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**Welcome back to our Newsletter!**

We're excited to announce the revival of our newsletter after a brief hiatus. It's been a while since our last update, and we're thrilled to reconnect with all of you again. This newsletter has always been a crucial way for us to stay in touch and share exciting news, valuable insights, and important updates with our incredible community.

Our purpose in relaunching this newsletter is to foster a stronger sense of connection and engagement. Through this platform, we aim to keep you informed about the latest developments, upcoming events, and opportunities within our organization. It's a space where we can also share industry trends, helpful tips, and informative content that we believe will enrich your knowledge and professional lives.

We sincerely hope you find value in each issue and that it becomes a source of inspiration and motivation for you. Your continued support and participation mean the world to us, and we can't wait to embark on this journey of knowledge-sharing and collaboration together.

Thank you for being a part of our community, and we look forward to creating meaningful content that resonates with each and every one of you.

Stay tuned for our regular updates and let's make this newsletter a valuable resource for all!

Warm regards,

SC ACHE Communications Committee

## News From the Advancement Committee

The South Carolina ACHE Chapter (SC ACHE) is proud to support your advancement to become a Fellow! We are pleased to offer one-day on-site/virtual BoG Exam Prep and Review Course developed through ACHE's subject matter experts and learning consultants. Materials will cover the 10 focus knowledge areas, sample questions and learning tips for taking the exam – and you will earn **(8) ACHE Qualified Education Credits**. Local subject experts and ACHE Fellow presenters using the latest resources will teach the course, provide example questions and content from ACHE, suggested readings, and access to current ACHE Fellows who can answer your questions about advancement.

We applaud you for taking the step towards Fellow advancement and become board certified and maximize your professional potential by earning ACHE's prestigious FACHE® credential. **For full details on ACHE's Board Certification, go to:**

<https://goo.gl/SWE2I8>.

### HOW TO REGISTER

Register today for the SC ACHE Virtual Board of Governors (BoG) Exam Prep and Review Course.

On-Site: [click here](#) // Virtual: [click here](#)

The registration deadline is Wednesday July 26th, 2023.

- **BoG Exam Prep & Review Course Date:** Saturday, July 29, 2023
- **Time:** 8 a.m. – 5 p.m.
- **Sponsor:** South Carolina ACHE Chapter
- **Location:** MUSC Basic Science Building, Room BS402, 173 Ashley Street, Charleston or Virtual BoG Webinar Course (link to be provided)
- **ACHE Qualified Education credit hours:** 8 hours
- **Cost:** \$50 on-site or \$25 Virtual

### CONTACT INFORMATION

For questions, contact Dennis Coker at [advancement@scachechapter.com](mailto:advancement@scachechapter.com) or 803.553.3907.

# Regent's Message

Karen G. Schwartz, FACHE,  
Regent

South Carolina ACHE members, it is my pleasure to update you all on ACHE activities from the June Board of Governors Meeting.

## **Business Update:**

**Finance:** The Board of Governors reviewed and approved financial statements for the current period and accepted ACHE's and the Foundation of ACHE's consolidated 2022 financial audit. ACHE received a clean audit opinion with no internal control concerns reported.

**Growth:** ACHE membership is experiencing a modest growth as of April 30<sup>th</sup> with new member recruitment being particularly strong. There is a healthy pipeline of eligible members to take the BOG of exam.

There are initiatives underway to increase the number of Fellows and Fellow applicants. Look for a digitally focused campaign for FACHE in the future that will include video testimonials along with an email campaign.

**Congress Update:** 2023 Congress had record breaking attendance with a total of 4,953 attendees. The Virtual Leadership Symposium held in May had 900 in attendance. Both educational events exceeded the overall satisfaction scores from previous offerings.

**Strategic Planning:** The Board reviewed the Mission, Vision and Values and the Strategic Plan - making no changes for the 2024-2026 timeframe. In 2024, ACHE will conduct a deep dive to gather and analyze information to inform the 2025-2027 plan. Your input as members is important. Attached you will find the current Strategic Plan for your review. Please send me any comments that you may have.

Here are some updates on work on the current plan:

**Trusted Partner:** ACHE is accelerating the use of technology to meet the challenges of a rapidly changing environment and improve digital experiences.

**Catalyst:** The focus in this area is Safety and Equity. ACHE will be creating a DEI narrative to drive awareness of ACHE's commitment to advancing DEI and health equity. Effort is also underway to create a DEI Competency Assessment Tool for individuals and a related blueprint for C-Suites leaders in healthcare organizations to effectively foster inclusive cultures and lead through a lens of equity.

**Connector:** ACHE is committed to growing our professional community across the healthcare continuum by leveraging partnerships with chapters and other organizations.

As your Regent, I encourage you to get involved in our South Carolina Chapter. Our state Strategic Plan supports the areas listed above. Get excited and get involved!



# AI, Ethics and Interconnected Healthcare Ecosystems

-By Jeri Koester, Heather Nelson, CHCIO, Lisa S. Stump, FASHP

The genie is out of the bottle: artificial intelligence. Generative AI. ChatGPT. It's all the buzz now. In healthcare IT, CIOs are being asked by leaders, physicians and staff: "Can we use ChatGPT?" "Is ChatGPT safe ... accurate ... will it save me time?" ChatGPT holds incredible promise to streamline work on harried clinicians, to enhance communication with patients and to drive efficiencies in many administrative functions. So, what is the role of the CIO when it comes to partnering with your organization to define the who, what, when, why and how of it all?

Generative AI is not like traditional software solutions such as an EHR that has been implemented and supported, optimized and managed through a governance process. Generative AI is a dynamic and learning technology that can produce varied types of content, including essays, images, poems or computer code. It can solve problems and even summarize large volumes of content. It is a very powerful tool, and as Winston Churchill said, "Where there is great power there is great responsibility."

The potential for generative AI to augment and complement our work is very exciting—and a bit frightening. What if the AI model builds its conclusions and recommendations off a data set wrought with bias? We have software modules that help clinicians identify disparities and care gaps in their patient populations (remember the boom of "pop health tools" in 2013 and 2014?) with the hope they will allow us to demarginalize cohorts of patients and focus on caring for the individual when and where they need it. While we continue to enhance those technologies and slice and dice the data from them, does AI introduce another hurdle we will need to climb to ensure health equity for our patients?

AI is also giving patients the opportunity to do more of their own due diligence before stepping into the doctor's office or sitting in front of a screen for a virtual visit. We know how, in some instances, physicians and care team members can do the very same thing. Who is responsible for

validating the information that scrolls onto our screen when it is asked a question? How can we as patients feel secure knowing that the conversations, the diagnosis and the treatment plan are from a trained provider and not some algorithm on an AI site? Does this change how we disclose, store or use data for research? Will consent forms need to be changed to reflect this emergent new world?

All of this is to say, healthcare leaders need a thoughtful plan that carefully evaluates the use of AI tools to identify and mitigate any unintended consequences, to protect the privacy of our patient data, to maintain the confidentiality of intellectual property and business intelligence, and to avoid the propagation of misinformation that could significantly affect healthcare decisions and health outcomes. This means that we need to think about what data is shared with AI platforms and how the data is delivered and used.

This will require strong governance and accountability, guided by the input of privacy and compliance experts, technology leaders, legal advisers and clinicians. While we work to establish the right protections, we want to encourage the innovation and flexibility to explore and study these tools within those boundaries, exercising caution and constraint around this exciting exploration.

It is on all of us to ensure this new opportunity is purposeful, effective and safe. It also needs to be transparent and explainable to clinicians, care teams and patients. Healthcare is built on trust between care teams and patients. This technology must not be allowed to damage that empathetic relationship; put to good use, it should augment the care we provide.

Striking this balance is no small effort. By coming together as an industry on this, we can ensure that these innovations make a positive impact that benefits us all.

Jeri Koester, Carol Emmott Fellow Class of 2017, is chief information and digital officer, Marshfield Clinic Health System. Heather Nelson, CHCIO, Carol Emmott Fellow Class of 2020, is the senior vice president/CIO, Boston Children's Hospital. Lisa S. Stump, FASHP, Carol Emmott Fellow Class of 2018, is the senior vice president/chief information and digital transformation officer, Yale New Haven Health System and Yale Medicine.

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## Member Spotlight

This issue introduces us to our Chapter President Mrs. Divya Reddy:

Mrs. Reddy has been an ACHE member for 17 years and then joined the SC ACHE Board 8 years ago and now has the privilege to serve as our Chapter President. She holds a B.S. in Business Management from NC State University (Go Pack!). Following graduation she worked in Finance for a few years and then quickly realized her passion for healthcare. She returned to school and attended USC for her Master's in Public Health. Since then, she has been a member of ACHE. She has worked at 3 different hospitals here in SC predominantly leading quality, patient safety, regulatory, and hospitalist operations. 5 years ago, she joined BlueCross BlueShield of South Carolina and now leads their clinical programs, clinical innovation, and strategy for national accounts. She has loved the evolution of her career and has learned from so many leaders throughout her experience. Along the way, she became a Fellow of ACHE in 2013, a certified black belt in LEAN/Six Sigma, Just Culture certified, and a recipient of both the Early Careerist and Senior Executive Leadership awards through ACHE.

She has been an ACHE member since graduate school and since then realized how helpful it is to be a member. ACHE has provided a forum to connect with other healthcare leaders, educational opportunities to not only develop myself as a leader but stay abreast of best practices and industry topics within healthcare. As she has evolved as a leader, she hopes to continue to give back to the younger leaders as they are the future of healthcare.

Serving on the Board for several years prior to her current role as President has allowed her to appreciate ACHE even further and what we have the ability to do within our chapter. The Board is comprised of both emerging and senior leaders within healthcare and each leader brings a diverse perspective to the table.

As healthcare has evolved, the chapter has tried to also evolve, continuing to meet the needs of our members.

The landscape of healthcare has changed drastically in 10 years, and some of that is due to the pandemic. And with this change, she and ACHE wants to ensure that our healthcare leaders are committed to development, lifelong learning, and integrity. She is committed, along with the Board, to redefine our chapter and ensure we are bringing value to our members throughout the state. This includes furthering our partnerships with other professional chapters, offering various networking opportunities, educational offerings, assistance with Fellow advancement, and enhancement communication. Divya encourages our healthcare leaders to stay active within our chapter and continue the great work we do in SC!

**Local Events- Midlands**

Kolby T. Redd, PhD, MHA, FACHE Programs Chair and LPC Midlands Chair organized and hosted a Lunch and Learn on Nov 1st in the board room at Lexington Medical Center with the EVP, Jay Hamm as the speaker. Mr. Hamm provided an overview and update of LMC to the attendees. In total 23 individuals attending this learning event regarding one of the largest hospitals in our State.







## 2023 Local Chapter Awards

Please join us in congratulating our local chapter 2023 award winners:



Early Careerist Award – Carl Kennedy



Senior Executive Award – William Kinley



ACHE Recognition award for Service- Bren Lowe



ACHE Recognition award for Exemplary Service- Dr. Donald Peace



## An SC Prisma Health worker just won an Emmy. Here's why

- By Patrick McCreless

A Prisma Health employee recently won an Emmy for a video he produced about a young patient with cancer. The Emmy winner was Anil Dhokai, a multimedia specialist on the marketing, communications and consumerism team for the South Carolina-based nonprofit health company, according to a Tuesday Prisma Health press release. The video he produced involved a child being treated at Prisma Health Children's Hospital in the Midlands. His video, "[Nothing can stop child cancer patient after receiving prosthetic limb](#)," won in the Health/Medical-Short Form Content category.

Dhokai created the video for social media during Childhood Cancer Awareness Month last fall while working with Senior Marketing Strategist William Cooke. "Anil and Bill's dedication and talent truly shine through in this video," Sally Foister, executive director of marketing insights and strategy, said in the press release. "It started with Bill identifying a great story and Anil's ability to bring it to life through video and storytelling." The focus of the video, Emily Prince, was diagnosed in 2019 with Ewing sarcoma, a type of cancer that occurs in bones or in the soft tissue around the bones. She was treated by Laura Pirich, MD, a pediatric hematologist/oncologist, at Prisma Health's Children's Center for Cancer and Blood Disorders.

Following surgery to amputate her lower leg, Emily also worked with Bethany Borkoski, a pediatric physical therapist, who helped her relearn how to walk. "My care at Prisma Health was the best I could have imagined," Prince said in the press release. "I had the greatest nurses and the best doctors!"

Read more at: <https://www.thestate.com/news/state/south-carolina/article276806071.html#storylink=cpy>