Strengthening Community Through Change

Embedded in the logo of the American College of Healthcare Executives is the phrase “for leaders who care.” You belong to a network of leaders who, like you, stand for progress, equity, innovation and solutions that matter to patients. This year more than ever, our field and the communities we serve have provided clear evidence of your commitment to these values.

Though this Annual Report is intended to document our progress together in the previous calendar year, it would be impossible to discuss 2019 without the context of 2020. The COVID-19 pandemic has permanently impacted the healthcare community and our country, and we will continue to navigate the “new normal” together.

ACHE had a productive and positive 2019. Among our many successes:

- More than 8,900 new members joined our community and 446 advanced to Fellow.
- Through national programming, 6,800 individuals took part in learning and networking opportunities, earning nearly 100,000 credit hours.
- Our Career Resource Center delivered 9,400 services to members.
- Thanks to more than 500 donors, 21 talented individuals received scholarships from the Fund for Healthcare Leadership to acquire skills and training that will help them lead effectively through today’s challenges and into the future.

This work is magnified by our 77 dedicated chapters, which delivered an incredible 347,000 education hours in 2019—providing opportunities to grow, learn and connect at the local level. We also could not sustain the education and networking our members rely on without the support of our Premier Corporate Partners, a group that believes in the value of leadership as much as we do.
Our collective strong showing last year has stood us in good stead during the tumult of 2020 to date. Though we could not have predicted the scope of these difficult times, our many years of collectively and faithfully pursuing our mission “to advance our members and healthcare management excellence” have created a foundation that will remain sound.

Like many of your organizations, we’ve had to make difficult decisions because of the pandemic. This included the cancellation of the 2020 Congress on Healthcare Leadership to support members in responding to patient and community needs. But also, like you, we’ve experienced rapid innovation. We continue to evaluate new opportunities and create solutions to help you pursue your career journey:

- Front-Line Leader webinars with insights and strategies to help you better respond to COVID-19 in your community.
- Online COVID-19 Resource Center with free articles, podcasts and other valuable content to hone your leadership skills in turbulent times.
- New Choice programming and chapter panel discussion templates to bring COVID-19 education to you on a local level.
- Virtual Face-to-Face Education credit hours, as well as Exam and recertification extensions, so you can earn or maintain your FACHE® credential.
- Discounts on online programming and dues renewal to ensure your access to valuable career resources, lifelong-learning opportunities and industry-leading publications.

These innovations, and many more, feed directly into the tenets of our three-year Strategic Plan, designed to bring us through good times and bad. We remain committed to serve as:

- A catalyst for the field of healthcare management to build partnerships and advance safety and health for the communities we serve.
- A connector across the continuum of the leadership community to strengthen chapters, advance diversity and inclusion, and increase access to resources.
- A trusted partner for our members to foster engagement, support leaders and personalize your experience to meet your goals.

In the ambitious goals above, two points in particular have required the attention and commitment of our field in recent months. The first is safety, which, while a constant priority in healthcare, has been an overwhelming imperative in the COVID-19 pandemic. From PPE and equipment shortages, to community outreach and education, to workforce burnout, safety has been a driving factor in every decision we as leaders have made. *Leading a Culture of Safety: A Blueprint for Success*, created with the IHI Lucian Leape Institute, is a free resource to guide your organization toward a zero-harm workplace. With more than 14,800 downloads since its creation, the blueprint can help you codify the safety lessons and best practices you’ve gained in managing the pandemic response.

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### Our Value

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<thead>
<tr>
<th>445,600</th>
<th>Education Hours</th>
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<tbody>
<tr>
<td>79,600</td>
<td>Attendees</td>
</tr>
<tr>
<td>9,400</td>
<td>Career Services Delivered</td>
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<tr>
<td>42,000</td>
<td>Books Sold</td>
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The other issue in the spotlight right now is one of ACHE’s core values, diversity and inclusion. In 2019 we once again welcomed an outstanding class to the Thomas C. Dolan Executive Diversity Program and sustained our investment in programs like the Executive Diversity Career Navigator and the IFD ACHE Summer Enrichment Program.

However, we know we have more work to do in this arena. During the nationwide protests against racial injustice this spring, our CEO’s statement acknowledged the ongoing need to advance equity in the healthcare management field and reduce health disparities for the communities we serve. We are striving to back up these words with concrete actions that can catalyze progress toward equity.

We thank our partners—the Asian Healthcare Leaders Forum, the Institute for Diversity and Health Equity, the LGBTQ Forum, the National Association of Health Services Executives, and the National Association of Latino Healthcare Executives—for their commitment to advancing a diverse workforce. We look forward to building momentum in Diversity and Inclusion as we identify how we extend our reach and impact.

As we reflect on the successes of 2019 and the incredible amount of change and disruption we have faced together since the first of the year, we remain optimistic. We have seen the remarkable strength, ingenuity and resilience of healthcare leaders during difficult times. We are confident we will learn from our collective experience. And we are committed to ensuring our members and all healthcare leaders have access to networking and enrichment opportunities that can help fulfill our mission—to advance our members and healthcare management excellence.

Thank you for all you do. Be safe and be well.

Michael J. Fosina, FACHE, Chairman
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Col Gigi A. Simko, FACHE
Mary C. Starmann-Harrison, FACHE
Michele K. Sutton, FACHE
Nizar K. Wehbi, MD, FACHE

Our Commitments

36*
Thomas C. Dolan Executive Diversity Program Scholars
*2014–2019

3,100 Donors to the Fund since inception

More Than 230 Fund Scholarships awarded since inception

14,800 Downloads of Leading a Culture of Safety: A Blueprint for Success