Mission, Vision & Values

Mission: The American College of Health Care Administrators aspires to be the leading force in promoting excellence in leadership among long-term care administrators.

Vision: ACHCA shall be the premiere organization providing professional leadership development opportunities to health care administrators by identifying and meeting their needs. Dynamic leadership forges long-term health care services that are desired, meaningful, successful and efficient.

Values: ACHCA:

◊ Identifies long-term care leaders

◊ Recognizes long-term care leaders

◊ Supports long-term care leaders

◊ Advocates for the mission of long-term care leaders

◊ Promotes professional excellence among long-term care leaders
Letter to Members

The American College of Health Care Administrators (ACHCA) concluded its 51st year as the Professional Membership Society for long term care administrators with continued good progress. Our leadership continues to evolve and adapt to keep pace with various industry requirements that challenge the professional society’s very existence. Technological advances are changing members’ expectations and attitudes on preferred communication and networking options; regulatory requirements have intensified federal and state oversight of associations; and a competitive membership environment, paired, with the increasing cost of doing business, create financial challenges. Yet, with dedicated leadership and loyal members, ACHCA forge onward! Our drive to succeed comes from our alignment around a compelling vision, our clarity of mission, and our certainty of the values our leaders and organization hold for the future. We continue to recognize new and innovative opportunities for ACHCA, its members, and the long term care administrator profession.

Our administrators provide leadership excellence across the health care continuum, and now, more than ever, must interface with our acute care partners to ensure seamless care and services to our mutual clients and to minimize unnecessary hospitalizations. Our members must be prepared to participate in the ACO environment. ACHCA is well positioned to support our administrators to meet these leadership challenges through networking, education, and professional development services.

ACHCA’s five areas of professional concentration - •Connect • Learn • Advance • Actualize • Lead - guide our organizational plan. During 2013, ACHCA offered programs and services that addressed the current and future needs of the long term care administrator profession. Below are some of the highlights.

Connect

Through the network of chapters and districts, ACHCA’s 2,300 members find education, collegial support, and friendship. Chapter revitalization efforts continued through 2013 to enhance grassroots networking and education across the country. Chapter leaders continue to put forth great effort to develop their chapters: time, energy, and dedicated leadership have been directed at ensuring adherence to the ACHCA Bylaws and the Annual Chapter Assessment Report (ACAR), as well as to federal and state legal and tax reporting requirements. Chapter viability ensures that the chapters are connected with National to provide the optimum member experience. Once a sufficient number of viable chapters are established, the chapters can opt to be included in ACHCA’s application for the IRS Group Rule. Inclusion in the Group Rule eases the burden of chapters to maintain ongoing federal compliance, leaving more resources for connecting with members, developing programs and services, and networking at the grassroots level.

In 2013, ACHCA launched a member networking community called ACHCAConnect. All ACHCA members are now able to communicate with one another in various networking communities regardless of geography or distance. This networking community will prove to be a valued member benefit. The capability exists for chapters to activate their own networking communities on ACHCAConnect pending the chapter’s ability to manage that community. ACHCA-Connect is a major driver for cross chapter and district networking. For more information about ACHCAConnect, go to https://connect.achca.org.

With 20 viable chapters and several nearing viability, along with enhanced virtual/electronic communications, such as ACHCAConnect, our association is gaining in its reach to serve members at the grassroots level in more locations across the country.

Efforts to engage students and emerging leaders continue. In 2013, the Collegiate/AIT membership category was introduced to better serve these members. For more information about this membership category visit www.achca.org/membership. Aligning collegiate level programs with state chapters has been an area of focus. Since university specific LTC programs are not sustainable as unique business entities at the university or state levels, the ACHCA Board approved the Guidelines for Student Campus Association Groups. Visit www.achca.org and click on Chapters to learn more.

Of note is that ACHCA continues to provide complimentary bridge membership to newly licensed administrators to engage them early in their careers. In addition, ACHCA’s Support of the National Emerging Leadership Summit (NELS) provided the advancement of emerging leaders in long term care. For more information about the NELS, visit www.achca.org/events.

In 2013, ACHCA had 594 new members which included 137 new student members and 194 new licensee bridge members. The member retention rate was 80% which approximates the 81% industry membership retention rate. In addition, ACHCA has 43 associate members and 21 affiliate members who contribute to our member network. Eight

(Continued on page 3)
carefully selected affinity and member benefit partners provide significant benefits to our members and ACHCA alike. Chapter, district, and national networks provide opportunities for involvement, growth and learning to current and emerging long term care leaders.

Of note is that the revered P2P Yahoo files are being transitioned to the ACHCAConnect member community as part of the community libraries. In addition, ACHCA has gone mobile with the launch of the first Mobile App, MemberCentric®. This application will allow ACHCA members to find and connect with other members, receive the latest professional news, and view ACHCA events from a smartphone or mobile device. ACHCAConnect and other virtual tools provide networking communities to support members and staff alike.

For ACHCA Chapters:
- The Chapter Leaders Community is an invitation only community that provides chapter leaders with easy access to chapter development management tools and resources. The site has the capability to note chapter website links, chapter event promotions, as well as provide the ability for chapter leaders to network across the country;
- Chapter management, communications, and meeting technology applications such as GoToMeeting © and GoToWebinar © are available to the chapters to network with members in various geographic regions of the state or country;
- A monthly electronic Chapter Leader Connection (CLC) newsletter keeps chapters and districts connected to important ACHCA news and information which then allows the chapters to recreate a meaningful chapter initiated newsletter.
- ACHCA eServices at https://members.achca.org/ provides chapter leaders access to chapter and leadership development resources.

For ACHCA Members:
- The ACHCA website www.achca.org provides enhanced access to professional and membership information;
- ACHCA eServices at https://members.achca.org/ provides member only access to discounted conference registration, the ACHCA store, mentoring tools and resources, and electronic surveys. Members can now apply for or renew professional certification, make donations, and complete voting online;
- ACHCA’s member only electronic news blast, eNews, provides timely member, chapter, and industry updates twice a month;
- The quarterly newsletter, Long Term Care Continuum, presents articles of interest and keeps members connected to each other and the national association.

Members, Prospective Members, and Nonmembers:
- Can navigate and connect with professional information, link to industry resources, access discounts on products and services, conduct online event registration, make online donations, and have access to conference resource materials;
- Can access Career Link and our social media connections on LinkedIn, Twitter, and Facebook;

Retired Members:
- Retired membership criteria have been modified to address the changing face of membership engagement. The age requirement was lowered to 55 (from 65) and continuous years as ACHCA member was lowered from 15+ to 5+ years. See www.achca.org/membership for revised retired membership eligibility criteria.

Learn
ACHCA provides long term care administrators opportunities for personal growth while gaining critical knowledge in a number of ways. In fiscal year 2013, ACHCA provided three national conferences, including the 2012 Winter Marketplace in Las Vegas, Nevada; the 2013 Annual Convocation in Orlando, Florida; and the 2013 Summer Leadership Conference in Bermuda. Online continuing education, available on demand, provided convenient just in time education in the comfort of one’s home or office. ACHCA continued to cultivate our partnership with Redilearning to develop and execute web based education available at the CE Store http://store.redilearning.com/.

In addition, an increasing number of chapters provided local educational opportunities, and three of the six districts offered district level educational conferences. ACHCA’s National office provides assistance to the districts by securing NAB CE approvals.

Advance
Professional certification is tangible evidence of an administrator’s commitment to the public, provides personal satisfaction and achievement, and engenders employer recognition. Nursing home and assisted living administrator certifications are available for both members and nonmembers.
The number of administrators who achieved professional certification in 2013 was 22, bringing the total number of certified nursing home administrators (CNHA) to 350 and the number of certified assisted living administrators (CALA) to 50. In addition, there are a total of 27 certified subacute administrators (CAS) (a certification category that is no longer available).

In 2013 ACHCA, in collaboration with eHealth Data Solutions and the LTC academic community, advanced the value study to measure the comprehensive benefits of professional certification, Fellow status, and ACHCA membership to both the administrator and the overall profession. The research study demonstrated that SNF administrators’ professional membership, advanced certification, and the achievement of Fellow status are positively related to improved resident care. Members of the ACHCA, and especially members holding FACHCA and CNHA credentials, tend to offer better quality of care to residents of their organizations. The education, networking opportunities, and leadership standards promoted by the ACHCA are believed to contribute to higher performance and better levels of quality care and outcomes in the ACHCA members’ organizations. The Value Study results will be published in a peer reviewed journal in 2014.

**Actualize**

Members of ACHCA are leaders within the profession, committed to providing comprehensive health, personal, and social services for persons who require therapeutic, protective, and supervised environments. There is a professional emphasis on long term care that improves the quality of care provided for individuals served. ACHCA members are professionals who adhere to the *Code of Ethics*, and are dedicated to advancing leadership excellence across the continuum of health care administration through education, research and professional development and achievement. ACHCA’s *Code of Ethics* is a vital aspect of leadership excellence. The code is a tool for long term care administrators that helps establish a strong ethical foundation for professional practice. To view ACHCA’s *Code of Ethics*, visit [www.achca.org](http://www.achca.org) and click on “About ACHCA”.

ACHCA’s *Principles of Excellence for Leaders in Long Term Care* enunciate the highest principles of leadership in long term care. These principles exemplify leaders who strive constantly to pursue the highest level of excellence. To view ACHCA’s *Principles of Excellence for Leaders in Long Term Care*, visit [www.achca.org](http://www.achca.org) and click on “About ACHCA”.

Advancement to Fellow (FACHCA) represents the highest level of membership in ACHCA. Obtaining and maintaining the FACHCA credential demonstrates the administrator’s commitment to professionalism and dedication to leadership and service excellence. Fellowship is a mark of distinction that sets the administrator apart from his/her peers. 8 members advanced to Fellow in 2013 making the total number of active Fellows 439.

ACHCA’s national recognition and awards program seeks to promote leadership excellence in long term care administration, education, journalism, and public service. The 2013 Awards Ceremony provided awards to 7 chapters, 2 districts and 9 distinguished and emerging leaders in long term care. Eight student scholarships were provided. In addition, 22 facility leaders received Facility Leadership Awards at the Convocation for their leadership in achieving top facility performance in their states on ACHCA’s identified performance indicators. An additional 250 facility leaders were e-mailed their certificates.

**Lead**

The Academy of Long Term Care Leadership and Development supports ACHCA’s mission by advancing leadership excellence in long term care administration through education, research, and development. The Academy strives to be the premiere resource for establishing practice guidelines and future leadership capacity of health and aging services administration. The Academy is a thought leader, advocate, and voice for evidence-based practices and cutting edge developments that position leaders to proactively lead a dynamic, challenging, and socially significant field.

The Academy:

- Collaborates, endorses, and provides educational programs on leadership.
  - Co-sponsored the Fourth National Emerging Leadership Summit (NELS), which was held June 2013 in Washington, D.C. This event actively engaged the next generation of leaders in health and aging services while providing a platform to learn the emerging leader perspectives about the profession.

- Coordinates & supports leadership development initiatives.
  - Continued to support the ACHCA Mentoring Initiative in 2013 with the generous support of an external grant. In 2012-2013 the mentoring program had 11 matched mentor/protégé pairs. The mentoring program will expand in 2014 to engage mentor/protégé pairs at the

*(Continued on page 5)*
Strategic Plan & Goals

◊ Create financial viability for ACHCA
◊ Implement quality programs and services
◊ Enhance member satisfaction
◊ Promote external positioning of ACHCA as a premier LTC professional membership association

While we reflect on the past year’s successes and obstacles, we must not be mired in the past. Our focus is on forward progression. Each day brings new beginnings and the potential for incredible organizational and member fulfillment. We have the ability to make significant contributions to the professional advancement of our members and our LTC administrator profession. With the help of our members, our committee volunteers, and our supporters, we will be stronger and available to the next generation of leaders in long term care.

ACHCA’s elected national leaders, chapters, and national staff are committed to providing the high-quality programs and services members need to develop and grow as leaders. We thank all chapters for their support and participation throughout the year and look forward to an exciting future. Through connecting, learning, advancing, actualizing and leading, administrators can seize the opportunities at hand and ahead to advance leadership excellence in long term care.

Roxanne L. Galloway, CNHA, CALA, CAS, FACHCA
Chair, ACHCA Board of Directors

Michael A. Hotz, CNHA, FACHCA
Vice Chair, ACHCA Board of Directors

Daniel E. Shields, CNHA, FACHCA
Treasurer, ACHCA Board of Directors

Timothy C. Dressman, CNHA, CALA, FACHCA
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Marianna Kern Grachek, CNHA, CALA, FACHCA
President & CEO, ACHCA
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Colorado

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IMMEDIATE PAST CHAIR
Ohio

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Georgia
Terri Golec, FACHCA
Connecticut
Rudolph (Rudy) L. Michalek, FACHCA
Florida
Ken Reynolds, CNHA, FACHCA
Tennessee

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New Jersey, New York

District 3 Director
Cydney Bare, CNHA, FACHCA
Indiana, Kentucky, Michigan, Ohio, West Virginia

District 4 Director
Eric Hadley, CNHA, CALA, FACHCA
Alabama, Florida, Georgia, Maryland, DC, Delaware, North Carolina, Pennsylvania, South Carolina, Virginia

District 5 Director
Robert Lane, FACHCA
Arizona, California, Colorado, Hawaii, Idaho, Kansas, Montana, Nebraska, Nevada, New Mexico, North Dakota, Northwest (AK, WA), Oklahoma, Oregon, South Dakota, Utah, Wyoming

District 6 Director
Ron Present, CNHA, CALA, FACHCA
Arkansas, Illinois, Iowa, Louisiana, Minnesota, Mississippi, Missouri, Tennessee, Texas, Wisconsin
## Selected Financial Data

**Consolidated Statements of Financial Position as of September 30, 2013**

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<tr>
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<th>2013</th>
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<td><strong>TOTAL LIABILITIES AND EQUITY</strong></td>
<td>506,649</td>
<td>532,508</td>
</tr>
</tbody>
</table>

*For a complete copy of ACHCA’s audited financial statements or other financial information, please contact Marianna Grachek at mgrachek@achca.org.*
Thank You to Our Fellow Academy Promise Keepers
(as of February 28, 2014)

Cydney Bare, CNHA, FACHCA
Kendall Brune, PhD, FACHCA
Michael Cicchese, FACHCA
Sharon Colling, CNHA, CALA, FACHCA
Toni Lynn Davis, CNHA, FACHCA
Timothy Dressman, CNHA, CALA, FACHCA
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James Farley, CNHA, FACHCA
Susan Farris, FACHCA
Stefan Fromm, CNHA, FACHCA
Roxanne Galloway, CNHA, CALA, CAS, FACHCA
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Kathleen Pajor, FACHCA
Gary Riffe, Retired Emeritus Certified, FACHCA
Charles Shelton, CNHA, FACHCA

Are you a Fellow of ACHCA? Support your professional society and make a promise over 4 years.

Become a Promise Keeper, today visit our new donations website:
connect.achca.org/achcadonations

2013 Contributors

On behalf of ACHCA, we thank our generous supporters for their contributions. All gifts, memorials, and tributes received by ACHCA are gratefully acknowledged. October 1, 2012 - September 30, 2013

General Fund Donation
Barbara Acello
Erane Allen, CNHA, FACHCA
Cydney Bare, CNHA, FACHCA
David Bell
Norda Bellantoni, CNHA, CALA, CAS, FACHCA
Michelle Berry
Orlando Bisbano, CNHA,FACHCA
Mardell Brandt, FACHCA
Richard Brown, CNHA, FACHCA
Kendall Brune, PhD, FACHCA
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Daniel Cavolo
Phillip Crawford, FACHCA
Jon Ranick, FACHCA
Susan Strutner
David Wallace
Ohio Chapter of ACHCA

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Daniel Cavolo

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Holly Argent-Tariq
Daniel Cavolo
Sharon Colling, CNHA, CALA, FACHCA
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Douglas Olson, PhD, FACHCA
Gail Rader
Daniel Shields, CNHA, FACHCA
Janet Spence
Captain Properties

Promoting Excellence in Long Term Care Leadership | 8
Awards & Scholarships

Congratulations to our 2013 award and scholarship winners. Winners were recognized at the Awards Luncheon during the 47th Annual Convocation and Exposition in Orlando, Florida.

**Individual Awards**

- **Outstanding Member Award**
  - Daniel Suer, FACHCA

- **Education Award**
  - Philip DuBois, CNHA, FACHCA

- **Journalism Award**
  - Vivian Tellis-Nayak, PhD

- **New Administrator Award**
  - Jose Luis Rojas Fernandez, CNHA, FACHCA

- **New Administrator Award**
  - Sheena Janse

- **Public Service Award**
  - Martin Bayne

- **Business Partner Award**
  - Partners Pharmacy, Cranford, NJ

- **Honorary Fellowship**
  - David B. Oliver, PhD

- **Distinguished Nursing Home Administrator Award**
  - Larry I. Slatky, CNHA, FACHCA

- **Champion Award**
  - Maine Healthcare Association

- **Chair’s Award**
  - Stefan Fromm, CNHA, FACHCA

- **Chair’s Award**
  - Rudy Michalek, FACHCA

- **W. Phillip McConnell Student Scholarship Fund**
  - Kevin Chamberlin
  - Cristal Vincent

**Chapter/District Achievement Awards**

- **District 1**
  - Increasing Certified Administrators

- **District 3**
  - Implementation of the District Meeting

- **Connecticut Chapter**
  - Scholarship Award

- **Oklahoma Chapter**
  - Member Recruitment

- **Maine Chapter**
  - Education Leadership & Health Care Reform Institute

- **New Jersey Chapter**
  - Chapter Leader Influence on the LTC Industry

- **Kentucky Chapter**
  - Professional Newsletter: Impact on Membership

- **Texas Chapter**
  - Chapter Website
Past Presidents & Chairs

5/1/1963 - 5/1/1966  Theodore E. Hawkins ‡
5/1/1966 - 5/1/1967  Carl A. Becker
5/1/1967 - 5/1/1968  Alton E. Barlow ‡
5/1/1968 - 5/1/1970  Sister Ambrosette M. Pflueger ‡
5/1/1971 - 5/1/1972  Eleanor B. Baird ‡
5/1/1974 - 5/1/1976  Gerald A. Bishop
5/1/1976 - 5/1/1977  Hoyt Crider, PhD ‡
5/1/1978 - 5/1/1979  Stuart H. Goldberg
5/1/1979 - 5/1/1980  Nicholas D. Demisay
5/1/1981 - 5/1/1982  Andrew L. Fennelly, Fellow Emeritus ‡
5/1/1984 - 5/1/1985  Robert V. Siebel, CNHA, FACHCA
5/1/1985 - 5/1/1986  Mardell E. Brandt, FACHCA
5/1/1996 - 5/1/1997  Keith R. Knapp, PhD, CNHA, FACHCA

5/1/1999 - 5/1/2000  Clay F. Crosson
5/1/2001 - 5/1/2002  Mary B. Lazare (Paspalas)
5/1/2002 - 5/1/2003  Orlando J Bisbano, Jr, CNHA, FACHCA
5/1/2006 - 5/1/2008  Larry I. Slatky, CNHA, FACHCA
5/1/2010 - 5/1/2012  Timothy C. Dressman, CNHA, CALA, FACHCA
5/1/2012 - Present  Roxanne L. Galloway, CNHA, CALA, CAS, FACHCA

‡ Deceased

Foundation/Academy Chairs

Academy Chairs
2007-2009  Larry I. Slatky, CNHA, FACHCA
2010-2011  Walter M. Collins, FACHCA
2011-2012  Larry I. Slatky, CNHA, FACHCA
2012-2014  Timothy C. Dressman, CNHA, CALA, FACHCA

Foundation Chairs
5/1/1981 - 5/1/1983  Mardell E. Brandt, FACHCA
5/1/1983 - 5/1/1984  Stuart H. Kanowitz, CNHA, FACHCA
5/1/1984 - 5/1/1986  Fr. Barnabus Hunt
5/1/1993 - 5/1/1995  Raymond F. Rustige, CNHA
5/1/2001 - 5/1/2002  Lisa Poskanzer, CNHA, FACHCA

*The Foundation was disbanded in the early 2000’s. It was reinstated as The Academy of Long Term Care Leadership and Development in 2007.

Promoting Excellence in Long Term Care Leadership | 10
District Directors & Chapter Presidents

District 1
Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
District Director
Philip Jean, CNHA, FACHCA
Lewiston, ME

District 2
New Jersey, New York
District Director
Anthony J. Restaino, CNHA, FACHCA
Uniondale, NY

District 3
Indiana, Kentucky, Michigan, Ohio, West Virginia
District Director
Cydney Bare, CNHA, FACHCA
Westlake, OH

District 4
Alabama, Delaware, DC, Florida, Georgia, Maryland, North Carolina, Pennsylvania, South Carolina, Virginia
District Director
Eric Hadley, CNHA, CALA, FACHCA
Mt. Pleasant, SC

District 5
Arizona, California, Colorado, Hawaii, Idaho, Kansas, Montana, Nebraska, Nevada, New Mexico, North Dakota, Northwest (AK, WA), Oklahoma, Oregon, South Dakota, Utah, Wyoming
District Director
Robert Lane, FACHCA
Edmond, OK

District 6
Arkansas, Illinois, Iowa, Louisiana, Minnesota, Mississippi, Missouri, Tennessee, Texas, Wisconsin
District Director
Ron Present, CNHA, CALA, FACHCA
Saint Louis, MO

Established Chapters (September 2013)

Arizona Chapter President (D-5)
Holly Gibson
Phoenix, AZ

Connecticut Chapter President (D-1)
Kathleen Pajor, FACHCA
New London, CT

Florida Chapter President (D-4)
Matthew Thompson
Lakeland, FL

Georgia Chapter President (D-4)
Delores (Lorrie) Scroggs, CNHA
Lithonia, GA

Indiana Chapter President (D-3)
Mark Prifogle
Brownsburg, IN

Kentucky Chapter President (D-3)
Israel Ray, CNHA, FACHCA
Hopkinsville, KY

Maine Chapter President (D-1)
Mark Jacobs, FACHCA
Canton, ME

Massachusetts Chapter President (D-1)
Joanne Shaw
North Chelmsford, MA

Michigan Chapter President (D-3)
Lisa Cooney
Waterford, MI

Missouri Chapter President (D-6)
Kendall Brune, PhD, FACHCA
St. Louis, MO

Mississippi Chapter President (D-6)
Stacy Seay
Fulton, MS

Nevada Chapter President (D-5)
Colomba (Bina) Hribik-Portello, CNHA, FACHCA
Las Vegas, NV

New Hampshire Chapter President (D-1)
Roxie Severance, CNHA, FACHCA
Whitefield, NH

New Jersey Chapter President (D-2)
Helaine Ledany, CNHA, FACHCA
Franklin Lakes, NJ

New York Chapter President (D-2)
John (Jeff) Hoffman, CNHA, FACHCA
Monroe, NY

Ohio Chapter President (D-3)
Cydney Bare, CNHA, FACHCA
Westlake, OH
## Chapter Presidents & Committee Rosters

### Oklahoma Chapter President (D-5)
Michelle Brown  
Oklahoma City, OK

### Oregon Chapter President (D-5)
April Olum  
Portland, OR

### Pennsylvania Chapter President (D-4)
Sharon Bixler, CNHA, FACHCA  
Dover, PA

### Rhode Island Chapter President (D-1)
Elizabeth Sarro, FACHCA  
Warwick, RI

### South Carolina Chapter President (D-4)
Mitzi Myers  
Conway, SC

### Tennessee Chapter President (D-6)
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### Texas Chapter President (D-6)
Peter Hayden  
Tyler, TX

### West Virginia Chapter President (D-3)
Michael Gore, CNHA, FACHCA  
Milton, WV

### Chapters Under Development (September 2013)

<table>
<thead>
<tr>
<th>State</th>
<th>Liaison</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colorado</td>
<td>Robert Siebel, CNHA, FACHCA</td>
<td>Lakewood, CO</td>
</tr>
<tr>
<td>Kansas</td>
<td>KJ Langlais</td>
<td>Olathe, KS</td>
</tr>
<tr>
<td>Minnesota</td>
<td>Talia Aramalay</td>
<td>Columbia Heights, MN</td>
</tr>
<tr>
<td>North Carolina</td>
<td>Heather March</td>
<td>Mebane, NC</td>
</tr>
</tbody>
</table>

### North Dakota Chapter President (D-5)
Doug Panchot  
Jamestown, ND

### Vermont Chapter Liaison (D-1)
Jennifer Combs-Wilber  
Milton, VT

### Virginia Chapter Liaison (D-4)
Norda Bellantoni, CNHA, CALA, CAS, FACHCA  
Toms River, NJ

### Wisconsin Chapter Liaison (D-6)
Matt Mau, CNHA, CALA, FACHCA  
Madison, WI

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W. Bradford Klitsch (Direct Supply Inc.)  
Doyle Love, CNHA, FACHCA  
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Committee Rosters (continued)

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Marcus Miller (Functional Pathways)
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David Read, Jr. (Hamilton Insurance)
Gail Reddinger (SunSolutions/Genesis)
Rob Schumann (Hamilton Insurance)
Pat Vanderheiden (Vancare)
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In 2013, ACHCA launched a brand new membership networking community called ACHCAConnect. Launched in April, ACHCAConnect replaced the popular, but dated, Peer2Peer listserv with state of the art CRM social technologies.

ACHCAConnect is powered by Higher Logic. Higher Logic delivers solutions so that our members can extend our organizational value and attract a new generation of global members and constituents.

ACHCAConnect is an online membership community designed to provide our members with improved and expanded tools for networking and information sharing. These communities offer a valuable benefit to both emerging and seasoned professionals seeking support, guidance, tools, and connections to strengthen their evolving careers. Whether it is in creating networking connections, education, advancement, or opportunities for self-actualization, ACHCA stands by to support its members in achieving individual goals.

Through ACHCAConnect, our members have access to private, secure communities to connect, share ideas and get fast answers to important questions. These interactive communities allow ACHCA members to find others with similar interests and create a network based on shared attributes. Through our Association Management System (AMS), CitySoft, member profiles are pre-populated with membership data so that community members can customize profiles, add pictures, educational information, and other content. Members can control the information they wish to share and how to share it.

Take advantage of this great member benefit.

To learn more, email achcaconnect@achca.org or visit http://connect.achca.org. Members who are logging in for the first time may use their email on file with ACHCA as their username and their last name all lowercase as their passwords.
Code of Ethics

PREAMBLE
The preservation of the highest standards of integrity and ethical principles is vital to the successful discharge of the professional responsibilities of all long-term health care administrators. This Code of Ethics has been promulgated by the American College of Health Care Administrators (ACHCA) in an effort to stress the fundamental rules considered essential to this basic purpose. It shall be the obligation of members to seek to avoid not only conduct specifically proscribed by the code, but also conduct that is inconsistent with its spirit and purpose. Failure to specify any particular responsibility or practice in this Code of Ethics should not be construed as denial of the existence of other responsibilities or practices. Recognizing that the ultimate responsibility for applying standards and ethics falls upon the individual, the ACHCA establishes the following Code of Ethics to make clear its expectation of the membership.

Expectation I
Individuals shall hold paramount the welfare of persons for whom care is provided.
PRESCRIPTIONS: The Health Care Administrator shall:
• Strive to provide to all those entrusted to his or her care the highest quality of appropriate services possible in light of resources or other constraints.
• Operate the facility consistent with laws, regulations, and standards of practice recognized in the field of health care administration.
• Consistent with law and professional standards, protect the confidentiality of information regarding individual recipients of care.
• Perform administrative duties with the personal integrity that will earn the confidence, trust, and respect of the general public.
• Take appropriate steps to avoid discrimination on basis of race, color, sex, religion, age, national origin, handicap, marital status, ancestry, or any other factor that is illegally discriminatory or not related to bona fide requirements of quality care.

PROSCRIPTION: The Health Care Administrator shall not:
• Disclose professional or personal information regarding recipients of service to unauthorized personnel unless required by law or to protect the public welfare.

Expectation II
Individuals shall maintain high standards of professional competence.
PRESCRIPTIONS: The Health Care Administrator shall:
• Possess and maintain the competencies necessary to effectively perform his or her responsibilities.
• Practice administration in accordance with capabilities and proficiencies and, when appropriate, seek counsel from qualified others.
• Actively strive to enhance knowledge of and expertise in long-term care administration through continuing education and professional development.

PROSCRIPTIONS: The Health Care Administrator shall not:
• Misrepresent qualifications, education, experience, or affiliations.
• Provide services other than those for which he or she is prepared and qualified to perform.

Expectation III
Individuals shall strive, in all matters relating to their professional functions, to maintain a professional posture that places paramount the interests of the facility and its residents.
PRESCRIPTIONS: The Health Care Administrator shall:
• Avoid partisanship and provide a forum for the fair resolution of any disputes which may arise in service delivery or facility management.
• Disclose to the governing body or other authority as may be appropriate, any actual or potential circumstance concerning him or her that might reasonably be thought to create a conflict of interest or have a substantial adverse impact on the facility or its residents.

PROSCRIPTION: The Health Care Administrator shall not:
• Participate in activities that reasonably may be thought to create a conflict of interest or have the potential to have a substantial adverse impact on the facility or its residents.

Expectation IV
Individuals shall honor their responsibilities to the public, their profession, and their relationships with colleagues and members of related professions.
PRESCRIPTIONS: The Health Care Administrator shall:
• Foster increased knowledge within the profession of health care administration and support research efforts toward this end.
• Participate with others in the community to plan for and provide a full range of health care services.
• Share areas of expertise with colleagues, students, and the general public to increase awareness and promote understanding of health care in general and the profession in particular.
• Inform the ACHCA Standards and Ethics Committee of actual or potential violations of this Code of Ethics, and fully cooperate with ACHCA’s sanctioned inquiries into matters of professional conduct related to this Code of Ethics.

PROSCRIPTION: The Health Care Administrator shall not:
• Defend, support, or ignore unethical conduct perpetrated by colleagues, peers or students.
2014 SUMMER LEADERSHIP CONFERENCE
July 28 – August 1, 2014
The Fairmont Southampton
Southampton, Bermuda

21ST ANNUAL WINTER MARKETPLACE
December 5 – 7, 2014
The Sheraton Wild Horse Pass Resort & Spa
Chandler, Arizona

49TH ANNUAL CONVOCATION & EXPOSITION
April 11-15, 2015
Grand Hyatt San Antonio
San Antonio, Texas