the CEO of Franklin Foundation Hospital in New Iberia, La.

Lisa Woods ’03 is the epic implementation manager-ambulatory clinics at St. Luke’s Episcopal Health System in Houston. She has been in this role since May 2012.

Jason Bray ’05 recently received the Oklahoma Hospital Associations (OHA) annual excellence award for his leadership in guiding Oklahoma State University Medical Center through the largest enterprise-wide implementation in the hospital’s history.

Greg Haralson ’00

(continued on next page)
is the chief information officer for Oklahoma State University Medical Center, a large academic teaching hospital located in Tulsa, Okla.

Nicole Banister ’06 moved into a new role in January as planning consultant for the Seton Healthcare Family in Austin. She is responsible for strategic planning, business development and forecasting for the North Market and Oncology Program Area.

Craig Desmond ’09 is the CEO of Southwest General Hospital in San Antonio.

Kara Witalis ’09 is a consultant at HealthWorks, Inc. in Lafayette, CA. HealthWorks focuses on strategic and business planning, trauma center planning and development, valuation services, including commercial reasonableness and fair market value analysis across all categories of hospital-physician agreements, hospital and physician integration, and litigation support and expert witness services.

Kelsey Schwarz BS ’10, MS-HCAD’12 is a project coordinator for Seton Healthcare Family in Austin.

Heer leads Baldrige-winning institution

John Heer ’85 is president and CEO of North Mississippi Health Services. His organization recently received the Malcolm Baldrige National Quality Award 2012 in the health care category. North Mississippi Health Center, the flagship hospital and referral center in the NMHS system, was honored with a health care category Baldrige Award in 2006. This is the third time John has been connected with a Baldrige-winning organization.

Two named for Best Places to Work in Healthcare

Modern Healthcare’s 6th annual Best Places to Work in Healthcare program named two Trinity HCAD alumni recently. Both Larry Robertson ’87 who serves as president, Texas Health Center for Diagnostics & Surgery, a surgical hospital located in Plano, Texas, and Rick W. Merrill ’84 who serves as president and CEO, Cook Children’s Health Care System, located in Fort Worth, received this recognition. This exciting program singles out and recognizes outstanding employers in the health care industry on a national level. Being named one of Modern Healthcare’s Best Places to Work in Healthcare can have a tremendous impact on the mentioned organization.

Three nominated for Young Healthcare Executive of the Year

Spencer Seals ’10, senior construction project manager, Cook Children’s Health Care System, Jessica Rangel O’Neal ’04, vice president operations, Methodist Dallas Medical Center and Karim Kaisi ’07, corporate director of project management, Texas Health Resources were nominated as the 2012 Young Healthcare Executive of the Year by the Dallas-Fort Worth Hospital Council (DFWHC). Although a non-Trinity alumnus, Andrew Masica, MD, MSCI, vice president, clinical innovation of Baylor Health Care System, was selected as the recipient, we applaud the three Trinity alumni who were nominated for this noteworthy award.

Let us know of any career updates or job changes so we can include them in our next newsletter! Contact the HCAD Office at 210-999-8107 or jlopez@trinity.edu.
The continued excellence of Trinity University’s Health Care Administration program is ensured with the Classes of 2013 and 2014. They have met challenges and expect to deal effectively with the many more on the horizon thanks to our always relevant education. With the support of the Trinity faculty and staff, along with the alumni, the students will exit the program ready for our ever-changing industry.

The members of the Class of 2013 are nearing the halfway point of their residencies and, while enjoying the perks of residency life, continue to shine in their early careers. Some have already taken on projects that would normally be handled by someone who has been in the field for some time.

The Class of 2014 is staying very active this spring semester. Even though we lost some time over spring break, we were able to visit some organizations outside of San Antonio. This was a wonderful learning opportunity because many of our classmates will be working with organizations outside the city. Studying also keeps us busy. There are a large number of group projects this semester, which have brought our class closer together and taught us valuable lessons. We also are honing our presentation skills with many more assignments. The faculty is not afraid to ask the tough questions, which leads to student growth. Every time we present, we feel more prepared and confident.

ACHE Congress this year occurred during our spring break. Having it that week proved to be a challenge, but it was not without reward. Students used this extraordinary opportunity to its fullest and attended many classes with amazing speakers. We also had the chance, over multiple nights, to meet with many alumni who gave us great advice and direction in our professional lives. The Class of 2014 would like to thank the Alumni Association for allowing the continuation of this valuable trip.

With the semester almost over, the Preceptor’s Conference was April 19 and was on the forefront of everyone’s mind. There was a collegial atmosphere, which helped to ease the impending stress. Many organizations had replied and research ensured that each student interviewed with the organization that was the best fit for them. We appreciated the chance to meet many great people who are making a difference in their organizations.

The Class of 2014’s journey has just begun. The road may be long, but each of us has stepped up to the plate to meet the challenges that are ahead. We are all grateful for the opportunity to attend such a prestigious program, and we look forward to serving others in such a rewarding industry.

Stephen Grigar

Class Officers
2014

President
Stephen Grigar

Vice President
Tiffany Wetz

Secretary
Lindsey Herman

ACHE Chairs
Grant Magness
Alison Gizinski

Preceptors’ Chair
Callie Redding
Kyle Landry

Social Chairs
Vanessa Duran
Kristen Castillo

Intramurals Chair
Tripp Lyles

Service Chairs
Wil Dingmore
Kelsey Goodell

STUDENT Report

Stephen Grigar
Class of 2014
Congratulations
to the 13 individuals who were
inducted into the Upsilon Phi Delta Honor Society during
the Duce Award Dinner in Chicago in March.
Founded in 1965, Upsilon Phi Delta is the national academic honor society for students in health care administration within the United States. Administered by the Association of University Programs in Health Administration, it was formed to further the profession of health care administration and the professional competence and dedication of its members.
The Trinity University chapter was established in 2010. Criteria for induction include being a full-time, on-campus student, having a graduating GPA of 3.9 or higher, and completing at least 20 hours of community service. Criteria for executive students include being a full-time student in the Executive program, having a graduating GPA of 3.9 or higher (measured at the end of the summer semester of the second year) and having served on the board of a not-for-profit/community organization.

Amer Kaissi, associate professor of health care administration, presented certificates to HCAD students who were inducted into Upsilon Phi Delta Honor Society in March. Pictured are Nathanael Budge, Skyler Reed, Amer Kaissi, Hannah Thai, and Evan Galt.

On-Campus Students
Melissa Brumley
Nathanael Budge
Darin Hall
Cameron Lewis
Tom Methvin
Skyler Reed
Marisa Stansberry
Hannah Thai

Executive Students
Shane Casady
Laura Givens
Josiah Mooney
Jacquetta Ray
HCAD
On-Campus

Class of 2014

Callie Redding
Baylor University
B.A., environmental studies

Tiffany Wetz
Texas Lutheran University
B.B.A., business administration

Lindsey Herman
University of Richmond
B.S., public health and medical ethics

Roy Baskin
Trinity University
B.A., history

Vanessa Duran
New Mexico State University
B.A., business administration

Rendell Gazzingan
University of California, Berkeley
B.A., public health

Kristin Castillo
Texas Christian University
B.B.A., entrepreneurial management

Claire Clobb
Trinity University
B.A., psychology

Stephanie Weikel
University of Texas at Arlington
B.A., interdisciplinary studies

Grant Magness
Baylor University
B.B.A., finance and economics

Josh Cameron
Brigham Young University, Idaho
B.S., healthcare administration

Stephen Grigar
Texas A&M University
B.S., poultry science

Alison Gizinski
Trinity University
B.S., business admin./marketing

Ashley Nelson
Vanderbilt University
B.A., medicine, health, and society

Alexa Calderon
Trinity University
B.S., business admin./management

Tripp Lyles
Texas A&M University
B.S., biology

Chris Loumeau
Utah Valley University
B.S., community health

Kyle Landry
University of Michigan
B.A. sociology

Kelsey Goodell
Trinity University
B.S. management; B.A., urban studies

Cullen Pabody
Southern Methodist University
B.B.A., finance; B.A., Spanish

Wilson Dingmore
Texas A&M University
B.S., economics
Susan (Susy) J. Dickerson
Corporate Medical Affairs
Molina Healthcare, Inc.
Long Beach, CA

Jonathan Fant
Business Office Manager
United Surgical Partners Int’l, Inc.
Bedford, TX

Yvette Garcia
Clinical Pharmacist Specialist
Rio Grande Regional Hospital
McAllen, TX

Laura R. Tilley, Au. D.
Regional Director
Connect Hearing
Dallas, TX

Silvana Vela
Human Resources Manager
Wings Home Health Services, LLC
McAllen, TX

Mary A. Weidner
Point of Care Coordinator and Phlebotomy Supervisor
Methodist Specialty & Transplant Hospital
San Antonio, TX
RESIDENCY Placements

Class of 2013

Neeraj Bhat
OhioHealth
Columbus, Ohio

Melissa D. Brumley
Memorial Hermann
Texas Medical Center
Houston

Nathanael Budge
IASIS Healthcare
Utah Market
South Jordan, Utah

Sam M. Burgess
Lakeview Hospital
Bountiful, Utah

AnneMarie Campbell
Texas Scottish Rite Hospital for Children
Dallas

Alyssa Endres
Baylor Health Care System
Dallas

Evan Galt
INTEGRIS Health
Oklahoma City

Christine N. Good
USMD, Inc.
Irving, Texas

Darin R. Hall
St. John’s
Santa Monica, Calif.

Ryan T. Henry
HCA Gulf Coast Division
Houston

Rebecca A. Ivatury
Methodist Healthcare System
San Antonio

Basma Khurshid
Gonzaba Medical Group
San Antonio

Brittany R. Leonard
VA of North Texas
Health Care System
Dallas

Cameron M. Lewis
Carlsbad Medical Center
Carlsbad, N. M.

Tom W. Methvin
UT Medicine
San Antonio

Lindsay T. Nieman
University Health System
San Antonio

Heather L. Outlaw
VISN 17
Arlington, Texas

Adam J. Pegan
Sierra Providence East Medical Center
El Paso, Texas

Skyler W. Reed
St. David’s Healthcare
Austin

Marisa T. Stansberry
PricewaterhouseCoopers
Dallas

Lisa Steelman
Texas Health Harris Methodist Fort Worth
Fort Worth

Hannah P. Thai
Texas Health Presbyterian Hospital Dallas
Dallas

Sabrina W. Tso
Harris Health System
Houston
Follow us on Facebook!

Remember to follow the HCAD Facebook page. Get involved, stay connected, and learn about upcoming events. For communication and efficiency purposes, the HCAD Alumni page recently merged with the HCAD page. Check it out often!

https://www.facebook.com/trinityhcad

---

Trinity University
Alumni Relations Office
One Trinity Place, Box #76
San Antonio, TX 78212

210-999-8404

alumni@trinity.edu