

Today's Speaker



Thomas C. Dolan, PhD, FACHE, CAE

Thomas C. Dolan, PhD, FACHE, CAE, is president and chief executive officer of the American College of Healthcare Executives, an international professional society of more than 30,000 health care executives who lead hospitals, health care systems, and other health care organizations.

With comprehensive programs in credentialing, education, career counseling, publications, and research, ACHE works toward its goal of being the premier professional society for health care executives dedicated to improving health care delivery.

Before his appointment as president and CEO, Dr. Dolan served as ACHE's executive vice president. Prior to joining ACHE, he held a variety of teaching, research, and administrative positions at St. Louis University, the University of Missouri-Columbia, the University of Washington, and the University of Iowa.

He has served as chair of the American Society of Association Executives, Association of University Programs in Health Administration, the Association Forum of Chicagoland, and the Institute for Diversity in Health Management. He has also served as president of the Mental Health Association in Missouri and as a member of the board of trustees of Alexian Brothers Hospital in St. Louis. Dr. Dolan currently serves as immediate past chairman of the American Society of Association Executives and is on the board of the International Hospital Federation.

Dr. Dolan has been listed annually on *Modern Healthcare's 100 Most Powerful People In Healthcare* list since its inception in 2002. He has received the Samuel D. Shapiro Award from the Association Forum of Chicagoland, the Distinguished Alumni Achievement Award from The University of Iowa, the Leadership Award from the Institute for Diversity in Health Management, the Workplace Partnership for Life Association Leadership Award from the U.S. Department of Health and Human Services and is a member of the Order of Military Medical Merit. He is also an honorary alumnus of the Army-Baylor University, University of Iowa, and Ohio State University health administration programs.

He is board certified in health care management and a Fellow of both the American College of Healthcare Executives and the American Society of Association Executives. Dr. Dolan is a Certified Association Executive. He received his Doctorate in hospital and health administration from the University of Iowa and his Bachelor's degree from Loyola University in Chicago.



2009 awards

Presented at the WHA Annual Convention

September 25, 2009

Grand Geneva Resort, Lake Geneva

American College of Healthcare Executives Presents:

*Regent's Senior Level
Healthcare Executive Award*

*Regent's Early Career
Healthcare Executive Award*

Regent's Senior Level Health Care Executive Award



William E. Bestor, FACHE

William E. Bestor, FACHE, has been chosen to receive the 2009 ACHE Regent's Senior-Level Healthcare Executive Award. Bill is the retired president and chief executive officer of Community Memorial Hospital in Menomonee Falls, and he joined the American College of Healthcare Executives in 1988.

He recently retired after serving 32 years with Community Health Care Services (Community Memorial Hospital, Community Memorial Foundation, and Community Outpatient Health Services). Bill initially joined the organization as director of fiscal services, progressed to the vice president role, worked as the executive vice president and CFO, and the past eight and one-half years as president and CEO. Bill was instrumental in supporting the development of quality care and quality of life for members of the communities served by Community Health Care Services. Expansion of the facilities occurred under his leadership and included the creation of the Heart and Vascular Center and the opening of a new Women's Health Center. Partnerships with other organizations enhanced the provision of behavioral health services, ambulatory surgery services, home care and hospice services, and skilled nursing caring. He served as a preceptor for administrative fellows within the Froedtert & Community Health regional health care system. He actively worked with the future health care executive students from the University of Wisconsin at Milwaukee undergraduate program, in conjunction with the Wisconsin Chapter of ACHE job shadowing program.

Bill provided valuable leadership as a member of the Wisconsin Hospital Association (WHA) Board of Directors, the WHA Financial Solutions Board, and the WHA Information Center Board of Advisors. Additionally, he served several terms on WHA's Council on Finance and Payment.

He has been supportive of the work of ACHE in Wisconsin, actively participating in chapter activities, sharing his knowledge with others, and supporting the Wisconsin Chapter's networking and educational forums.

Regent's Early Career Healthcare Executive Award



Andrew M. Hillig

Andrew M. Hillig has been chosen to receive the 2009 ACHE Regent's Early Career Healthcare Executive Award. Andy is the director of operations and staffing efficiency with the Wheaton Franciscan Healthcare System, responsible for identifying improvement initiatives within the health care system. Through the use of Lean and Six Sigma, he works with

department and senior leadership to advance the culture of excellence, improvement, and stewardship in the workplace. Areas of focus include patient access, customer service, design and implementation of best practices and standard processes, and revenue cycle operations. He has been a member of ACHE since 2005.

Andy received his Bachelor of Science degree in clinical laboratory science from the University of Wisconsin at Madison and his Master of Business Administration degree from the University of Wisconsin at Whitewater.

He serves on the Wisconsin Chapter of ACHE program committee, and as the chapter has regionalized the delivery of educational offerings throughout Wisconsin, Andy has served as one of the educational coordinators of the Metro Milwaukee area regional program committee. He has coordinated several Category 1 ACHE panel discussions at both the Wisconsin Rural Health Conference and the WHA Annual Convention. He is currently assisting with the development of the Wisconsin Chapter of ACHE sponsorship committee. Most recently, Andy has worked to develop the Wisconsin Young Careerists Program, which includes networking events for younger health care professionals. He will be speaking at the National ACHE Chapter Leaders Conference in October 2009. He also joined the Wisconsin Chapter of ACHE Board of Directors in 2009.