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ACHE of South Florida
An Independent Chapter of



American College of
Healthcare Executives
for leaders who care®

CHAPTER NEWSLETTER

October 1 - December 31, 2021

A Message from Your Chapter President

Greetings, ACHE of South Florida members, supporters, and friends.

As we turn the page on 2021, I would like to thank you for the honor and the privilege of serving as your chapter president throughout a unique year. Despite dealing with the uncertainties of the pandemic, I am extremely proud of what we accomplished over these past twelve months. We worked hard to bring you new, unique ways to stay engaged and inspired (#EducateEngageInspire) as we adapted to a virtual world.

I am grateful for the dedication and participation from the 2021 Board of Directors, volunteers, and the hundreds of members that attended our events. I also wish to thank ACHE national for their ongoing support and guidance throughout the year, especially our chapter's Director of Regional Services, Stacey A. Kidd.

Please take a look at some of the major accomplishments from last year.

2021: Chapter Highlights and Accomplishments

- Continued leading the chapter's rebranding and communication efforts, including the new web site, following the name change from the South Florida Healthcare Executive Forum to ACHE of South Florida in 2020
- Grew the chapter's LinkedIn following from <900 to >2,200 in a year
- Created 108 LinkedIn posts mostly dedicated to celebrating our members and supporters
- Averaged over 25k impressions and 600 reactions per month on LinkedIn
- Provided 9 Virtual Face-to-Face education credits through 6 programs
- Held 4 in-person networking events throughout South Florida, in addition to 6 virtual networking sessions throughout the year
- Offered over \$20k in scholarships and financial awards to students and members
- Welcomed 15 new Fellows (FACHE) and 1 new Life Fellow (LFACHE)

2021: An Innovative Year for ACHE of South Florida

- Held the first Fellow Advancement Informational Session & BOG Exam Review Course
- Established a Past Presidents Advisory Board
- Launched Quarterly New Member Orientation Sessions
- Created a chapter Finance Committee and the chapter's first annual budget
- Introduced the C-Suite Insights series
- Held the chapter's first Fellows-only Networking Event
- Successfully conducted the chapter's first virtual Healthcare Leader Development Case Competition
- Nova Southeastern University began covering the cost of student memberships for those enrolled in its Complex Health Systems MBA program
- Offered the chapter's first exclusive Platinum Level Sponsorship, which was purchased by Nova Southeastern University's Complex Health Systems MBA program
- Created 2 new positions on the Board of Directors
 1. Chapter Secretary
 2. Diversity, Equity, Inclusion & Belonging/Community Outreach

Congratulations to the 2022 Board of Directors, and the incoming chapter president, Oyinkansola "Bukky" Ogunrinde! I would like to thank Bukky in advance for her service and leadership, as well as for serving as the 2021 Nomination Committee Chairperson, and leading the chapter's recent and very successful Call for Volunteers. Please stay tuned for additional information from Bukky very soon.

As you may have read in my previous newsletters or in my LinkedIn posts, my theme for 2021 was for our chapter to be *mission-driven and member-focused*. I hope that you enjoyed celebrating our members, supporters, and friends as much as I did. I am looking forward to formally recognizing many members of our chapter at an upcoming awards and recognition event and I hope you'll join us.

Thank you again and I wish you and your loved ones a happy, healthy, safe 2022 and hope that you'll continue to stay engaged with our chapter and keep in touch with me. (#LetsConnect)

Please remember to bookmark our chapter's [website](#) and follow us on [LinkedIn](#)!

Sincerely,

Kenneth C. Wong, FACHE
2021 Chapter President
Kenneth@ACHEofSouthFlorida.org



About ACHE of South Florida

ACHE of South Florida, known as the South Florida Healthcare Executive Forum (SFHEF) until 2020, is the local chapter of the American College of Healthcare Executives (ACHE). Its origins date back to 1972 and serves over one thousand healthcare executives, students, and supporters spanning seven counties throughout southeast Florida, from Monroe to the Treasure Coast.

The mission of ACHE and ACHE of South Florida (ACHE-SFL) is to advance our members and healthcare leadership excellence.

Thank You for Your Commitment to Service

I am truly grateful for the service and dedication from last year's Board of Directors.

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2021 Board of Directors



Kenneth Wong, FACHE

Chapter President



**Oyinkansola "Bukky"
Ogunrinde**

President-Elect



Jeffrey Kramer, CPA

Treasurer



Ashley Vertuno, FACHE

Regent – Eastern Florida



**Haroula Protopapadakis
Norden, FACHE**

Immediate Past President



Ralph Rios, FACHE

Treasurer-Elect



Attila Hertelendy, PhD

Program Chair



Paula Zalucki, FACHE

Program Chair-Elect



Zunner Rios, FACHE, CPA

Membership Chair-Elect



Karissa Ostoski

Networking Chair



Rene Zipper, FACHE

Networking Chair-Elect



Kristen Palanza

Sponsorship Chair



Michelle Marsh

Sponsorship Chair-Elect



Ayana Miller, FACHE

Student Services Chair



Marla Sanfilippo, FACHE

Student Services Chair-Elect



Adrian Parker, FACHE

Member-at-Large



Jenna Merlucci, FACHE

Member-at-Large



Mari Pantoja-Smith, RN

Member-at-Large

Vision To be the preeminent professional society for leaders dedicated to advancing health.

Values

- Integrity
- Lifelong Learning
- Leadership
- Diversity and Inclusion



Mission To advance our members and healthcare leadership excellence.

Chapter Highlights

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In December, we introduced a new series known as C-Suite Insights, which is a chapter members-only event limited to a small number of guests who are given the opportunity to have open dialogue with a member of our healthcare community's C-suite.

I would like to thank Eddie Borrego, MBA, SVP and CEO of Jackson West Medical Center, and Madison Workman, FACHE, COO for the Miami Market and North Shore Medical Center with Steward Health Care, for serving as the first two honorary member speakers to launch this event.

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Introducing...

C-SUITE INSIGHTS

A chapter members-only event with limited capacity that gives you the opportunity for open discussion with a member of the healthcare community's C-suite.

Honorary Member Speakers



Eddie Borrego, MBA

Senior VP & CEO
Jackson West Medical Center
Jackson Health System

VIRTUALLY
DECEMBER 9, 2021
12 PM - 1 PM



Madison Workman, FACHE

COO, Miami Market &
North Shore Medical Center
Steward Health Care

VIRTUALLY
DECEMBER 15, 2021
12 PM - 1 PM

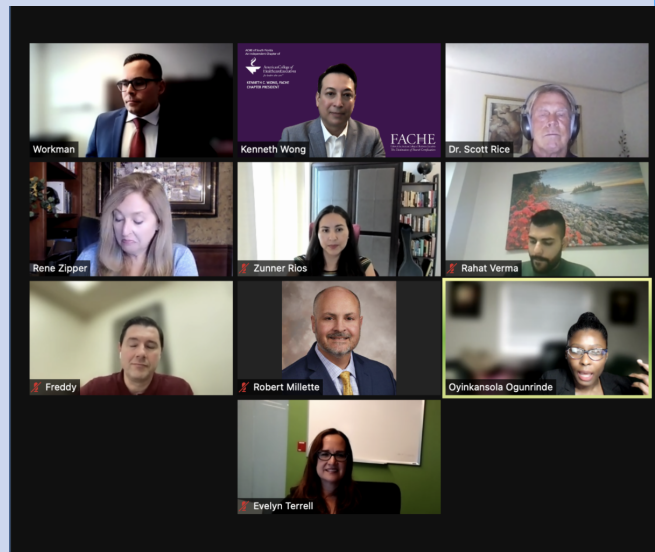
Moderator



Kenneth C. Wong, FACHE

Chapter President
ACHE of South Florida

Registration Required



Membership

Beginning last month (December 2021), Nova Southeastern University's H. Wayne Huizenga College of Business and Entrepreneurship began offering ACHE student memberships to all those enrolled in the [Complex Health Systems MBA program](#)!

I would like to extend a warm welcome to everyone that became a member in December, as well as express my sincerest gratitude to the following individuals that were responsible for approving this initiative and helping with new student enrollment; Dr. Andy Rosman, Dean, Liza Sumulong, Director of Enrollment Services, Dr. Francois Sainfort, FACHE, Dept. Chair, Professor, and Director, and the student leaders of the Complex Health Systems Student Association, Samanta Gomez, Abby Stout, and Tania Perez.

ACHE of South Florida is also truly grateful for NSU's renewed sponsorship commitment for the next two years as the chapter's exclusive platinum level academic partner!

H. Wayne Huizenga College of
Business and Entrepreneurship
NOVA SOUTHEASTERN UNIVERSITY

NSU
Florida



Student Services

The 2021 Student Services Committee, led by Ayana Miller, FACHE, Committee Chair, and Marla Sanfilippo, FACHE, Committee Chair-Elect, recently completed awarding the chapter's student scholarships. Over \$12,000 was made available to eligible undergraduate and graduate students!

Congratulations to these three winners, who are graduate students from FAU and UM!

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SCHOLARSHIP WINNERS

**FAU Alicia Restrepo**
Florida Atlantic University

**Keilly Pulgar**
University of Miami

**FAU Pierra Gissonni**
Florida Atlantic University

CONGRATULATIONS

Educational Programs

I would like to thank everyone that served on a panel throughout 2021, including those from the last three virtual F2F programs of the year.

A lot of time and effort is involved with the planning and execution of these educational events and I am grateful for the dedication of the following individuals; Dr. Attila Hertelendy, 2021 Education Chair, Paula Zalucki, FACHE, and Charles Felix, 2021 Education Chairs-Elect, and Haroula Protopapadakis Norden, FACHE, who worked with WHEN to organize the chapter's first educational event related to women in healthcare leadership roles.


**Population Health Management:
Justice, Access, and Financial Implications**

 **Nov. 17, 2021**
 **12:00 - 1:30 PM EST**

	<p>François Sainfort, PhD, FACHE Moderator <i>Nova Southeastern University</i> Chair, Department of Management Professor & Director, Complex Health Systems Program <i>H. Wayne Huizenga College of Business and Entrepreneurship</i> Professor, Department of Population Health Sciences <i>Dr. Kiran C. Patel College of Allopathic Medicine (NSU MD)</i></p>		<p>Monica Puga, APRN, MSN-FNP VP, Population Health Memorial Healthcare System</p>
	<p>Kevin Meriwether SVP, Division President, Primary Care Organization Humana, Inc.</p>		<p>Richard Doane, MHA Director, Strategic Collaboratives Premier, Inc.</p>


**IMPROVING THE HEALTH STATUS
OF YOUR COMMUNITY**

 **05 Oct. 2021**
 **12:00-1:30 PM EST**

	<p>Attila Hertelendy, PhD Professor, Florida International University Moderator</p>		<p>Samer Fahmy, MD, FACP VP & Chief Medical Officer, Boca Raton Regional Hospital</p>
	<p>Rajeev Fernando, MD Hospitalist & COVID-19 Specialist, Bellevue Hospital (Manhattan, NY)</p>		<p>Vijai Bhola, MD Infectious Disease Specialist Disaster Medicine Fellowship Beth Israel Deaconess Medical Center (Boston, MA)</p>

Embracing a Dialogue about Gender Equity in Healthcare Leadership

Join us virtually Oct. 21, 2021
5:30 PM - 7 PM



Moderator
MARGARITA KHOSH, HCMBA
Founder & Chief Strategy Officer, MK Medical Solutions, LLC



ANN-MARIE A. KNIGHT, MHA, FACHE
Vice President, Community Engagement and
Chief Diversity Officer
ACHE Regent - North Florida
UFHealth Jacksonville



VANESSA NAZARIO, MS, MBA
Director of Diversity, Equity, and Inclusion
Memorial Healthcare System



KIMBERLY L. SISNETT
Chief People Officer
Waystar



Registration required.

Networking

In addition to the six virtual networking events held throughout the year, our chapter was able to offer four in-person networking events throughout South Florida in the last two months of 2021.

Thanks to all those that attended, sponsored, and helped to organize!



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*Join us for ALL or ANY
of these in-person
networking events!*

Wednesday, Nov. 17, 2021

5:30 PM - 7:30 PM

BAR RITA

FORT LAUDERDALE

Thursday, Nov. 18, 2021

5:30 PM - 7:30 PM

ROCCO'S TACOS

BOCA RATON

Thursday, Dec. 2, 2021

5:30 PM - 7:30 PM

BRIMSTONE

PEMBROKE PINES

Tuesday, Dec. 7, 2021

5:30 PM - 7:30 PM

BRIMSTONE

DORAL





Member Updates & Recognition

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Congratulations!

New
Life Fellows (LFACHE) & Fellows (FACHE)



FACHE


Fellow of the American College of Healthcare Executives
The Distinction of Board Certification

Becoming a Life Fellow (LFACHE) with the American College of Healthcare Executives represents the highest honor a member can achieve, signifying 25 years or more of membership along with a steadfast commitment to integrity, lifelong learning, leadership, diversity and inclusion.


I am honored to recognize the chapter's newest Life Fellows from the past two years.

C. Kennon Hetlage, LFACHE (2021)

Zeff Ross, LFACHE (2020)



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In 2021, Kennon Hetlage, LFACHE, retired from Memorial Healthcare System after 33 years. "It's been a great ride; I couldn't have chosen a better field," said Hetlage. "ACHE provided me with new ideas and new perspectives on how I could better contribute to my own organization. I've never gone to an ACHE conference where I haven't come home with new ideas, and plans that I could implement to further patient and family-centered care."


"I remained a member as I became an assistant administrator and later, as a CEO, because I found the networking, continuing education, conferences and publications extremely worthwhile. Whether a person is a student, moving up, or mature in their career and looking for bigger opportunities, ACHE is an incredible way to network and their continuing education opportunities are extraordinary."

"Also, look for mentors throughout your entire career, and don't forget to mentor those coming up behind you," he added. "Remember where you came from, stay humble and maintain your values and integrity."




**KENNON HETLAGE,
LFACHE**

[Read More](#)



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Although Zeff Ross, LFACHE, is now retired after working for almost three decades for Memorial Healthcare System, he is hardly resting on his laurels. The former executive vice-president of Memorial Healthcare System and Chief Executive Officer (CEO) of Memorial Regional Hospital is still passionate about being a lifelong learner and helping others to succeed in the healthcare industry.

Now a Life Fellow, Ross joined ACHE while a student in graduate school. "I respected the organization's focus on lifelong learning, as well as the fact that it ensured the safety and quality of care to patients by promoting education, integrity, and leadership capabilities," he explained, adding that he attended numerous educational seminars and conferences as a member.

"To me, the fellowship path signifies to others that I reached the top of the 'education ladder' in the profession," he said. "It shows that since 1978, when I joined, I haven't stopped in my mission of lifelong learning."

"If I learned something from ACHE or in my life or work, I wanted to pass that information and education along."



**ZEFF ROSS,
LFACHE**

[Read More](#)

Earning the **FACHE** credential signifies meeting eligibility requirements over several years, demonstrating competency in all areas of healthcare management.

To learn more about becoming a Fellow with ACHE, visit [ACHE.org/FACHE](https://www.ache.org/FACHE).

In 2021, ACHE of South Florida welcomed

15 new Fellows and 1 new Life Fellow.

This represents the highest number of advancements in a single year!

Congratulations to the following individuals for earning board certification in healthcare management in the final quarter of 2021!

Thank you for your commitment to integrity, lifelong learning, leadership, diversity and inclusion.

Martha Aguero, FACHE
Francois Sainfort, PhD, FACHE
Madison Workman, FACHE
Matthew Garner, FACHE
Dave Lacknauth, PharmD, FACHE
Jenna Merlucci, FACHE
Marc Trajan, FACHE

All new Life Fellows and Fellows are given the opportunity to be recognized for this amazing professional accomplishment.

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CONGRATULATIONS,
NEW FELLOW!



MARTHA AGUERO,
FACHE, MHA, CPMSM, CPCS
DIRECTOR, MEDICAL AFFAIRS



FACHE

Fellow of the American College of Healthcare Executives
The Distinction of Board Certification

How long have you been a member of ACHE?

I have been a member of ACHE since January 2018.

Why did you decide to join the organization?

I felt that ACHE was the premier professional society best suited to help me further my career in healthcare. The networking and the education offered by ACHE is second to none.

Why did you pursue becoming a Fellow?

I am a lifelong learner, and truly feel that becoming a Fellow demonstrates my commitment to healthcare leadership excellence.

Why would you encourage others to join ACHE and pursue Fellowship?

ACHE provides the framework for continuous learning, and I agree that achieving Fellowship is the "gold standard in healthcare management."

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CONGRATULATIONS,
NEW FELLOW!



François Sainfort, Ph.D., FACHE
Chair, Department of Management
Professor & Director, Complex
Health Systems Program
H. Wayne Huizenga College of
Business and Entrepreneurship
Professor, Department of Population
Health Sciences
Dr. Kiran C. Patel College of
Allopathic Medicine (NSU MD)

NSU
Florida

H. Wayne Huizenga College of
Business and Entrepreneurship
NOVA SOUTHEASTERN
UNIVERSITY



FACHE
Fellow of the American College of Healthcare Executives
The Distinction of Board Certification

Why did you become involved with ACHE and how long have you been a member?

I joined ACHE three years ago shortly after I started directing the Complex Health Systems Program at NSU.

What made you pursue your Fellowship and how do you see it contributing to your impact on improving healthcare during this important time?

I know a number of C-suite executives in hospitals and health systems that are Fellows. With over thirty years of experience in healthcare management on the academic side, I set a personal goal to become board certified. This distinction adds to my credentials as a leader of innovative programs in healthcare management higher education and research. I also believe it is important for an academic leader to gain a first-hand understanding of what it takes so I can encourage all of our graduates to pursue Fellowship.

As a professor, what value does ACHE and our partnership provide to your students and NSU?

ACHE and ACHE of South Florida have a number of educational and networking events that are critical for our faculty and students. It is my goal to make sure that every student is given a membership and takes full advantage of the many opportunities provided by ACHE and our local chapter. We also make sure that we align our curriculum with the core competencies in the ACHE Board of Governors Exam so that students are better prepared.



CONGRATULATIONS,
NEW FELLOW!



Madison Workman, MHA, FACHE
Chief Operating Officer
Miami/Broward Market &
North Shore Medical Center
Steward Health Care



FACHE
Fellow of the American College of Healthcare Executives
The Distinction of Board Certification

When and why did you become a member of ACHE and ACHE of South Florida?

I became a member of ACHE in graduate school at UF. I was encouraged to be part of the ACHE community by my peers and professors due to the extensive network of healthcare professionals and educational/development opportunities. Once I moved back down to South Florida, I joined ACHE of South Florida and it was one of the best decisions I made for my professional career. I joined ACHE of South Florida due to the vast network of like-minded individuals, educational seminars and community engagement activities. I enjoy connecting with leaders in the community because we share common goals and, above all, serving our community.

Why did you pursue becoming a Fellow?

I pursued becoming a Fellow because I felt the journey to obtain the credential aligned with my personal values as a lifelong learner and commitment to professional development. For me, it's not about the credential behind my name, but what it represents as I strive to maximize my leadership skills and knowledge to better serve others.

Why would you encourage others to join ACHE and pursue Fellowship?

I would encourage others to join ACHE and pursue Fellowship because the journey is very rewarding. ACHE of South Florida provides the foundation, educational opportunities and network to be successful and grow professionally.



CONGRATULATIONS,
NEW FELLOW!



MATTHEW
GARNER, FACHE
PRESIDENT
NORTH SHORE MEDICAL CENTER



FACHE
Fellow of the American College of Healthcare Executives
The Distinction of Board Certification

When and why did you become a member of ACHE and ACHE of South Florida?

I joined ACHE nearly 10 years ago as a Student Associate while I was completing my MHA at the University of Florida. As I started hearing about how ACHE membership had been a crucial component in the career trajectories of many UF MHA alumni by providing access to excellent educational and networking opportunities, I saw how beneficial membership was for an early careerist pursuing a career in healthcare administration. Once I knew I was moving to South Florida to begin my career, one of the first things I did was research the local chapter and I joined ACHE of South Florida shortly after moving down. Fellowship with my colleagues through face-to-face educational sessions and networking events with ACHE of South Florida has been invaluable and these opportunities allowed me to quickly connect with my peers in the market and establish an ever-growing professional network that is so important for anyone working in the field.

Why did you pursue becoming a Fellow?

Becoming a Fellow was a goal of mine when I joined as a Student Associate, and my aspirations were reaffirmed as I entered the profession based on guidance from my mentors. The FACHE credential is a differentiator in the profession that garners attention and respect amongst peers and employers. Being board-certified in your profession of choice signifies a commitment to excellence, a passion for life-long learning and a desire to be amongst the best in your field. The FACHE credential truly represents those values for me and I am exceedingly proud to join my likeminded colleagues who have also earned the credential.



CONGRATULATIONS,
NEW FELLOW!



Dave Lacknauth, PharmD,
MBA, MS, FACHE
Executive Director, Pharmacy
Services and System Integration
Broward Health



FACHE
Fellow of the American College of Healthcare Executives
The Distinction of Board Certification

When and why did you become a member of ACHE and ACHE of South Florida?

I became an active member of ACHE in March of 2008. The American College of Healthcare Executives represented an elite group of healthcare executives throughout the country. The educational and networking opportunities were rich with content and experience.

Why did you pursue becoming a Fellow?

Fellowship achievement demonstrated a tangible commitment to knowledge and growth in the area of healthcare leadership.

Why would you encourage others to join ACHE and pursue Fellowship?

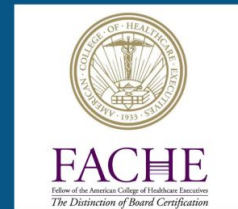
The Fellowship experience will stretch critical content for the growing healthcare leader. Fellowship status creates a foundation for healthcare leaders with a common thread for networking and communication.



CONGRATULATIONS,
NEW FELLOW!



Jenna Merlucci, FACHE
Director of Business Development
& Operations, Memorial Cardiac &
Vascular Institute
Memorial Healthcare System



When and why did you become a member of ACHE and ACHE of South Florida?

I became a member of ACHE and ACHE of South Florida in 2013. As I was beginning my career in healthcare I knew that I wanted to be part of an organization that encouraged growth and supported esteemed professionals. ACHE is an extremely respected organization and I knew that I wanted to be actively involved in it. I am grateful for the opportunities that ACHE of South Florida provides to our local community.

Why did you pursue becoming a Fellow?

Becoming a Fellow has always been a goal of mine. It was not a matter of "if" I was going to become a Fellow but "when" I was going to become a Fellow. As an employee of Memorial Healthcare System I have always understood the significance of becoming a Fellow and was always encouraged to do so. Becoming a Fellow shows commitment and dedication to healthcare leadership.

Why would you encourage others to join ACHE and pursue Fellowship?

Joining ACHE provides healthcare leaders with many opportunities to better themselves and the community. The experiences that are offered to its members through education, networking and service are very valuable. ACHE provides a lifelong network to its members who are dedicated to improving the world of healthcare and bettering our community. Pursuing Fellowship is very rewarding and something people should be proud of.

As a Board member for the last few years and 2022 President-Elect, what would you like others to know about the Chapter and your vision for the organization?

ACHE of South Florida is truly a gem. It is a very robust chapter mostly due to its engagement from its members and local community. We are so lucky to be in an area where we have experts willing to volunteer their time to educate and network with our members. ACHE of South Florida strives to give back to our members and we highly value our student members as well. Our chapter provides a home where we can all come together to collaborate, build relationships, and support one another. I look forward to my role as president-elect and the continued success of the chapter.



Why Become/Remain a Member of ACHE?

Join 48,000+ healthcare leaders from across the country and around the world, dedicated to improving health for their patients and their communities.

MEMBER SPOTLIGHTS & TESTIMONIALS

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BOARD MEMBER SPOTLIGHT ADRIAN PARKER, FACHE

How long have you been a board member, what type of roles have you held, and what have you enjoyed most about it?

I've been a board member for nine years serving as Program Chair, Member-at-Large, and President (2018). What I found most rewarding was helping members grow professionally.

How long have you been in healthcare and what types of roles have you held?

My healthcare career spans 20+ years primarily in Strategic Planning, Business Development, and Finance.

Why would you encourage someone to become a member of ACHE?

Every professional deserves a trusted partner who can support their career journey and ACHE does that in a variety of ways.



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EXECUTIVE SPOTLIGHT



Cory P. Price, FACHE
Executive Director (CEO)
West Palm Beach VA
Healthcare System



What is your current role and how long have you served in it?

Executive Director (CEO), West Palm Beach VA Healthcare System. I started in the Interim Director role in January 2020, just before COVID-19, and was officially appointed in January 2021.

What prompted you to pursue a career in healthcare and, more specifically, with the VA?

I served as a Medical Service Corp Officer in the United States Army. After leaving military service, it was a natural transition to continue serving from military to VA healthcare. I found myself utilizing many VA services after active duty so it made sense. I also enjoy the camaraderie within the military community that is sometimes lost after leaving military service.

How long have you been a member of ACHE and ACHE of South Florida?

I've been a member of ACHE for almost 10 years and just recently transferred from ACHE of Central Florida with my move to South Florida. I was also a member of the Western Florida Chapter when I lived in the St. Petersburg/Clearwater area. I have enjoyed being active in several chapters, getting to know many healthcare leaders from across the state.

How has being a member and a Fellow contributed to your success and the care that you provide to our veterans?

The professional connections and mentorship I have received through ACHE have benefitted me tremendously. Not only have I been able to collaborate and partner with community organizations to further veteran interests, I have also formed many connections within the VA itself. The VA has a very strong presence at the Annual Congress on Healthcare Leadership that has been very beneficial in connecting with peers and also mentoring those on their professional journey. I would not be where I am today without my ACHE membership.



EXECUTIVE SPOTLIGHT



Cynthia A. O'Connell,
MSS, MHA, FACHE
Medical Center Associate
Director
West Palm Beach VA
Medical Center



What is your current role and how long have you served in it?

For nearly 3 years, I have been the Associate Director/Chief Operating Officer (COO) for the West Palm Beach Veterans Administration Medical Center (VAMC).

What prompted you to pursue a career in healthcare and, more specifically, with the VA?

I wanted to be in healthcare since early childhood in Ireland, where there were few, if any, providers, and hardly any clinics in the rural areas where we lived. My education was focused on healthcare since the beginning, and my path to becoming a healthcare administrator was nurtured during the early days of my military career both as a Medical Service Corps officer, and through graduate education opportunities in the civilian sector. I was offered and selected for several defining positions that supported my career choices as I moved up the military career ladder in healthcare executive leadership. After completing 35 years in uniform and retiring from military service in 2016, I found myself looking for an opportunity to continue my passion of healthcare while still serving my fellow veterans, and the VA was the obvious choice. Where better to continue to serve my brothers- and sisters-in-arms from all areas of military service? So, I sought out a VA Medical Center leadership position because I love working with our patients in our hospitals. Our VA population is very special and unique - these are the men and women who served our country when they heard the call. Less than 1% of our population chooses to serve our country in uniform. I am very humbled to serve those who have served our nation!

How long have you been a member of ACHE and ACHE of South Florida?

I became a member of ACHE in 1985, a Diplomate in 2006, and a Fellow in 2007. As I have moved around a bit during my career, I have belonged to several ACHE Chapters, including Central California, Nevada, Pennsylvania, Central Texas, Northern California, the National Capital Region, and Germany. I moved to Florida in late 2018 and joined ACHE of South Florida at that time.

How has being a member and a Fellow contributed to your success and the care that you provide to our veterans?

ACHE has always been regarded as the Gold Standard of healthcare executive professionalism and Board Certification, especially within the military healthcare profession. That is how it was presented to me as a fledgling healthcare officer in 1985, when I was first approached by my mentor, who was also a member of ACHE. It was and is a keenly sought-after credential and not easily met. Often, when seeking healthcare executive positions, when everything else is equal, having the ACHE credential is the preferential deciding factor. As members and Fellows, belonging to such a highly esteemed professional organization such as ACHE means we have set a high standard of excellence for ourselves, both ethically and professionally, and speaks to the high quality of care we strive to provide for our patients.

Anything else you want to share about you, membership and/or your role?

ACHE has always been part of my professional upbringing and advancement. It has been the credential that has opened doors to multiple professional opportunities and has been an advantage in close selections. I have always enjoyed the camaraderie with my ACHE colleagues at ACHE-sponsored events all over the US and Europe because it provided additional practical operational perspectives, avenues for networking, and opportunities I might not have considered if not for those seminars, clusters, or local get-togethers. Being part of ACHE has kept me centered and up-to-date with healthcare no matter where I found myself in the world practicing my craft. It has been, and continues to be, an indispensable organization for my continued development as a leader and life-long healthcare executive practitioner.



EXECUTIVE SPOTLIGHT



Eddie Borrego, MBA
Senior VP & CEO



How long have you been with JHS and what roles have you held throughout your tenure?

Throughout the past 8 years, I have held several roles within Jackson Health System, including Director of Corporate Initiatives for Jackson Health System, Chief Operating Officer for Jackson South Medical Center and, currently, Senior VP and CEO for Jackson West Medical Center. I have also led and played a key role in various complex initiatives for the health system, including the trauma designation, STROKE, STEMMI and the expansion at Jackson South Medical Center, Department of Corrections Health, and COVID testing and vaccinations for Miami-Dade County residents.

As the CEO of South Florida's newest hospital, what are you most proud of and what do you want the community to know about JWMC?

This is the first academic medical center in Doral and the first built-to-suit campus in Jackson Health System's network. As the first acute care hospital to open in South Florida in a decade, this comprehensive medical center was designed completely around the patient, including easy-to-navigate facilities, first-of-its-kind innovative technology, and passionately engaged caregivers who deliver a boutique and personalized experience for our patients and families.

JWMC is raising the bar when it comes to care. Patients and families are truly at the center, encouraged to serve as captain of their care and are involved every step of the way. Our patient satisfaction scores rank in the 97 percentile nationally which is remarkable for a new facility. These accomplishments, however, are the result of the collective skills and dedication from every member of the JWMC team. We have built a culture that is centered around inclusivity, engagement, and empowerment. We are intent on making every interaction - before, during and after - an amazing one.

Our CAREgivers are empowered to fulfill their highest potential and understand that they are what make the difference, patients choose Jackson because of them.

My motto is clear: when caregivers feel their best, they can give their best! I strive to provide my team with everything they need so that they can give their best all day, every day to their colleagues, our patients and their families.

Why did you join ACHE/ACHE of South Florida and why would you encourage others to join?

A former colleague of mine, Gino Santorio, FACHE, became a member of ACHE and ACHE of South Florida and started the path towards Fellowship. Shortly after telling me about the organization, I decided to join. Unfortunately, it wasn't until fairly recently that I realized that we had a local chapter that was offering so much for members in addition to all that national ACHE provided.

As a new member a few years ago, I applied for an ACHE scholarship to attend an executive leadership program and was accepted. I gained so much from that experience and applied much of it throughout my career, including opening JWMC. From the networking and educational events to scholarships and the Fellowship credential, ACHE and ACHE of South Florida offer some amazing benefits to members and I highly recommend that anyone involved in any aspect of healthcare consider joining.

My next goal is to become a Fellow with ACHE. I believe that becoming a Fellow gives you national professional credibility in healthcare management. It proves that you have achieved a certain level of experience and are knowledgeable in the healthcare field.

Barry University

MS, Health Services MS, Public Health



OCTOBER 2021 MEMBER SPOTLIGHT

Dr. Jeff Ritter
Assistant Professor
College of Nursing and Health Sciences
Master of Science in Health Service
Administration Programs
Barry University

[Read More](#)

Hispanic



ZUNNER RIOS, CPA, FACHE
BOARD MEMBER

"Soy una orgullosa Latina de Cochabamba, Bolivia por sus hermosos paisajes y gente emprendedora. Eso ha sido clave para mis desempeños. Desde que adquirí FACHE mis conversaciones con otros profesionales del rubro de salud han subido a otro nivel."

Heritage Month

ACHE of South Florida
An Independent Chapter of



SERVICE

- ACHE Fellow
- Membership Chair

Hispanic



RALPH RIOS, FACHE
BOARD MEMBER

"Como hispanoamericano en la comunidad del sur de la Florida, sirvo como modelo a seguir para otros hispanoamericanos que están interesados en una carrera en servicios de la salud. Cuando me ven y se identifican conmigo como hispano, ellos también creen que pueden tener éxito como yo lo he sido."

Heritage Month

ACHE of South Florida
An Independent Chapter of



SERVICE

- 3x Recertified Fellow
- Past President (2015)
- Member-at-Large
- Regent Awards (2)

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HISPANIC HERITAGE MONTH

"Quisiera mostrar mi reconocimiento y mi agradecimiento a todos los miembros e afiliados de herencia hispana. El tema de este año, ESPERANZA, es muy apropiado ya que tenemos mucha esperanza para un pronto fin de la pandemia."

KENNETH C. WONG, FACHE
CHAPTER PRESIDENT

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Upcoming Events

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