

# MSHA NEWS

Spring / Summer 2004

**Contacts:**

Stephen O'Connor, PhD,  
Residential MSHA,  
sjo@uab.edu

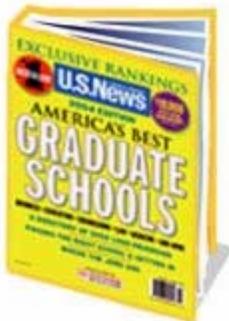
Harry Nurkin, PhD,  
Executive MSHA,  
hnurkin@uab.edu

**INSIDE THIS ISSUE:**

<i>Faculty in the News</i>	2
<i>Robertson Wins Volker</i>	2
<i>Symposium Highlights</i>	3
<i>Hopping Presentation</i>	3
<i>Alumni Reception</i>	4
<i>Class 38 Bids Farewell</i>	4
<i>Caston Wins Award</i>	5
<i>Alumni in Print</i>	5
<i>Alumni Updates</i>	6-8
<i>Photos from Chicago</i>	9
<i>Alumni Update Form</i>	10

**Save These Dates:**

- Annual Preceptors Conference is June 9, 2004 in Birmingham, Alabama
- 24th National Healthcare Executive Symposium will be held August 2-7, 2004 in Sandestin, Florida

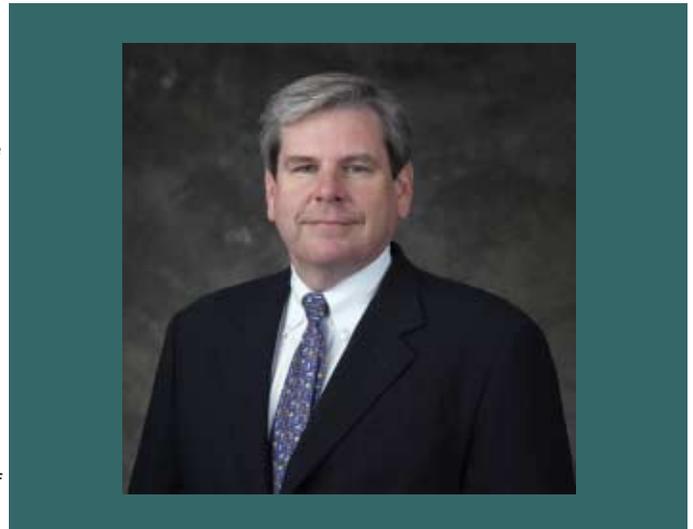


## STEPHEN R. PUCKETT TO DELIVER 14TH VAN ZILE SCOTT LECTURE

Birmingham, AL: On June 9, 2004, Stephen Puckett (Class 10), Chair of Hospital Partners Corporation, will discuss the future role of specialty hospitals as he delivers the 14th Annual Van Zile Scott Lecture.

The Van Zile Scott Lecture will be delivered in conjunction with the annual Preceptors Conference. The format for this year's Preceptors Conference will maximize the participation of all persons who attend—preceptors and MSHA students. Registration for both the Preceptors Conference and the Van Zile Scott Lecture can be done online at [www.uab.edu/msha](http://www.uab.edu/msha)—then click on the link to each event.

We have an outstanding group of students in Class 39 who will begin their residency search process at the Preceptors Conference. We hope you can join us in helping their placement process!



Above: Stephen R. Puckett, Chair, Hospital Partners of America.

## ALUMNI DUES PROVIDE NEEDED SUPPORT PROGRAM

You will receive an extra "perk" when you pay your alumni dues this year. All dues-paying members of the Graduate Program in Health Administration Alumni Association will receive a UAB Health Services Administration lapel pin. The first ones were given out to those persons who had paid their dues and attended the Alumni Reception in Chicago.

We will mail the lapel pin to all who pay their 2004 dues. This year, our goal is to double the number of dues-paying alumni. Your financial support helps offset the expenses of activities such as the New Student Reception in the fall and the Alumni Reception held during ACHE each year.

The dues are \$50 (made payable to GPHA Alumni Association) and mailed to:

GPHA Alumni Association  
c/o S. Robert Hernandez, Dr.P.H.  
P.O. Box 530905  
Birmingham, AL 35253



Above: Picture of new alumni lapel pin.

## FACULTY IN THE NEWS



Above: Dr. O'Connor with Bocconi students



Above: Original "Galleria" (1871), Milan,

During March, Dr. Stephen O'Connor, Professor and Director of the MSHA Program, was invited to teach Health Care Marketing in the Master of International Health Management, Economics and Policy Program at Bocconi University in Milan, Italy. Bocconi's Business School is ranked among the top five in Europe. According to Dr. O'Connor, the program is similar to our MSHA Program but with a strong international focus. The students were from Iceland, Greece, China, Kazakhstan, Italy, Germany, Austria, Romania, Canada, U.S. (Arkansas, Puerto Rico, and New Jersey), Britain, Spain, Kenya and other places. The group as a whole is interested in policy, government, management and pharmaceutical companies.

Dr. Jeffrey Burkhardt has been selected as a delegate to HFMA's Annual US/UK Exchange. The US/UK exchange brings together HFMA colleagues in the United States and the United Kingdom to examine developments in healthcare delivery and financial management. He will be paired with Mr. Paul Dillon-Robinson, Managing Director South Coast Audit, South Downs Health Trust, East Sussex, England, and a member of the United Kingdom's Healthcare Financial Management Association. Dr. Burkhardt is the only academic participant in this exchange this year.



SAVE THE DATE

Preceptors Conference  
June 9, 2004

## ROBERTSON WINS VOLKER AWARD

Birmingham, Al: On December 10, 2003, Dr. Randal Robertson, Associate Professor, in the Department of Health Services Administration, was presented with the 2001 Joseph F. Volker Award, the School of Health Related Professions's highest faculty award.

Dr. Randal Robertson is a dedicated teacher who has served the School of Health Related Professions, his professional discipline, and the health care community well. He joined UAB in 1978 as an associate in the Respiratory Therapy Program after working as Director of the Respiratory Care Department in Wedowee Hospital. He has shown consistent professional development by advancing his academic credentials culminating by achieving the PHD in Administration-Health Services. He has the ability to blend academic theory with practical "real world" application. Those students who have had Dr. Robertson consistently say that he works hard to create a learning environment that meets the needs of the students and sets high expectations within the classroom. Employing the same quality principles used in the traditional classroom setting, he became a pioneer in teaching in distance education courses. One former student wrote, "Of all the online classes that I have been enrolled in, Dr. Robertson was



(L-R): Dean Harold Jones, Dr. Randal Robertson, and Randa Hall, Chair, SHRP Honors and Awards Committee.

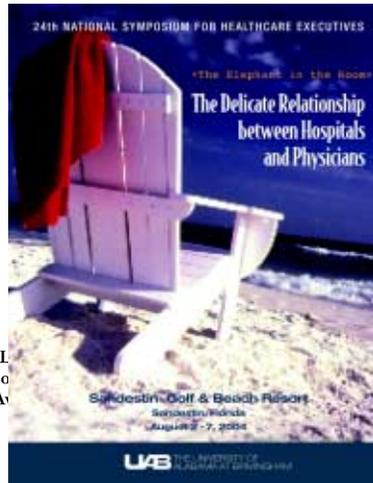
the most attentive, understanding, helpful and responsive teacher...I consider myself very lucky to have had him. His colleagues are equally impressed with his passion for distance learning. One person wrote, "Vitaly interested in distance learning, he developed and implemented a Distance Learning Respiratory Therapy Program. Over his career, Dr. Robertson has mentored students and fellow faculty members, instilling his commitment, passion and dedication to the teaching profession. We are proud of Dr. Robertson's accomplishment of being selected as the recipient of 2001 Volker Award!"

## DR. BILL JESSEE TO DELIVER THE INAUGURAL L.R. JORDAN LECTURE

Sandestin, FL: The 24th National Symposium for Healthcare Executives is scheduled for August 2–7th at the Sandestin Golf & Beach Resort. Dr. William Jessee, President and CEO of Medical Group Management Association (MGMA) will deliver the first L.R. Jordan Distinguished Lecture to begin the National Symposium. His topic for the lecture is “How to Move From Competition to Partnership: The Challenge for Physicians and Hospitals.”

Dr. Howard Houser, Professor in the Department of Health Services, will present “A Half Century Retrospective and Glimpses of the Future of Hospital-Physician Relations.” In addition, the Advisory Board will examine flashpoints related to this intricate relationship and there will be a presentation related to the legal aspects of the hospital-physician relationship. In addition, Dr. Howard Smith will discuss practical strategies for innovative care delivery and Dr. Chilingierian will present the challenges of achieving internal and external consistencies.

We hope you will join us for the 24th National Symposium for Healthcare Executives at the beautiful Sandestin Golf & Beach Resort!



(L  
so  
A

## HOPPING SHARES PASSION ABOUT HEALTH ADMINISTRATION



Above: Jamie Hopping, FACHE, Chief Operating Officer, Ardent Health Services, Nashville, Tennessee.

Birmingham, AL: On March 17, Jamie Hopping, Chief Operating Officer for Ardent Health Services headquartered in Nashville, Tennessee, spoke to members of MSHA Class 39. She discussed her career path, the development of Ardent Health Services, her leadership philosophy, challenges facing health care administrators, and physician-administrator relationships. Ms. Hopping, who is the current preceptor for Scott Erwin (Class 38), also suggested ways for the current students to evaluate potential residency sites, how to make the most of any residency experience, networking, mentoring in health care, and she also offered advice on developing a professional image.

Following her presentation, members of MSHA Class 39 were able to engage in a question and answer session to further understand the complex environment of health administration. We appreciate Jamie making the time to visit the UAB campus and share her thoughts with our current students.

### Pictures from the Class 38 Farewell Dinner



Todd Donehoo reading the faculty roast.



(L-R): Taylor Williams and Eric Robinson entertaining.



Members of Class 38 enjoying the Farewell dinner.

## ALUMNI RECEPTION IN CHICAGO

Chicago, Ill: Almost 100 people attended the Annual Alumni Reception that was held during the 2004 ACHE Congress on Health Administration at the Fairmont Hotel. Thirty students from Class 39 made the trip to Congress. Almost 100 alumni, friends and pre-

ceptors enjoyed the evening and the view from the Regency Room. A special thanks to the Alumni Association of the Graduate Programs in Health Administration for sponsoring this annual event in Chicago!



Members of Class 39 at the Alumni Reception held in Chicago



(L-R): Gerald Glandon, Jephtha Dalston, AUPHA, Harry Nurkin and Bob Hernandez.

## CLASS 38 BIDS FAREWELL

Birmingham, AL: On December 5, 2003, the members of Class 38 bid farewell to those MSHA students who started their residencies in January, to those finishing their dual degrees in the Spring, and to the Department of Health Services Administration faculty. The event was held at the Highland Golf Course and provided a wonderful venue to reminisce about the time that Class 38 was at the University of Alabama campus. Class 38 provided a delicious dinner for all who attended.

The highlights of the evening included "roasts" on both the faculty and members of Class 38. The event begins with special presentations to two students. Rebecca Mims was selected as the recipient of the School of Health Related Professions' Dean's Leadership and Service Award and Ximena

Fernandez was chosen as SHRP's 2003 Albert W. Sangster Award for Outstanding International Student. Then, Dr. O'Connor and Randa Hall remembered each class member with a personalized certificate and corresponding gift.

The evening culminated with very creative faculty and student roasts first delivered by Taylor Williams and Eric Robinson (aka Johnnie Carson and Swammie). Then, Todd Donehoo also delivered additional faculty roasts.

We will miss all the members of Class 38 as they complete their administrative residencies across the country. We wish them the best success in their careers as health care executives.



Above: Group picture from the Class 38 Farewell Dinner

## CASTON WINS NATIONAL VA AWARD

Birmingham, AL: Last December, David W. Caston (Class 34) was chosen as a winner of the 2003 Exemplary Service Award sponsored by the Leadership Veterans Administration Alumni Association. David, a Health System Specialist at the Veterans Administration Medical Center in Birmingham, Alabama, was the winner in the GS 9 through 12 category.

He served on the National Capital Asset Realignment for Enhanced Services (CARES) Workgroup to develop the CARES Guidebook. David indicated that being selected to serve on the national work-

group was an extremely outstanding career achievement for him. He was able to take the lead in developing several chapters of the Guidebook. CARES is a national initiative designed to assess veteran health care needs in VHA Networks and identify how to meet those needs.

David believes one of the keys to addressing the future of the VA system is to recruit and retain highly qualified professionals into the Department of Veteran Affairs. Currently, one-third of the VA workforce is over the age of 50 and eligible for retirement. These trends are likely to create a significant reduction



Above: David Caston

in workforces and the loss of corporate culture and knowledge. David is working to address these needs.

Congratulations to David on his accomplishment.

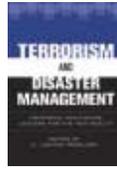
## MSHA ALUMNI IN PRINT



Kenneth Esrig (Class 18), President of MIST, is the winner of the "Best Medical Practice Administrator" Award in

*Florida Medical Business's* 15th Annual Medical Business Awards. "This is an unexpected honor and a thrill. Administrators do not usually receive thanks for their work. I am proud that those I work with appreciate my efforts and I will continue to try to make them proud." Esrig is the author of the book *Washing Away the Pain* which is available through Borders Books.

K. Joanne McGlown, (MSHA Class 15, PhD 1999) is Chief Executive Officer of KJMConsulting with over 25 years in prehospital emergency medical services and



nursing. She has a new book out entitled, "Terrorism and Disaster Management: Preparing Healthcare Leaders for the New Reality" offered by Health Administration Press.

The professional pointer written by Chuck Stokes (Class 17), Chief Operating Officer at Huntsville Hospital, appeared in the most recent edition of *Healthcare Executive*. His article focused on how personality types affect conversations about performance. The article was adapted from "The Candid Conversation: A Skill Set for Performance Improvement," written by Chuck.

In addition, Robert C. Chapman (Class 6), President of Eastern Health System, has



co-authored the book, *Careers in Healthcare Management*. The heart of the book contains 51 profiles of healthcare managers at various career stages. In their own words, these managers describe how they prepared for their careers, what their greatest challenges have been, and what advice they would provide to new managers. These profiles illustrate the wide range of opportunities and the sense of purpose and fulfillment the healthcare administration profession has to offer. It is available through Health Administration Press.

Also, Trent Lind (Class 35) was recently quoted in *Modern Healthcare Magazine*.

## MSHA and PhD Alumni Updates

	Alumnus Name	Position Change / Other News	Organization - City, State
<b>Class 4</b>	Davey Hughes		Davey Hughes & Associates, Inc. - Little Rock, AR
<b>Class 5</b>	Craig Honaman	Won the Regent's Award for Best Regent/Regent's Advisory Council-sponsored education program in 2003.	
<b>Class 6</b>	Robert Chapman	Elected to ACHE Nominating Committee for District 9.	
<b>Class 7</b>	Herm Brehmer	Retired	San Diego, CA
<b>Class 8</b>	George Karahalis	Director, Training Staff	Centers for Medicare/Medicaid Services - Baltimore, MD
<b>Class 12</b>	Larry Throneberry	Interim Administrator	Cullman Regional Medical Center - Cullman, AL
		Chairman & Chief Executive	Symbion - Nashville, TN
	Tony Hollingsworth	Chief Executive Officer	Anesthesia Business Solutions, Inc. - Nashville, TN
<b>Class 13</b>	Tommy Hackney	President	Foundation for a Better Health - Birmingham, AL
	Claude Harbarger	Elected as an ACHE Governor and received the Mississippi Healthcare Executive of the Year	
<b>Class 14</b>	Mark Anderson	President	Center for International Health - Milwaukee, WI
<b>Class 17</b>	Amy Woodhall-Leopard	Recently joined as Adjunct Faculty at Case Western Reserve University Law School. Partner, Walter & Haverfield LLP - Cleveland, OH	
<b>Class 18</b>	Gordon Ferguson	Senior Vice President/ Chief Operating Officer	Middle Tennessee Medical Center - Murfreesboro, TN
	Ian McFadden	Interim President & CEO	East Orange General Hospital - East Orange, NJ
	John McWhorter	Chief Operating Officer	Baylor University Medical Center - Dallas, TX
<b>Class 19</b>	Robert Bauer	Chief Executive Officer	Smith Northview Hospital - Valdosta, GA
<b>Class 20</b>	Hal Fulgham	Executive Vice President & Chief Operating Officer	PPM Information Solutions, Inc. - Shawnee Missions, KS
	Patti Holston	Administrator	Center for Special Surgery - St.Petersburg, FL
	Andrew McDonald	Health Care Consultant	Horne CPA Group - Hattiesburg, MS
<b>Class 21</b>	John Brock	Chief Executive Officer	Crosbyton Clinic Hospital Health System - Crosbyton, TX
	Steve Burford	Adjunct Faculty member at Southern Mississippi University in Hattiesburg, MS. Assoc Exec Dir, Clin. & Support Service, South Central Regional Med. Ctr - Laurel, MS	
<b>Class 22</b>	John Anderson	Administrator	Marshall Medical Center South - Boaz, AL
<b>Class 23</b>	Lisa Freed	Informatics Consultant	Valley Baptist Medical Center - Cooperstown, NY
<b>Class 26</b>	Brian Aston	Administrator	Bon Secours St. Francis Health System - Greenville, SC
	Scott Bence	Assistant. Dean of Finance and Administration	Director of Clinical Operations - Huntsville, AL
	Michael Anne Butts	AVP, Operations Support	HCA (Hospital Corporation of America) - Nashville, TN
	Mandy Impson	Operation Administrator, Cardiac	Mayo Clinic Scottsdale - Scottsdale, AZ
	Brian Matson	Senior Manager	PricewaterhouseCoopers, LLP - Birmingham, AL
<b>Class 27</b>	Judy Hamer	General Counsel	Spartanburg Regional Healthcare System - Spartanburg, SC
<b>Class 28</b>	David Figliuzzi	Project Manager	CIGNA HealthCare - Hartford, CT
	Donna Lawson	Assistant to Executive Director	UAB Hospital - Birmingham, AL
	Lisa Warren	Lisa announces the birth of a daughter, Kendall Lynne Warren, on May 8, 2003. Consultant, Warren, Averett, Kimbrough & Marino LLC - Birmingham, AL	
<b>Class 29</b>	Curt Roberts	Chief Executive Officer	Flint River Community Hospital - Montezuma, GA
	Suzanne Woods	Senior Vice President	Flowers Hospital - Dothan, AL

## MSHA and PhD Alumni Updates

	Alumnus Name	Position Change / Other News	Organization - City, State
<b>Class 30</b>	Patrick Hollo-way	Chief Executive Officer	Oklahoma Cardiovascular Associates - Oklahoma City, OK
<b>Class 31</b>	Larry Campbell	Financial Analyst	Vanderbilt Medical Group - MD Billing Services - Nashville, TN
	Daniel Meier	Attorney at Law	Durham, NC
	Jennifer Sesti	Senior Audit Consultant	Clarkston, MI
<b>Class 32</b>	Sean Doran	Account Manager	Misys Healthcare Systems - Roswell, GA
	Kevin Flynn	Director of Operations	HealthTexas Provider Network - Dallas, TX
	Derrick Jones	Executive Fellow	Catholic Health Initiatives - Erlanger, KY
	Zan Jones	Director of Operations	Arlington Memorial South Medical Center - Montgomery, AL
	Heather Mitchell	Dir. of Strategic Develop. & Quality Operations	UAB Medical Center West - Bessemer, AL
	Dallas Rose	Business Development Manager	Children's Healthcare of Atlanta - Atlanta, GA
	Todd Smith	Administrative Director	The Family Clinic - Birmingham, AL
	Ishwari Venkataraman	Director	Memorial Hermann Northwest Hospital - Houston, TX
<b>Class 33</b>	Thad Phillips	VISTA Systems Manager	VA Medical Center - Birmingham, AL
	Chris Rayburn	Clinical Manager	Emory Healthcare - Atlanta, GA
<b>Class 34</b>	Jon-Paul Croom	Director of Contracts	Brookwood Medical Center - Birmingham, AL
	Eric Garrard	Assistant Chief Executive Officer	South Baldwin Regional Medical Center - Foley, AL
	Julia Hayes	Administrator	Sentara Nursing Center - Currituk - Barco, NC
	Todd Kennedy	Assistant Vice President of Operations	Brookwood Medical Center - Birmingham, AL
	Elizabeth Sandeman	Management Analyst	M.D. Anderson Cancer Center - Houston, TX
	Travis Sisson	Chief Operating Officer	NorthShore Regional Medical Center - Slidell, LA
	Erin Rains Zenique	Manager, Patient Safety Baton Rouge General Medical Center—Baton Rouge, LA Erin married Kyle Zenique last summer.	
<b>Class 35</b>	Christy Baynes	Director of Education	Assisted Living Association of Alabama - Montgomery, AL
	Eric Edwards	Chief Financial Officer	Dwight David Eisenhower Army Med. Ctr. - Fort Gordon, GA
	Jessica Grundt-Stefaniak	Jessica married Andrew Stefaniak on September 20, 2003. Director, Performance Improvement, Michael E. DeBakey, VA Medical Center, Houston, TX	
	Brian Maziarz	Account Executive	Press, Ganey Associates, Inc. - Birmingham, AL
	Scott Peek	Julie and Scott announce the birth of their first child, Ellie born on 11/10/03! Vice President, Baylor Medical Center at Garland - Garland, TX	
	Sherrill Snuggs	Quality Management Analyst	Atlanta VAMC - Decatur, GA
<b>Class 36</b>	Tiffany Chaney	Consultant	Jennings Ryan & Kolb - Atlanta, GA
	Christina Chesley-Bernier	Christina announces the birth of her daughter, Dakota Summer Bernier, born December 30, 2003. Director of Marketing Operations, HealthSouth Yuma Rehabilitation Hospital - Yuma, AZ	
	Rajan Grover	Regional Director / Senior Consultant For Operations & Efficiency	Covenant Healthcare System, Inc. - Milwaukee, WI
	Denise Hausenfluck	Health Systems Specialist/Staff Asst. to Director	VA Medical Center - Birmingham, AL

## MSHA and PhD Alumni Updates

	Alumnus Name	Position Change / Other	Organization - City, State
<b>Class 36</b>	Hildred Jones	Junior Consultant	SSA Consultants - Baton Rouge, LA
	Heather Mason	Corporate Planner	Huntsville Hospital - Huntsville, AL
	Tripp Smith	Director of Clinic Operations	Eastern Health System - Birmingham, AL
	Paul Theriot	Business Administrator/Surgical Services	Children's Hospital of Alabama - Birmingham, AL
<b>Class 37</b>	Jeshahnton Essex	Velmeke England and Jeshahnton were married on November 29, 2003 in Clanton, Alabama.	
	Keith Marks	Administrator, Executive Support Services	UAB Hospital - Birmingham, AL
	Lauren Parks	Manager, Digestive Institute	Ochsner Clinic Foundation - New Orleans, LA
	Brad Parsons	Assistant Vice President	Decatur General Hospital - Decatur, AL
	Jacqueline Robinson	Cardiology Manager	Ochsner Clinic Foundation - New Orleans, LA
	Larkin Kennedy	Assistant Administrator	Baptist Memorial Hospital - North Mississippi - Oxford, MS
	Tim Slocum	Project Manager	Medical Center of Central Georgia - Macon, GA
	Adrienne Steading	Planning Analyst	Department of National Recognition Strategy - Atlanta, GA
<b>Executive Class of 2000</b>		Vice President Medical Affairs	
	Ted Dyer		Hendrick Health System - Abilene, TX
	Lance Jones	Chief Operating Officer	Carolinas Hospital Systems - Florence, SC
<b>Executive Class of 2002</b>		Advanced to Fellow status within ACHE	
	Irby Hunter	Associate Vice President	Methodist Health System - Dallas, TX
	Majid Nasser	Director Heart Institute	Baptist Montclair Hospital - Birmingham, AL
	Lee Pearce	Director of Outpatient Services	VA Medical Center - Birmingham, AL
	Niti Solomon	Relocated to Saint Louis, Missouri	
<b>Executive Class of 2004</b>		Director of Physician Practices	
	Maria Faulkner		Woodland Medical Center - Cullman, AL
<b>PhD</b>	MAJ Jessie Tucker	At the 2004 Congress, Jessie was elected as the ACHE Regent for the Army—Eastern Region (District 8); Commander U. S. Army Health Clinic-Kaiserslautern Germany.	
<b>PhD</b>	Eric Ford		Tulane University - New Orleans, LA
<b>PhD</b>	John Hyde	Promoted to Professor	The University of Mississippi Medical Center - Jackson, MS
<b>PhD</b>	Sharon Topping	Promoted to Professor	University of Southern Mississippi - Hattiesburg, MS

## Students, Alums, Preceptors and Faculty Enjoy 2004 Congress in Chicago, Illinois



University of Alabama at  
Birmingham

1530 3rd Avenue South  
Webb 514  
Birmingham, AL 35294

Phone: 205-934-3332  
Fax: 205-975-6608  
Email: randahall@uab.edu

**We're on the Web...**  
[www.uab.edu/hsa](http://www.uab.edu/hsa)

Alumni Association Update Form  
Fax Back to 205.975.6608

Name: \_\_\_\_\_ Class: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Work Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Work Telephone: \_\_\_\_\_ Work Fax: \_\_\_\_\_

Preferred E-Mail: \_\_\_\_\_

Home Address: \_\_\_\_\_  
\_\_\_\_\_

Home Telephone: \_\_\_\_\_

Recent changes you would like to share (position changes, awards, honors, family happenings, etc): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Share your career changes, family news,  
etc., with us by September 20, 2004 and it  
will be included in the  
Fall 2004 MSHA News!

