

MEET THE 2016 AHE



President

GARY L. DOLAN, CHESP
DIRECTOR OF ENVIRONMENTAL
SERVICES, THE VILLAGE AT
PENN STATE, STATE COLLEGE,
PENNSYLVANIA
AHE PRESIDENT 2016-2017



Tell us a little bit about how you got started in environmental services and with AHE.

In my second semester of college taking biomedical engineering in Dayton, Ohio, I started working second and third shifts in the laundry at Stouffers Hotel when it fit my class schedule. This led to working various positions in several departments and in the next three years, and I really thought hospitality management was going to end up being my career. Throughout my schooling and spending time within the acute healthcare arena, however, healthcare continued to draw me as well, and coupling the two together just seemed to come as a natural fit. I was working PT in biomed in a small rural hospital when the assistant director of house-keeping position came available and I was offered the position. Two years later, I attended a training program in Nashville, conducted by our beloved Dave Roberson of Quorum at that time, and he gave me info in 1995 to check out ASHES, and voila! The rest is history.

Q. What makes a great leader?

Listening, sincerely. Being committed, responsible and empowering followers. Courage to confront issues and have the utmost integrity.

Q. What book has influenced you most?

The Bible

Q. What's the most rewarding part of your job?

It has always been those teaching moments with staff and/or residents that when it clicks and the light comes on, the look on their face when the "aha" moment hits and they get it!

Q. If you could meet anyone, living or dead, who would you meet?

#1 Jesus Christ, and someday I will! #2 – George Washington/Thomas Jefferson. #3 – John Bonham, drummer for Led Zeppelin.

Q. Who is your role model and why?

My father Vince Dolan. Hard-working, God-fearing family provider.

Q. Tell me about an accomplishment that you consider to be the most significant in your career.

There are two. In 1995, my hospital gave me the order to write all the management plans for what was then JCAHO's EOC standards. It was quite the undertaking for me, and those plans remained in place for several years after my departure. When I left, there I was part of a small sales team (three of us) that bid and was awarded a \$3.5M commercial cleaning contract, and THAT was quite rewarding after a lot of work!

Q. If you could take only three items with you to a deserted island, what would they be?

Depends on how long, but — fishing rod, flint, tarp — gotta eat, stay warm/cook and dry!

FUN FACTS

FAMILY: Wife Kristy, Son Gary II, and Daughter Kalin.

PETS: Ohhh, we love the animals — two cats, Oakland (I am a diehard Raiders fan!) and Isabella. Two Chihuahuas — Rosey and Sasha — and one rabbit (Babbit).

LAST BOOK READ: The Walk series.

FAVORITE BAND/MUSICIAN: Anything except country, but my go-to is Gettin' the Led Out!! Led Zeppelin.

DREAM LUNCH PARTNER: My wife Kristy sitting street-side in Little Italy, NYC.

MEMBER OF AHE SINCE: 1995

BOARD OF DIRECTORS

President Elect

PAM TOPPEL, CHESP, M-CHESP
MANAGER, ENVIRONMENTAL
SERVICES — EASTERN REGION
OSF SAINT JAMES — JOHN W
ALBRECHT MEDICAL CENTER
PONTIAC, IL

Q. Tell us a little bit about how you got started in environmental services and with AHE.

I started out by cleaning off-site physician offices a few times per week. I quickly realized how much I felt like I was making a difference for not only those that worked there but the patients who were visiting those offices, something I was and still am very passionate about. I found AHE while searching for information about environmental services. My first AHE conference was in 2004. I was amazed and able to bring back so much needed information, best practice and education. It was like I struck gold, finally found the one source that I could relate to as an environmental services professional.

Q. What makes a great leader?

In my opinion, a great leader is someone who educates on the “why” behind the need, who empowers others, who is honest, above all respectful and genuinely care about those they serve. A great leader mentors others to become great leaders.

Q. What book has influenced you most?

The Bible.

Q. What’s the most rewarding part of your job?

The professional knowledge and growth in our front-line environmental services technicians as part of the care team. To see the interactions between the front-line environmental services technicians and those we care for, to hear them educate on the reasons and importance behind what they do.



Q. If you could meet anyone, living or dead, who would you meet?

Princess Diana.

Q. Who is your role model and why?

My mom. She is the most caring, understanding, loving and forgiving person I know.

Q. Tell me about an accomplishment that you consider to be the most significant in your career.

I have two ways to answer this.

When I mentor/lead and you see the moments when they understand the “why,” you see the passion, drive, pride and full understanding of how important their role is in our care team, and then they mentor

and lead with the same outcomes. To me, this is a significant accomplishment for all of healthcare.

As a Subject Matter Expert on the core team in the development of the AHE’s CHEST training and credentialing program.

Q. If you could take only three items with you to a deserted island, what would they be?

First I want to say family, but considering they are not an item, I will have to go with:

Big boat equipped with a full tank of gas and radio so I am not stranded; however, I might have an extended stay if there were palm trees, sun and beautiful sand.

FUN FACTS

FAMILY: Married 29 years, three grown children (son, daughter, son), four grandchildren (in June 2016, it will be five).

PETS: Five Yorkies.

LAST BOOK READ: Something by Nicholas Sparks.

FAVORITE BAND/MUSICIAN: Nickelback or Bryan Adams.

DREAM LUNCH PARTNER: Any family or friend.

MEMBER OF AHE SINCE: 2004



Industry Liaison

DR. J. HUDSON GARRETT JR., PHD, MSN, MPH,
FNP, CSRN, VA-BC, PLNC, CHESP
VICE PRESIDENT, CLINICAL AFFAIRS
PDI HEALTHCARE
ATLANTA, GEORGIA

Q. Tell us a little bit about how you got started in environmental services and with AHE.

I have worked closely with environmental services leaders for many years through my work in infection prevention and control. My journey with AHE began with an insightful conversation with Patti Costello and Fiona Nemetz, and the rest is literally history. It is the best organization that I have had the fortune of being involved with.

Q. What makes a great leader?

Leadership takes commitment and perseverance. Things don't always work out, and I personally practice a servant leadership model. Leaders must walk the walk and talk the talk. Actions speak louder than words.

Q. What book has influenced you most?

Start with Why. This book is fundamental to changing the face of healthcare as for

us as leaders to take people with us, they must first understand why we are doing something in order to believe in it.

Q. What's the most rewarding part of your job?

I love seeing the results of hard work and quality improvement. Preventing one single healthcare-associated infection gives me a huge amount of satisfaction for weeks because patients are saved one at a time.

Q. If you could meet anyone, living or dead, who would you meet?

I would love to meet Ronald Reagan. I love his diplomacy and ability to connect with people and lead a country.

Q. Who is your role model and why?

My dad in every aspect. He is the hardest-working, most dedicated and loving man I know. I attribute any success to both of my parents.

Q. Tell me about an accomplishment that you consider to be the most significant in your career.

My biggest professional accomplishment is the work that I did with the CDC to change a significant clinical guideline

that affects thousands of clinicians across the continuum of care. As a result of this work, significant changes were made to the final document, which will help clinicians save lives.

Q. If you could take only three items with you to a deserted island, what would they be?

My iPhone, MacBook, and of course the #5 Meal from Chick-fil-A.

“Leaders must walk the walk and talk the talk. Actions speak louder than words.”

FUN FACTS

FAMILY: Parents, and younger brother, who is an attorney.

PETS: My beautiful chocolate Lab, Mr. Flash.

LAST BOOK READ: Sadly, the *New England Journal of Medicine*.

FAVORITE BAND/MUSICIAN: Earth, Wind, and Fire.

DREAM LUNCH PARTNER: Ronald Reagan.

MEMBER OF AHE SINCE: 2008

At-Large Board Member

LEA BEACH, CHESP, T-CHEST
EXECUTIVE DIRECTOR OF ENVIRONMENTAL SERVICE
PCSI, IRELAND ARMY COMMUNITY HOSPITAL
FT. KNOX, KENTUCKY



Q. Tell us a little bit about how you got started in environmental services and with AHE.

I started working for Monroe Clinic in 2001 in the environmental services department. I quickly became a backup lead, then lead. I then changed jobs to the materials management department. I had some leadership roles in that department as well. I joined a clinical practice model there. It was a team of leaders across the organization that came together to find ways to better the organization as a whole. There happened to be an opening in the environmental services department for the supervisor position. At this particular place it was the only leadership position for environmental services. I became a member of AHE by looking for ways to better my knowledge, and I happened to come across AHE after looking up some issues I was having. I became a member. I went to the DC conference and fell in love with this organization and all that it could teach me. I have been involved on a high level ever since.

Q. What makes a great leader?

Being able to coach or teach a diverse group. Everyone can learn, but not everyone can teach!

Q. What book has influenced you most?

The Way of the Shepherd: 7 Ancient Secrets to Managing Productive People. Authors are Kevin Leman and William Pentak. It talks about knowing your flock. It talks about shepherding them. If it is greatness you want, then it is greatness you should give. It talks about your heart, your character and your priorities. That leadership

is not just about the latest fad happening in business today, but about these seven simple principles.

Q. What's the most rewarding part of your job?

"Sending the elevator back down." I have this on my wall: "If you are lucky enough to do well then you have the responsibility to send the elevator back down." I love to teach and I love to see people succeed.

Q. If you could meet anyone, living or dead, who would you meet?

Eleanor Roosevelt! She was way ahead of her time. She had a great mind and was a leader among women in a time when that wasn't so popular. She did this with great respect and was able to relate to the people she served. My favorite quote from her is "The future belongs to those that believe in the beauty of their dreams."

Q. Who is your role model and why?

This is a hard one for me. I am going to say it would probably be Steve Borowski, my first director. He took a chance on me and he knew when he did he would have to

mentor me and teach me to be the servant leader I am today. I learned a lot under him. Both good and bad lessons, but lessons nonetheless. That is what I call success. My success is directly related to him allowing me to grow and teaching me along the way. This may surprise him, I don't think I have ever really told him this.

Q. Tell me about an accomplishment that you consider to be the most significant in your career.

Personally it is being appointed as a board member to AHE. It allows me to give back all that I have been given and to teach others what I have been able to learn.

Q. If you could take only three items with you to a deserted island, what would they be?

I would take some fire starter stuff, a knife and some fishing string. LOL!! It's all about survival!

FUN FACTS

FAMILY: I have three beautiful and wonderful children that are all married and live in Wisconsin. I have two amazing grandchildren, Lilly and Cashton, that are my pride and joy. I have a wonderful and supportive husband, and we have been married 30 years this April.

PETS: I have an English Bulldog named Brutus and a peekapoo named Skeeter.

LAST BOOK READ: *To Be Sung Underwater.* Author, Tom McNeal.

FAVORITE BAND/MUSICIAN: Vince Gill and the Eagles.

DREAM LUNCH PARTNER: My dad.

MEMBER OF AHE SINCE: 12/18/2008



At-Large Board Member

LISA FORD, CHESP
DISTRICT MANAGER
SODEXO
FEASTERVILLE, PA

Q. Tell us a little bit about how you got started in environmental services and with AHE.

I started out working as a manager at Hahnemann University Hospital in Philadelphia. I worked there for six years on every shift in every position but director. (I highly recommend that every environmental services manager works the evening and night shifts for at least part of their career to know all that they do.) I was promoted out of there to my first GM/director position. I have been with Sodexo now for almost 25 years and have grown in so many ways in my career. I am now a district manager for environmental services. This is also my fifth year serving on the AHE board of directors. I love it all!

I attended my first AHE conference in Philadelphia, and I loved it. I was hooked from then on in! I got involved at the local level on the GPAHE board and really enjoyed it.

Q. What makes a great leader?

Passion, knowledge, tenacity, patience, courage, creativity, vision, and the ability to engage and believe in people (sometimes seeing possibilities for them that they aren't able to see yet).

Q. What book has influenced you most?

Cheryl Sandberg: *Lean In*

Q. What's the most rewarding part of your job?

The most rewarding part is helping others to grow and develop. In my position, I have the ability to impact so many people's lives...patients, as well as our managers and employees. I also love to be a support to our environmental services industry by mentoring new managers and build our industry's future.

Q. If you could meet anyone, living or dead, who would you meet?

Walt Disney — business perspective.
All three of the Bee Gees — fun!

Q. Who is your role model and why?

My role models are my parents. My dad grew up in a boy's home with very little and my mom with not much more. You would never know this from what they have done for me in my life. I became a single mom seven years ago, and at the time my

kids were 1.5 and 3.5. I didn't know how I would be able to manage a house, a career and being a mom of two very young boys. My parents would be there every night after I would get done work to help get me through. Sometimes they would help me get the boys to daycare in the morning. On Saturdays, they would show up in our driveway and tell me that we were going on a road trip. They did whatever it took to keep me going. Because of them, I didn't skip a beat with my responsibilities. When I got down about things, my mom would say, "let's get dinner started" or "let's get the baths started." Giving up was not an option. I had a lot of responsibility and grew even more in my job because of their support. They taught me more tenacity and gave me strength I did not know I had. Today, my parents still visit a lot, but their jobs have lessened. They are still the spoiling grandparents, but have to be less parental support. I will never forget what they did for us and tell them quite often how very grateful I am for them. I now know that they were really just making sure I kept working so I would pay the mortgage and not move back in with them!

Q. Tell me about an accomplishment that you consider to be the most significant in your career.

So far, the most significant accomplishment in my career would be getting my position as district manager with Sodexo, as well as my position on the AHE board of directors.

If you could take only three items with you to a deserted island, what would they be?

My photo albums, a pan to cook with, and my blow dryer with very long extension cord.

FUN FACTS

FAMILY: Single mom of two sons; two great parents; one sister/brother-in-law and two nieces.

PETS: None now, but still looking for the lost hermit crab!

LAST BOOK READ: Instruction manual for the generator during the snow storm; *Lean In*.

FAVORITE BAND/MUSICIAN: Aerosmith and The Tramps.

DREAM LUNCH PARTNER: John Travolta or Ray Liotta.



At-Large Board Member

DOUG ROTHERMEL,
MBA, CHESP, DIRECTOR OF
ENVIRONMENTAL SERVICES
ST. JOSEPH'S HOSPITAL
TAMPA, FLORIDA

Q. Tell us a little bit about how you got started in environmental services and with AHE.

After serving in the Air Force for nine years, I went to a job fair at Sheppard Air Force Base. There I met a recruiter for a management company, and I signed-on with the

company. That tour lasted five years, and I've been working in the industry ever since. I found AHE while working in Dallas, and it's been a rewarding part of my personal and professional development.

Q. What makes a great leader?

Someone who is a good listener, compassionate, and not afraid to lead when it's necessary.

Q. What book has influenced you most?

The Total Money Makeover by Dave Ramsey.

Q. What's the most rewarding part of your job?

Seeing the people I work with every day is rewarding. It feels like I'm working with a family.

Q. If you could meet anyone, living or dead, who would you meet?

Steve Jobs

Q. Who is your role model and why?

There are many — Tony Dungy, Dan Miller, Thomas Stanley.

Q. Tell me about an accomplishment that you consider to be the most significant in your career.

The most significant accomplishment is seeing our team members find success, either in our department or by getting promoted somewhere else in the hospital. Around Christmastime, they will stop-by to say thank you and wish us well. It's very rewarding to me and my team.

FUN FACTS

FAMILY: My wife Denise (we have been married for 28 years); son Alan (24); and son Jeffrey (19).

PETS: None.

LAST BOOK READ: *The Mentor Leader* by Tony Dungy.

FAVORITE BAND/MUSICIAN: Billy Joel.

DREAM LUNCH PARTNER: Gen. Colin Powell.

MEMBER OF AHE SINCE: 2001



At-Large Board Member

BRAD M. WINNIE MBA CHESP
ENVIRONMENTAL SERVICES MANAGER
AURORA SINAI MEDICAL CENTER
MILWAUKEE, WISCONSIN

Q. Tell us a little bit about how you got started in environmental services and with AHE.

I was lucky enough to take a part-time position

in the cleaning company where my mother worked. It was a great decision to move from cleaner, to manager, to company owner and then progress to healthcare leadership. I was excited when my contract management company was involved with AHE and I became as active in the membership as I could be.

Q. What makes a great leader?

A good leader should allow their teams to be as active as they can be. Never micro-manage or look over shoulders. Set the expectations and let people make you proud.

Q. What book has influenced you most?

Dale Carnegie: *How to Win Friends & Influence People*.

Q. What's the most rewarding part of your job?

I love the look of a clean and organized facility and the challenges of accomplishing it. To go home at night and know that you and your teams have provided the clean and sanitary facility for our caregivers and patients makes it so much more than a job.

Q. If you could meet anyone, living or dead, who would you meet?

Bill Gates.

Q. Who is your role model and why?

My father. A man who has instilled ethics and values to all his sons and people he knows.

Q. Tell me about an accomplishment that you consider to be the most significant in your career.

I am proud to say that I have completed my MBA. I would not have had any interest in obtaining my degrees if it was not for my healthcare career. It gave me the push I needed to do the job that I enjoy.

FUN FACTS

FAMILY: I watch over my father, have two older brothers in OH and NC, and live with my partner.

PETS: None presently.

LAST BOOK READ: *Drive: The Surprising Truth About What Motivates Us*, by Daniel Pink.

FAVORITE BAND/MUSICIAN: ABBA. Who can remain seated when an ABBA song comes on?

DREAM LUNCH PARTNER: Steve Wynn. I would love to hear his great Las Vegas stories and how his business leadership has built an empire.

MEMBER OF AHE SINCE: 2004