

Close-to-Home Education

ACHE chapters provide members with a variety of local learning opportunities.

ACHE Face-to-Face and Qualified Education programs are critical components of lifelong learning for healthcare executives. The first type allows for immediate, in-person dialogue and idea exchange among program attendees; the second provides variety in activity modalities and in its sources of educational materials. Both forms of programming meet requirements for board certification in healthcare management as an ACHE Fellow. (For more information on credentialing requirements, visit ache.org/FACHE.)

Year after year, ACHE chapters become increasingly instrumental in providing these opportunities to their local members. Chapters connect members with convenient, close-to-home education, networking opportunities and career development services. To support and encourage these efforts, ACHE offers a variety of ways for chapters to present ACHE Face-to-Face Education and Qualified Education.

ACHE Face-to-Face Options

The ACHE Chapter Education Manual is available for chapter leaders and includes “Education-in-a-Box” options for providing ACHE Face-to-Face Education credit at the local level. These options include 89 program templates that deliver in-person programming on a variety of

topics in a 90-minute, panel discussion format. Chapters can offer a maximum of 12 unique ACHE Face-to-Face Education credit hours per year via panel discussions, which require a moderator and two to three panelists. Chapters also can use the same template multiple times in other locations and not have it count toward the 12-credit cap.

Most chapters invite several expert panelists from their respective geographic areas. Having panelists available from a variety of backgrounds ensures the audience hears different points of view.

Panel discussion topics cover a range of ongoing issues and healthcare trends. Some new and popular examples include:

- “Mindful Leadership: Leading With Heart and Mind for Healthcare Leaders”
- “Best Practices in Adapting to Local Regulations, Markets and Trends”
- “Fostering Inclusion of LGBT Patients and Employees”
- “Career Positioning—Proactively Managing Your Professional Development”
- “Improving the Health Status of Your Community”
- “Ethical Challenges in Healthcare Leadership”

Additionally, 22 ACHE Face-to-Face enhanced panel discussion templates are available, which feature a video presentation by a well-known ACHE faculty member who has presented on the topic at the Congress on Healthcare Leadership. The 1.5-credit-hour enhanced templates are designed to include the 30-minute video, a 30-minute reactor panel discussion and a group discussion for the last 30 minutes. Sessions for these templates include “Becoming Accountable: Achieving Success in Population Health” and “A Proven Approach for Improving Clinical Outcomes and Achieving a Culture of Safety.” Chapters can also offer ACHE On-Location Programs, which are customized seminars in a wide range of topics that are brought directly to the chapter and are conducted by ACHE faculty. Members can earn ACHE Face-to-Face Education credits based on the length of the program.

“It has been a great experience working with the other organizations and a lot of fun.”

— Alex Puma, ACHE—NJ

Qualified Education Options

The ACHE Chapter Education Manual also contains information about offering ACHE Qualified Education credits via chapter programs. ACHE chapters are authorized to award Qualified Education credit for chapter programs that address a topic related to management. Chapters may develop a Qualified Education certificate for participants who attend

and complete a program. Important to note is that, unlike Face-to-Face Education credits, ACHE does not track Qualified Education credits. Members can log into my.ache.org to document and track their own credits, which they are responsible for reporting when they apply to advance to Fellow or recertify.

Satisfying Members Through Education: Case Study

In 2017, ACHE—NJ ramped up its slate of educational programming, providing members a robust array of ways to earn ACHE education credit. The increased offerings are a result of the chapter board's strategic retreat, held in October 2016 to prepare for serving chapter members in 2017. To determine how to meet its goal of increasing its indexed attendee hours of educational programming, ACHE—NJ identified high-performing chapters and looked at how they were able to log greater education-indexed attendee hours. One primary method was to hold events in collaboration with local healthcare associations. With that approach as a guide, ACHE—NJ developed partnerships with other organizations, including the New Jersey Hospital Association, New Jersey Medical Group Management Association and Organization of Nurse Executives of New Jersey.

ACHE—NJ President-Elect Alex Puma, quality project manager, RWJBarnabas, West Orange, N.J., served as the education committee chair and helped develop these collaborations. The chapter plays a substantial role in developing, marketing

and delivering the program, while the collaborating organizations contribute to the program's planning and implementation. ACHE—NJ's education committee developed a list of core competencies it believes health-care executives should master, and this list helps shape the programs. Representatives of the collaborating organizations, who must be ACHE members, serve on the education committee.

"We meet quarterly, with additional meetings [as needed] to discuss the slate of programming that is relevant to the organization and [its expectations for how] we should approach the topics," Puma says.

By the end of 2017, the chapter will have delivered 24 hours of Face-to-Face Education credit through panel discussions—topics include the Baldrige criteria, healthcare finance and healthcare innovation—and an ACHE On-Location Program. In addition, nearly 200 hours of Qualified Education credit, through in-person seminars and webinars, are slated. Topics for the Qualified Education programs include health-care ethics, improving patient care, solving coding challenges and addressing opioid misuse.

"When we announced the partnerships, senior executive [members] thanked [chapter leaders]," Puma says. "[They] appreciate that the partnerships are improving access to education credit."

The collaboration concept has helped ACHE—NJ increase the number of indexed attendee hours dramatically. In 2016, the chapter provided 1.8 hours of programming per member,

whereas it has already provided 24.3 hours of programming per member as of the end of summer 2017. The chapter reviews attendee evaluations after every event and reports receiving positive feedback on the content. Furthermore, the collaborations have led to more medical group practice managers and nurse executives attending ACHE—NJ's programs.

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Get Involved

Chapter leaders can learn the logistics of delivering high-quality ACHE Face-to-Face Education and Qualified Education programs at the annual Chapter Leaders Conference held each fall, via chapter webinars or by contacting their district's regional director at ACHE.

Volunteering on your chapter's education committee is an effective way to support high-quality chapter programs and services. If your chapter does not have an education committee, consider working with the chapter board to organize an event that could benefit members in your area.▲

To find your ACHE chapter, search the online Chapter Directory at ache.org by entering your ZIP code on the left side of the page. Then, contact the chapter officials listed for information on how you can get involved. To discuss your ideas for chapters, contact the Chapters Committee's ACHE staff liaison, Jennifer L. Connelly, FACHE, CAE, associate director in the Division of Regional Services, at (312) 424-9320 or jconnelly@ache.org.