



Medical

FEATURED PROFESSIONAL



CHAPTERS
HEALTH SYSTEM
LEARNING

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How did you get your start in medicine?

Service to others has been a lifelong passion and when coupled with my love of the sciences, it was something I knew early on I had an ambition for pursuing.

What makes your organization unique in our community?

At Chapters Health System, we have the opportunity daily to truly create a special experience for our community members, at the most vulnerable moments in their lives. The team-based approach truly focuses on the entire patient and family.

What are your goals for your organization?

We focus intensely on creating an unparalleled work environment for our team. By taking outstanding care of them, they are free to focus on the patients. Be caring for patients or caring for those who do, that's the mantra within our company.

What are your goals for your patients?

When we can leave their families with meaningful memories of their experience as opposed to a sense of just having gone through the process — that is how we define success.

What is the culture that you infuse into your organization?

Our culture is captured in the statement “be caring for patients or caring for those who do.” It is the essence of simplicity and focus. All meaningful work should somehow tie to one of those two elements.

Are there some practical actions you've initiated to make patients have a more productive experience? What motivates you?

The realization that people need us — that somehow I can play a small role in improving someone else's life if I just do one more thing, that one more push...that's what motivates me. It makes a difference. We can all make a difference. In the end, what you leave behind has to have meaning and to have the opportunity every day is a responsibility that can't be ignored.

What concerns, if any, keep you up at night?

There is always that nagging, did I do enough? What more can I do? There is an insatiable urge to find another burst and keep pushing.

How do you maintain a balanced life outside of work?

Balance is a funny word. What I've learned about myself as I've grown is that balance is a fleeting thing. I have so many passions: work, family, sports and faith. I am not sure I will ever strike a balance but as someone who thrives on doing many things at once and having so many meaningful pursuits, it is a puzzle I really enjoy trying to solve.



Impromptu moment to recognize members of the Learning Team for the efforts.



Have you ever been close to quitting or changing careers? How did you stay engaged and push through?

Of course, I think almost everyone has been tempted at some point to throw in the towel. Very few get into healthcare for selfish reasons. In the end, you find that strength to keep going because people are counting on you. I will fail to properly give credit to the author but one of my favorite quotes is “run, if you can’t run walk, if you can’t walk then crawl, but whatever you do, just keep moving forward.”

In what ways do you hope to see healthcare evolve in the future?

I’d say numerous times if we, as a healthcare society, are to truly evolve, we have to keep the push on to treat the whole person. A person is so much more than the sum



of their medical parts. There is a spirit, a life, a soul. And until we can treat all those with the same expertise and investment we do to the physical body, we are leaving opportunity on the table.

What methods do you employ to keep improving your knowledge and experience? If you could offer any advice to younger healthcare providers, what would it be?

I come from a unique angle not being a clinician myself. It is from that lens that I offer the following. Always be seeking out knowledge, always be seeking out experience. No one, independent of their expertise, degree, age or background, is the total package. We all have areas we can contribute and areas we can learn. To

be an autodidact and in essence constantly pursue self-learning, whether academic or experiential is critical to one’s total fulfillment. I love the quote “when’s the last time you did something for the first time?” There is a lot of momentum in that quote.

What should primary care physicians or referring practitioners know about your specialty?

The manner in which end-of-life care has functioned for so long holds so many good lessons for all areas of medicine. Inter-

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Always finding opportunities to engage with employees!

disciplinary, holistic, team-based care that addresses all areas of the patient's life returns such terrific outcomes while managing to be highly cost-effective. A lot of what we need in the future is in that equation.

COVID-19, what lessons have you learned? Is there anything that you'll bring to the future of your organization?

The entire COVID-19 experience has really highlighted the fact that there is emergency preparedness and emergency response. While I can't predict everything, it behooves one to have a proactive approach to how your organization is prepared. Whether a natural disaster or a business emergency, being prepared versus hoping your response mechanism are good enough are two very different approaches.

If you were not in healthcare, what other profession do you think you would have chosen?

It's been my lifelong ambition to be able to teach one day. I've been fortunate enough to have had some amazing educators in my life and the difference they can make is profound. If I could impact even one person's life the way I've been impacted, it would all be worth it.





PERSONAL QUESTIONS

Care to share about your family?

While I like to remain a private person, I am very fortunate to have a wonderful, supportive family with a wife who is a tremendous career woman herself and two terrific kids. We are all pet people so our extended family is quite large when you count the four-legged members of the family.

When you were younger, what did you think you were going to be when you "grew up"?

What was your first job?

My first job was a paper route. For those in the audience old enough to remember when that existed. As for what I wanted to be when I grew up, I'm still working on that... haha. I did at one point work at a wastewater treatment facility – literally shoveling, well, you know what!

Are you more of an indoors or outdoors person?

I would absolutely classify myself as an outdoors person. But maybe a better description is a person always on the go. I don't do well idle.

What was the last book you really got into?

I took the window that COVID-19 afforded to re-read all of Chuck Klosterman's works. Sometimes you feel like someone out there really can speak for you. His work does that for me.







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What movie could you watch on an endless loop?

I feel like this one is going to get some laughs but if you turned on “Point Break” and never turned it off, you’d make me a pretty happy guy.

FUN FACTS:

TP over or under: Over – undoubtedly
Is a hot dog a sandwich? YES – it is meat between bread. I also used to work at a hot dog joint so I may be biased.

Pet peeve: Improper grammar. Can I add another, side by side, slow drivers on the highway!

Glass half-full or half-empty? 3/4 full
Healthcare is...a huge opportunity to make a difference in the life of someone else.

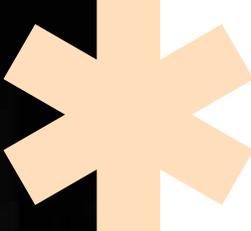
FAST FACTS:

Andrew completed his undergraduate degree cum laude at the University of Toledo, with a Bachelor of Science in Clinical Exercise Science and Cardiac Rehabili-

tation. He received his Master of Business Administration from the Ken Blanchard College of Business at Grand Canyon University in Phoenix. He holds his Fellowship from the American College of Healthcare Executives and is a Certified Hospice and Palliative Care Administrator. In addition, he has certifications from the Duke University Palliative Care Partnership and the Hospice Education Network. ✳



Doing what he loves: Completing Ironman Competition



“A person is so much more than the sum of their medical parts. There is a spirit, a life, a soul. And until we can treat all those with the same expertise and investment we do to the physical body, we are leaving opportunity on the table.”