



SERVICE PROJECT 12:15 PM – 1:00 PM CENTRAL

Attendees will complete a service project to benefit Military and Veteran Healthcare. Attendees are asked to bring individually packaged snacks, travel sized toiletry items, socks, or other individually packaged items that will be used for the statewide service project. Attendees will enjoy a portable lunch upon completion of the service project.



Derick B. Ziegler, FACHE

Vice President & CEO, West Tennessee Market
Vice President, Hospital and Affiliate Integration
Telehealth and Transformation Executive Sponsor, Baptist Memorial Health
Care Corporation (BMHCC)
Memphis, Tennessee

Ziegler joined BMHCC in August 2008 after serving 23 years on Active Duty in the United States Army, where he retired as a colonel. His initial position at BMHCC was as CEO and Administrator for Baptist Memorial Hospital (BMH) - Union City, Tennessee, a position he held from August 2008 to July 2010. While at BMH – Union City, Modern Healthcare magazine recognized the hospital as the 19th “Best Place to Work in Healthcare.” From August 2010 to June 2014 he served as CEO and Administrator for Baptist Memorial Hospital – Memphis, Tennessee, the 706 bed flagship hospital for BMHCC. While at BMH – Memphis, Becker’s Hospital Review recognized the hospital as one of the “100 Great Hospitals in America” for 2013. From June 2014 – April 2017 he served as Vice President and CEO for Regional Operations, overseeing all hospital related operations for seven hospitals and one nursing home in Tennessee and Mississippi. In his current position as Vice President and CEO for the West Tennessee Market, Ziegler oversees all Baptist hospital operations in West Tennessee. As Vice President for Hospital and Affiliate Integration, he serves as the senior Baptist leader responsible for all hospital and/or affiliate merger and acquisition activities. With the 2017 merger of Mississippi Baptist Health System with BMHCC, Ziegler led the post-merger efforts to integrate the two organizations that realized \$188 million in Synergy savings. As Executive Sponsor for Baptist’s Telehealth program, he oversees the Enterprise Placement Center, the Centralized Patient Transport and Dispatch Center, e-ICU (TeleGuardian), and the Tele-consult hub. As Executive Sponsor for Transformation he spearheaded a comprehensive 36-month cost savings and revenue enhancement engagement with Vizient that to date has realized more than \$40 million in financial improvement for Baptist. Ziegler is a Fellow in the American College of Healthcare Executives; a certified Managed Healthcare Professional, with America’s Health Insurance Plans (AHIP); and a certified Professional in the Academy for Healthcare Management. Ziegler serves on the Mid-South Health Care Executives board where he is also a past-President.



Hien Thu Nguyen, MBA, MHA, VHACM, FAC-P/PM

Assistant Director
VA Memphis Healthcare System

Hien Thu Nguyen, MHA, FACHE, is the Assistant Director VA Memphis Healthcare System. In this role, she serves as the facility's executive oversight of operations and direction of Police and Security, Nutrition and Food Service, Environmental Management, Occupational Safety and Health, VES and Voluntary Service.

Ms. Nguyen has more than 15 years in healthcare administration in Veterans Health Administration leadership roles. Ms. Nguyen started with VA in 2006 as an Administrative Fellow in the Graduate Health Administration Training Program at the VA North Texas Healthcare System. Prior to becoming the Assistant Director at VA Memphis Healthcare System in December 2021, she served at VISN 19 and Southern Nevada Healthcare System as their Chief Compliance and Ethics. She also previously served as VISN 22 Regional Revenue Manager, overseeing revenue and collection operations for the network, Health System Specialist (HSS) for Emergency Department and HSS for Medical Graduate and Employee Education at North Texas Healthcare System.

Ms. Nguyen holds a Master of Healthcare Administration and a Master of Business Administration from The University of Texas in Arlington. She is VHA Certified Fellow Mentor, Lean Six Sigma black-belt, and VHA certified FAC-P/PM.