



*Optimizing health care facilities*

# ASHE Chapter Process Improvements Overview and Q&A Call

January 25 & 29, 2024

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a professional membership group of the American Hospital Association  
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*Advancing Health in America*

# AGENDA

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- Understand why we're making changes
- Review key chapter deliverables and due dates
- Demonstrate each process
- Call out specific process improvements
- Hint at some process improvements for next year
- Maintaining accurate chapter contacts
- Answer questions and take your feedback!

# Why are we making changes?

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- 2022 Chapter survey results – you spoke, we listened!
- Anecdotal feedback from chapter leaders and support staff
- Conflicting, confusing, and sometimes outdated information in different places
- Unnecessary and duplicative documentation requirements
- Optimizing use of technology (online submission forms, data collection, etc.)
- Streamlined internal workflow + no unnecessary steps = more ASHE staff time

**Process Improvements = Less wasted time, less frustration, less confusion**

# ASHE Chapter Process Improvements Overview

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- 2024 Chapter Annual Report (for work/documentation from 2023)  
✓ **Due January 31**
- 2023 Chapter Award Voucher Requests (for work done in 2022; vouchers to be used in 2024)  
✓ **Due April 1**
- 2024 Chapter Award Applications (for work done in 2023)  
✓ **Due April 1**
- 2024 Emerging Regional Leader Award Candidate applications  
✓ **Due April 1**

**An important note about deadlines...**



# Chapter Leaders and Support Staff Resource Page on [ashe.org](https://www.ashe.org)

# All Resources and Links in One Place

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## [ashe.org/chapters](https://www.ashe.org/chapters)

- Annual report submission form
- Chapter award application portal
- Chapter award voucher request forms



## [ashe.org/ashe-awards](https://www.ashe.org/ashe-awards)

- Emerging Regional Leader award application

# Chapter Annual Reports

# Chapter Annual Report – Due January 31

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- Important improvements for this year:
  - Not required to conduct a membership comparison, as ASHE staff will be doing this
  - Need to utilize the Membership Roster Template and upload it to their application in .xls format
  - Only need to report education events that did not request ASHE CECs

**Let's do a quick demo:**





# Chapter Award Vouchers

# Chapter Award Voucher Requests – Due April 1

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- Important changes for this year:
  - No longer posting downloadable voucher forms on SharePoint – no need to fill out forms and send them back to ASHE
  - Instead, chapter members/recipients will request their vouchers by completing quick online forms.

**Let's do a quick demo:**



# Chapter Award Application Process

# Chapter Awards Applications – Due April 1

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- Important changes for this year:
  - Eliminated unnecessary documentation:
    - No proof of education activities when CECs were given by ASHE
    - No Copy of Emerging Regional Leader application
  - No more uploading files to SharePoint
  - Eliminated the downloadable form and moved the application to an online portal.

**Let's do a quick demo:**



# Emerging Regional Leader Award

# Emerging Regional Leader Award

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- Important changes for this year:
  - Transitioned back to the original intent of the award to align with the ASHE Strategic Plan:
    - Focus on **Young Professionals** and **New to the Field Professionals** with member recruitment, retention, and engagement
    - Help address succession planning and workforce issues

# Emerging Regional Leader Award

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- 10 exceptional Emerging Leaders, one from each ASHE region
  - **Young Professionals** - in the health care field and 40 years old or younger
  - **New to the Field Professionals** – transitioned into health care no more than 5 years ago
- Demonstrated commitment to the field
- Interest in developing further leadership skills
- Wish to advance their careers
- Wish to advance on their path to becoming ASHE and industry leaders

More Improvements  
Coming Soon



# What are we working on in 2024?

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- Continuing process improvements
  - Eliminating more unnecessary documentation and steps
  - Combining the annual report and chapter award application processes – some of the information required is duplicative.
- Holding individual meetings with each chapter – officers and support staff
- Better/more training and onboarding for new chapter officers and staff
- Building out new chapter benefits:
  - Additional staff expert topics/presentations
  - Strategic planning facilitation services

# Accurate Chapter Contact Information

# We Need to Reach YOU!

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- Chapter emails
- Chapter Connect eNewsletter
- Chapter meeting invites (like this one!)
- Quarterly chapter/advocacy webinars

## 2 Ways to update contact information:

1. **Individual's contact info:** Login and update your profile on ashe.org
2. **Chapter officer or liaison change:** Use the "Officer Update Form"

**Let's do a quick demo:**



Questions?



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