

# YOU ARE ESSENTIAL TO US ALWAYS. HAPPY HOLIDAYS

## PRESIDENT'S NOTE LOOKING TO 2021

The pandemic has taught us to enjoy today, that the future is not a given, and that life can change in the blink of an eye. I don't know anyone who can't wait for 2020 to fade in the rearview mirror.

With the introduction of a COVID vaccine, 2021 brings hope for a better year.

As healthcare engineers, our primary mission is to provide a safe environment for our patients and staff. This year, with all the chaos, I have truly gained a higher level of respect for my staff. With all that's been thrown at them, they remain intrepid. They keep doing the tasks required, responding to the day-to-day work orders, and fulfilling all the special requests.

I'm reminded of a great NCHEA tagline. Rick Holmes coined the phrase, "Together We Can". Those words continue to resonate with me. Healthcare engineers are so much better when we embrace all the resources around us. This year has truly emphasized how important it is to work together.

The main goal of NCHEA is to support healthcare engineers through education, yet NCHEA is so much more. A price can't be placed on the value one gains by being active in the association. Interaction with associate members, updates from the state, technology trends, and district camaraderie are just a few of the benefits.

As 2020 closes the door, the hope of a better year arrives. Let's remember each other and support each other. Remember our mission to protect our patients

and staff and be appreciative of all the support that is available to us.

Merry Christmas. Remember to stay safe. My prayer for this Christmas is that everyone finds the joy and peace of the season.

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## NCHEA & VENDORS SAME TEAM, SAME GOAL

What a year this has been. Who would've ever imagined a year ago that the term "social distancing" would be a catch phrase and six-foot distancing would be normal? Everyone has made the adjustment in one form or another and the NCHEA Conferences were no exception.

Under normal circumstances, a lot of work goes into setting up the conferences. This year's caveat created new challenges that were difficult, but with your assistance and support we were able to make the transition and have conferences that were better than ever. We were able to utilize technology in new ways and bring the conferences to members like never before.

*continued on page 4*

## STAYING CONNECTED

Staying connected with our NCHEA members across four districts this past year has presented an opportunity for NCHEA leadership to be creative in bringing meetings and education events to the members. Since the pandemic (and the Spring Seminar) all four districts have had meetings virtually via Zoom, Microsoft Teams, and WebEx. There were also a couple in-person events including a golf outing that had a virtual component for those who could not attend. All in-person events adhered to COVID safety guidelines including wearing masks and social distancing.

*continued on page 3*



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# DISTRICT NEWS



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## District II News

On October 14, District II held their meeting virtually and began with two presentations regarding COVID. The first was given by Mike Cooke and Bill Payne on the topic of Finding Balance in the COVID era. Jose Torres gave the second presentation on Planning for the Second Wave.

The discussion portion of the meeting covered several major topics, including the future of virtual meetings. While in-person meetings are preferable, virtual is safer and often the only option as many healthcare facilities still have a zero travel policy in effect, as well as a work at home policy. This is true for the newly merged system of Wake Forest Baptist Health and Atrium Health which now oversees 18 counties. The merger was a big topic of discussion as it will play an exciting role in education and healthcare that will be a significant shift in High Point and the surrounding communities.

Another merger reviewed was that of Cone Health and Sentara Healthcare. This discussion led to the topic of how the future of healthcare is moving toward better long-term care for communities. District II Chair Christine Trethaway Fariss commented, "Inevitably, COVID is a common thread that weaves its way into every single conversation. At the board meetings, we discuss long-term care facilities and skilled nursing facilities and how we can share best practices and information to equip them to respond better regularly and in the face of COVID."

District II has been working on orienting their education portions of the meetings around modifying air handling systems and mechanical systems in an effort to better support the safety of patients and staff as well as hospitals' responses to COVID.

At the next meeting in January, there will be an open forum and dialogue on what members want to be educated on. There's been

## District I News

District I held a virtual meeting for Full Healthcare Members on September 22. The leadership reached out to its members for ideas on how they could better engage and educate, and what kind of networking opportunities members were looking for. They also focused on spreading the location of in-person meetings outside of Mecklenburg and Gaston County.

On October 30, District I held a combined in-person and virtual Quarterly Meeting where the leadership began with providing district and state updates. They then launched into education sessions including an introduction to low voltage capabilities, life safety regulatory compliance, and trends in the construction industry.

Looking ahead to next year, District I Chair Clarence Jones said they have a "goal of increasing CHE applications for those eligible members. We also want to focus on sharing knowledge across our different organizations."

*continued from District II report* Christine Trethaway

feedback that people are hungry to learn something outside of COVID. Christine Trethaway Fariss stated, "I think there could be more focus on the intersection between the human component and the built environment because so much of it is flow and throughput. As facilities managers, it would be interesting to dive a little deeper and outline some ways that we can improve that process."

She's interested to see if her intuition is correct and the outcome of the open discussion is that people want to learn more about the movement instead of only the buildings.



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## District III & IV News

Districts III and IV held a combined meeting over the summer. Joe Buri, District IV Chair, opened the quarterly Zoom meeting by thanking the sponsors and those who helped facilitate this first joint session. Matthew Olson (District III Chair) and Larry Holder co-hosted.

They discussed updates on the then-upcoming virtual Annual Conference and held two education sessions. Joe Buri gave a presentation titled, "Insight on Challenges/Response to COVID-19 in the Early Days from a Hospital System". The next presentation, given by Charlie Waddell (Founder and CTO of Global Plasma Solutions), was on how to make HVAC systems pandemic-ready using needlepoint bipolar ionization.

During the breakout sessions, District IV discussed award recipient nominations, leadership, and scholarships. According to Joe Buri, "We're always looking for new leaders and for some of our members to step up into leadership roles. Through the scholarships, we're trying to bring more people along."

The most recent meeting for District IV took place on November 5 via Zoom. A major topic of discussion was planning for next year's events. The 2021 Spring Seminar will be held virtually on March 17-19 at Pinehurst Resort, with pre-recorded speakers and some live-streaming. The Cradle Fundraiser will be on March 17.

For the 2021 Annual Conference, held August 17-20, NCHEA is currently planning for on-site attendance with an on demand virtual option, and the Golf Tournament will take place on August 17.

After the discussion on events, Peter Martin, President of Gosselin/Martin Associates, gave a presentation titled, "The Facility Director's Toolbox". He went over the impact of COVID and what he sees for the future after COVID. Due to technical difficulties, the presentation was cut short, but Peter has offered to continue it at the next district meeting.

Looking into the future, Joe Buri commented, "Some healthcare professionals have left during the COVID situation and there's another big exodus planned after COVID, with professionals moving into retirement. For those who want to move up, there will be wonderful opportunities."

## STAYING CONNECTED

*continued from page 1* Debbie Kiss Gilbert, CPSM

Districts III and IV bravely hosted the first joint virtual meeting that included education and voting! The meeting went well (though there were a few hiccups along the way) and it gave us confidence to encourage the other districts to follow suit.

What is very clear, NCHEA Full Members and Associate Members miss seeing each other in person. Until things are back to "normal" or the "new normal" we will continue to find ways to bring value to our membership and stay connected.

We want to hear from you on how we may provide more value from education topics to fun virtual social events. Feel free to email me, Debbie Kiss Gilbert, with your thoughts at [dgilbert@espassociates.com](mailto:dgilbert@espassociates.com).

Growing our NCHEA membership is a goal for 2021. We really want to bring in more long-term care facility members. If you know of any long-term care facilities personnel to reach out to, let us know and we can make the call. Or, we can invite them to attend our next meeting to help them get to know NCHEA.

Thank you to our Full Members and Associate Members for your willingness to move forward with meetings. And a big kudos to our Associate Members for your continued support and sponsorships.

Wishing you all a safe, healthy holiday and a Happy New Year!



**NCHEA VIRTUAL SPRING SEMINAR  
MARCH 17-19, 2021  
PINEHURST RESORT**

*continued from page 1* Tye Frost

Vendor support and sponsorships help provide the training and regulatory updates that keep NCHEA members current on changes in our industry. With the challenges we're all facing on the healthcare forefront, we need each other now more than ever. Each vendor has an expertise and dedication to their field that allows us to deliver the same level of excellence to our customers. We're all on the same team, with the same goal of making sure that we deliver the expectation.

Thank you again for all that you do.

**We invite you to join our existing Spring Sponsorships listed below. *(current at time of printing)***  
**WE HAVE RE-ENGINEERED OUR SPONSOR STRUCTURE TO ADAPT TO THE VIRTUAL WORLD!**  
**REVIEW NEW BENEFITS ON NEXT PAGE**

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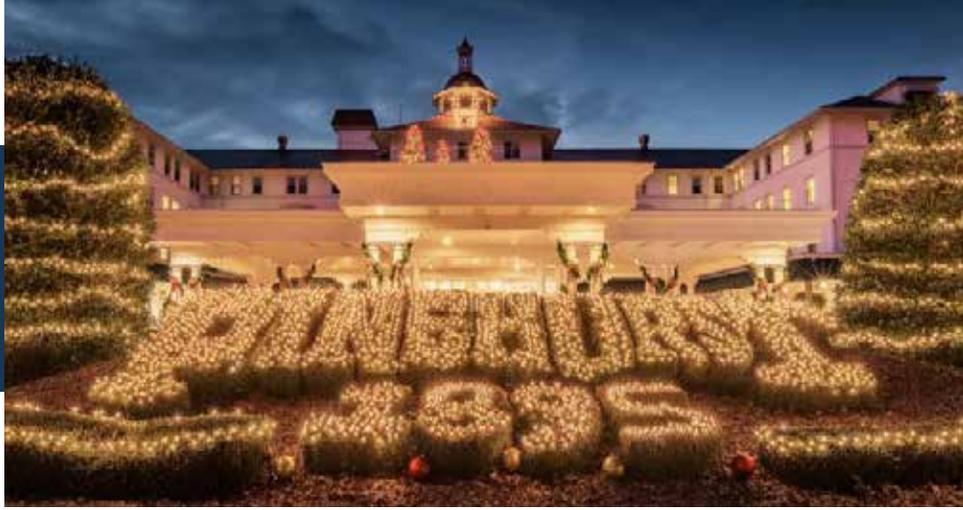


**BUILDER SPONSORS**



**NCHEA VIRTUAL Spring Seminar  
MARCH 17-19, 2021  
Pinehurst Resort | Pinehurst, North Carolina**

**2021 NCHEA 69th Annual Conference & Exhibition  
August 17-20, 2021  
OMNI Grove Park Inn | Asheville, NC**



PINEHURST RESORT, PINEHURST, NC | MARCH 17-19, 2021  
**SPRING SEMINAR SPONSORSHIP BENEFITS**  
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CONNECT with CUSTOMERS | PROMOTE YOUR BRAND | MEET OUR MEMBERS

NCHEA invites you to participate as a sponsor at our 2021 VIRTUAL\* SPRING SEMINAR EVENTS .

NCHEA Spring Seminar has changed to adapt to the world's safe practices for events and we've taken this opportunity to redesign our sponsorship options to virtual and live streaming ideas to help promote your company's presence.

As an event sponsor, we will not only highlight your business to NCHEA members, we have options to meet a variety of budget requirements and increase your company's visibility, these options reinforce your presence and deliver greater brand recognition, even after the NCHEA Event is over. ON DEMAND EDUCATION allows for extended recognition time on our website and education app.

*\*We will have the Cradle FUNdraiser event and as regulations allow, physical attendees onsite.*

**ALL SPRING SEMINAR SPONSORS WILL RECEIVE THE FOLLOWING BENEFITS** \*\*subject to print deadlines



NCHEA will designate your company as a sponsor of the 2021 Spring Seminar on the NCHEA website.



You will be recognized as a sponsor on spring seminar promotional materials.



Your logo and/or company name will be included on select emails to our membership



Your logo and description will be on our NCHEA EVENT APP with hyperlinks to sponsor website

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**\$2500** [LIMITED to FIVE (5)]

Added Benefits

- + **FOUR** VIRTUAL/ON DEMAND EDUCATION PASSES
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**\$1500** [LIMITED to FIVE (5)]

Added Benefits

- + **TWO** VIRTUAL/ON DEMAND EDUCATION PASSES
- + **15 sec Promotion video** supplied by the sponsor

**BUILDER SPONSOR**

**\$600** [UNLIMITED]

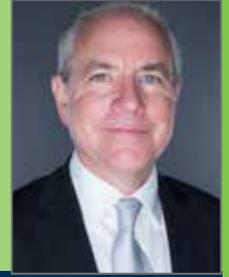
Added Benefits

- + **ONE (1)** VIRTUAL/ON DEMAND EDUCATION PASS
- + Added to loop "bumper" video

**Easy Online sign up!**

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## Atrium Health Cleveland: 2020 Energy Champion Award Winner



Atrium Health Cleveland, located in Shelby, N.C. and part of the Atrium Health system, is the winner of the 2020 Energy to Care Energy Champion Award. The hospital facility received this award in recognition of significant energy efficiency gains — the result of capital and operational investments, a committed plant operations and maintenance staff, and the fostering of a culture that brought together energy savings and patient care. Atrium Health Cleveland has made great strides in energy efficiency in the last decade. In 2011, the facility's ENERGY STAR® score was 2, and in August 2020 it achieved ENERGY STAR certification with a score of 77. A renewed focus on energy reduction, along with staff engagement and leadership support, has led to impressive outcomes. Over the two-year period from January 2018 to December 2019, Atrium Health Cleveland's energy consumption and costs decreased significantly. Monthly energy use at the facility dropped over 27%, from 11.7 million kBtus to 8.5 million, and energy costs decreased over 25%, from \$150,000 per month to \$112,000.

These energy savings accomplishments were the result of a combination of capital and staff investments. An energy plant upgrade in 2018 contributed to the 19% decrease in energy use intensity by the end of the following year. The upgrade project included a 1,200-ton chiller, an 800-ton heat exchanger, three cooling towers and new sequences of operation to optimize the efficiency of the system. Numerous additional operations improvements have helped boost the facility's energy efficiency, including schedules and occupied/unoccupied set points in all non-acute spaces; tighter thermostat dead bands; discharge air temperature resets on all air-handling units (AHUs); heating water resets; lower plant steam pressure; lower AHU static pressure; balancing, calibration and repair of variable air volume boxes; AHU damper and valve control calibration; T8 LED lamp replacements; and installation of motion detectors. The plant operations and maintenance team is supported by Atrium Health's Enterprise Energy Management Program, which includes dedicated professionals specializing in building automation controls and energy monitoring. Joe Ross, director and senior service line leader at Atrium Health, says that the renewed focus on energy reduction was a way to put into action the energy savings lessons learned from other facilities in the system. But as Atrium Health

Cleveland embarked on its energy management journey, he also saw a chance to use new and creative approaches tailored to the facility that had the potential to yield significant results. "We started on the ground floor and looked at each piece of equipment to see how we could make it more efficient," Ross says. "Our strategy is to look at the facility needs, the opportunities and the available equipment and to think about how to make the most of what we have. For example, if a unit isn't occupied 24/7, is there something we can do from a scheduling standpoint? For pneumatic controls, are there things we can do when the system is not in operations?"

The plant operations and maintenance staff has been integral to Atrium Health Cleveland's energy efficiency success. High teammate engagement has helped integrate energy efficiency into the daily work of staff. As team members see progress, through metrics such as the ENERGY STAR Portfolio Manager and the Energy to Care Dashboard, they become even more invested in achieving operational excellence through energy efficiency. Atrium Health Cleveland did not start with a major capital project and the goal to reduce consumption by a certain amount. Instead, the program developed through an organizational shift in the mindset around energy savings and ways to provide a safe and comfortable environment with available equipment. The plant operations and maintenance staff stepped up to this challenge by identifying opportunities that required minimal capital up front. Ross also points to the time invested in understanding the passions and skill sets of team members in order to maximize their contributions to the program. "The energy successes at Atrium Health Cleveland are indicative of these efforts to evaluate the team," he says. "The energy savings results are just a manifestation of finding the right role for each person. People love what they do, and this facility has been very successful in this regard." Atrium Health's Energy Connect program also helped bolster staff engagement. This multiyear energy efficiency training program is a partnership with the University of North Carolina to provide advanced training to plant operations and maintenance staff. Through Energy Connect, two Atrium Health Cleveland team members received over 50 hours of site-based training. These Energy Performance Experts now provide leadership on energy optimization, ongoing commissioning, and fault detection and resolution, in addition to inspiring and encouraging their teammates. This staff engagement



reflects a broader shift in culture at Atrium Health Cleveland, where energy efficiency efforts now reflect a collaborative process that involves leadership at all levels, facility administration, clinical staff and vendors. In addition, energy savings and patient care are no longer considered mutually exclusive goals. The focus instead is on providing high-quality patient care while also promoting energy-efficient operations. The facility's energy savings efforts have resulted in improved occupant satisfaction and fewer complaints. In addition to the energy savings, the prolonged lifespan of equipment and the decrease in needed repairs have resulted in additional cost savings. Energy efficiency has supported patient care by providing funds for renovating clinical spaces, purchasing new equipment and offering more affordable hospital services to the community. Atrium Health Cleveland reached three of its major energy goals this year when it received ENERGY STAR certification, an Energy to Care Award and the Energy Champion Award. By the end of August 2020, the facility had also reduced its energy consumption by another 6%. These achievements, however, are milestones in an ongoing and evolving energy management program that strives to lower energy consumption year over year and seek out new opportunities to improve energy efficiency. "We've always approached things from the bottom up and asked what we can do better today than yesterday," Ross says. "The team is less concerned with a particular end goal. As a result, the Atrium Health Cleveland team is just as excited now as it was when our energy savings journey started two years ago."



CONE HEALTH

Cone Health was recognized at the International Hospital Federation Beyond the Call of Duty for COVID-19 Program for its COVID-19 response action plan along with 103 hospitals worldwide from 28 countries.

"Opening this Green Valley campus in only 28 days and doing what we have done consistently day in and day out ever since has required valiant effort from our staff," says Debbie Cunningham, DNP, RN, Cone Health senior vice president. "This recognition is international validation for what we are doing for our local community."



## Lunch & Learn Series: Constrained Operations: Insight on how operational intelligence can support Availability, Efficiency and Resilience

Event Format: **Webinar**

Date: **Thu, Feb 04, 2021, 12:00 PM – Thu, Feb 04, 2021, 01:00 PM**

Event Host: **ASHE**

Open To **Non-members**

Speaker(s):

**Dr. Eoin O'Driscoll, PhD, Bachelor of Science**

**Scott Smith, Industry Principal for Facilities and Data Centers, OSIsoft**

**Description:**

As the operator of a healthcare facility, our primary mission is to reliably provide a safe environment for the delivery of healthcare services. We have our own unique challenges that deal with patient comfort, critical operating space requirements, all while having to manage energy costs and reporting requirements. On top of this we must prepare for the next crisis, the next storm, or the next power outage. During this webinar, we will share how the centralization of operational data coupled with advanced analytics provides a level of insight and intelligence that can meet these challenges. This webinar will describe how a single operational data platform can streamline Joint Commission reporting, simplify facilities/utilities monitoring, support more effective maintenance practices, and improve overall facility resilience.

**Learning Objectives:**

- Identify objectives and use cases that will meet individual healthcare facilities needs and how data will define previously unknown priorities.
- Define how situational awareness is a foundational requirement for operational intelligence
- How to use data to maximize efficiency and predict future operating parameters
- IT/OT - How to leverage IT security best practices to secure the operational control systems

\*Lunch and Learn webinars are not eligible for CECs or contact hours.



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**BOARD MEETING | FRIDAY, JAN 15, 2021**

**Pinehurst Resort, ROSS/TUFTS ROOM, 9:30 am - 3:30 pm**

Thursday, Jan 14 - 2:00 pm - 4:30 pm - Planning Committee

Friday, Jan 15 - 9:30 am - 3:30 pm - Board Meeting w/lunch - ZOOM available