

Master of Health Administration



As the jammed packed fall semester draws to a close, I am happy to reflect positively on the many wonderful happenings within the MHA program. As briefly touched upon in this newsletter, while the faculty and GAs were focused on the groundwork for our CAHME self-study, others, led by CHESO, continued to plan, organize, and execute the multitude of events and gatherings that enrich and energize the program.

As our footprint begins to expand beyond the Charlotte region (look for us to have our first formal pres-

ence at the next ACHE Congress), the program continues to benefit from the support and guidance from our many community stakeholders who help us ensure we remain at the forefront of health administration education.

As always, we need your continued support and engagement to continue this trajectory of excellence. Please get connected and stay involved

Cheers,

Michael E. Thompson, MS, DrPH
Associate Professor & MHA Coordinator

Internship Spotlight



Scott Pion completed a 12-week internship at the Centers for Medicare and Medicaid Services (CMS). He spent his time at the Center for Medicaid and CHIP Services in the Department of State Demonstrations and Waivers (DSDW). DSDW develops demonstration programs that allow states to offer more benefits or cover more people under the Medicaid program.

Scott's projects included compiling access, usage, and cost data into easy to reference documents for leadership to use in state negotiations, and negotiating within the government, with federal partners, and with state representatives. He was similarly involved with reform operations, trying to streamline processes.

Students Selected for Summer Enrichment Program

The Institute for Diversity in Health Management (IDHM) Summer Enrichment Program (SEP) selected four UNC Charlotte MHA students for health administration internships in various settings across the country this past summer. Students participated in webinars that provided weekly educational tips for success in their internship and beyond, and included successful program graduates as guest speakers.



Emily Littlejohn interned at Lakeland Regional Medical Center (LRMC) in Florida and served as the Administrative Intern to the COO, Janet Fansler. She visited various LRMC departments and learned

about hospital operations. At the end of the 10-week period, she delivered a presentation to LRMC hospital executives regarding the benefits of accountable care units. Emily stated the program promoted professional and personal growth for developing relationships and connections.



Rick Brown interned with Penn Medicine in Philadelphia. He worked directly under the COO and formed relationships with the executive team. Rick established relationships and gained hands-on experience in healthcare administration. His encounters at Penn helped him gain a better understanding of what he will do after the MHA program.



Jordan Berry worked at Christiana Care Health Systems in Newark, Delaware within the organization's Learning Institute. Jordan spent most of his time with the Department of Cultural Competency creating a benchmark study for language services. In addition, he

participated in community outreach projects with the department Vice President and the Hispanic Commission of Delaware.



Diana Thomas interned at UC Davis Medical Center in Sacramento, CA. She worked in clinical operations helping develop strategic workflow changes in relation to key performance measures. Diana learned technical skills through classes offered at the organization, and shadowed various positions throughout the system.

Additionally, 2014 MHA alumni, Shonalie Roberts and A. D. Patel completed internships through the IDHM Summer Enrichment Program.



Shonalie Roberts completed a project designed to encourage the use of electronic medical records at Bryn Mawr Rehab Hospital in Pennsylvania.

A. D. Patel interned with Westchester Medical Center, a level 1 trauma center located in Valhalla, New York.



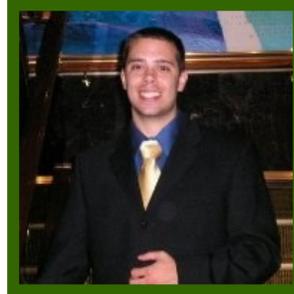
Internship Spotlight

(Scott Pion cont.)

Scott describes his experience with CMS as positive. Initially, he was not interested in health policy, but accepted the internship to be well-rounded. He believes that policy experience makes students more attractive to employers and fellowship programs. "On the front lines of health care, we don't think about the high level policy negotiations, but a simple decision can cost hospitals millions of dollars." Scott believes the policy boot camp he experienced at CMS taught him to constantly pay attention to the news and always stay up-to-date on regulatory policy.

MHA Alumnus, Philip Mullinax, is the Administrative Officer for Cardiology Services with the Veterans Health Administration. The position is part of his two-year Presidential Management Fellowship. Philip will become a permanent employee next June.

After graduating from high school, Philip served 5 years in the Marine Corps, unknowingly beginning his career path to the VA. He earned his Associate's Degree in Applied Science from Rowan-Cabarrus Community College, a Bachelor's of Science in Recreation Therapy from Catawba College, and his Masters of Health Administration from UNC Charlotte in 2013. He completed clinical hours with the Salisbury VA as part of his Recreational Therapy degree, and completed an administrative internship at the Charlotte VA Community Based Outpatient Clinic as a student in the UNC Charlotte MHA program.



Philip received multiple fellowship offers, but chose the Presidential Management Fellowship because he wanted experience with the federal government.

As the Administrative Officer for Cardiology, Philip enjoys the autonomy of running a service. The equivalent in the private sector is a clinic administrator, except the VA offers opportunities to work with many services to achieve the ultimate goal of serving our veterans. One of Philip's current projects is an expansion for cardiology services. This project includes planning for space, personnel, and equipment.

The most important thing Philip learned while at UNC Charlotte was the power of networking. He stresses the importance of creating a network of professionals from all walks of life. Philip believes people are willing to help because they know the difficulties of beginning a career.

Fellowship Spotlight: Kelsey Renner Hartman

Kelsey Renner Hartman received her undergraduate degree in political science from Elon University and her MHA from UNC Charlotte in 2014. This past spring, Charlotte Eye Ear Nose & Throat Associates (CEENTA) selected Kelsey as their first administrative resident.

In her role with CEENTA, Kelsey is assisting with the opening of a new ambulatory surgery center, which includes projects such as collecting financial data and creating an operating room block schedule. Kelsey's next monthly rotation will be with the Business Office. She looks forward to the experience because it will allow her to learn about third party payer contracts, negotiations, reimbursements, and more.

Kelsey loves being an administrative resident because she is constantly learning something new. The rotational aspect of her residency allows her to witness many different aspects of healthcare and develop a more complete picture of everything involved with running a healthcare organization. Additionally, her residency provides opportunities to network with healthcare professionals from different organizations around Charlotte.



As an MHA student, Kelsey learned the importance of networking. "I know students hear this all the time, but the connections you make within the healthcare community will be the most important tools you have as you begin your career."

Kelsey chose to pursue a residency because she felt that it was unique opportunity to learn about healthcare leadership. She wanted to understand what it means to be a leader in healthcare and a residency would allow her the opportunity to receive mentorship from a successful and experienced healthcare leader. Kelsey recently returned to UNC Charlotte to give a presentation to students about residency and fellowship opportunities.

Her advice to students is to continue to reach out to professionals in the field and make connections whenever possible. She advises students should not be afraid to ask questions because many people have positive attitudes towards helping a young professional in their

career. "Don't be afraid to pursue opportunities. You never know what you are capable of, and if there is an opportunity you are excited about – you should go for it!"

Be a part of the discussion!

Join our

"UNC Charlotte
MHA Program"

group on...



New Advisory Board Members

The Department of Public Health Sciences is pleased to announce four recent additions to the MHA Advisory Board. The new members join with current board members to provide strategic guidance regarding the region's changing healthcare workforce needs and identify the skills our graduates will need to become successful leaders. The board is comprised of a range of administrators drawn from acute care settings, non-profit agencies, community services, and consulting organizations.



Jill M. Davis, MHA, MBA is the Vice President of Safety Operations at Premier Health Alliance in Charlotte, NC. She assumes the seat recently vacated by Premier's former Director of

Public Relations and Communications who left the health care sector.

Anurag Pandey, MBA, MHA, is the Executive Assistant to the Associate Director at W. G. Hefner VA



Medical Center in Salisbury, NC. He succeeds Linda Heeg-Krause, RN, MSN. Anurag completed the VA's Graduate Health Administrative Training Program prior to assuming his current post.



Jag Gill, Sc.D., FACHE, FACMPE is the Chief Executive Officer at Charlotte Eye Ear Nose & Throat Associates, P.A (CEENTA). Dr. Gill arrived in Charlotte last year, and brings a wealth of practical and academic experience that has fueled his commitment to link CEENTA and UNC Charlotte.



Kathryn B. Lowe, MHA ('12), MBA is Program Manager of Clinical Operations, Office of EVP/Physician-in-Chief at the MD Anderson Cancer Center. Ms. Lowe was asked to end her Administrative Fellowship with MD Anderson early in order to assume this position.

ACHE Congress: Tips for Success

Students and Alumni:

Join members of the American College of Healthcare Executives for the 2015 Congress on Healthcare Leadership March 16–19 in Chicago, IL. The event will take place at the Hilton Chicago and Palmer House Hilton in the downtown area. Students and alumni are encouraged to attend.

Tips for Success at ACHE Congress:

Plan ahead. From choosing your sessions to making travel arrangements, the best advice for attendees is to plan well in advance. Choose objectives for your experience at Congress and use those objectives as a guide when planning your activities.

Put yourself out there. Congress provides excellent networking opportunities. Most people are eager to discuss various topics and many are able to provide insightful perspectives. Always leave a favorable impression and ask for a way to stay in touch, such as a business card or LinkedIn profile.

Stay in informed. ACHE launched a mobile app that provides attendees with information on sessions, speakers, and attendees. In addition, ACHE has a Facebook page and a Twitter account to help you stay informed.

Try new things. Whether it is striking up a conversation with someone in an elevator or attending a ses-

sion out of your comfort zone, Congress is an opportunity to learn new skills and build new relationships. Have lunch with at least one person you meet during Congress at one of Chicago's eateries.

Follow up. Once you have returned home, do not forget to follow up with any contacts made at Congress. These contacts can prove beneficial and enjoyable as you move through your career.

Watch your e-mail. This spring watch for updates about UNC Charlotte events at Congress (possibly including a student & alumni dinner and a UNC Charlotte exhibit booth)



Above: MHA Students pause for a photo in between sessions at ACHE Congress 2014. Left to right: Korey Lockett, Lauren Greth, Jesse Tanas, Diana Thomas, Anna Emerson, and Devanshi Patel.

Scholarship Spotlight



Jordan Berry, a second year MHA student, had the wonderful opportunity to attend the AHA Leadership Summit in San Diego this summer. He was one of ten Summer Enrichment Program interns awarded a full scholarship to attend the event. The Summit was structured similar to ACHE Congress, including several different breakout sessions. The scholarship included a pre-conference dinner reception with the Institute of Diversity and attendance at the Asian Health Care Leaders Association (AHCLA) National Conference. Jordan was able to network and learn from healthcare executives from systems across the country. The highlight of the Summit for Jordan was the two key note speakers, Malcolm Gladwell and Peyton Manning. Jordan felt honored to be invited and encourages current and future MHA students to seek out similar opportunities whenever possible.

Support the MHA Program

If you are in a position to help our students during these tough economic times, a newly established fund allows MHA alumni and others to support student focused activities including research, travel, professional development, and community engagement. Similar funds also were established to support public health students and the department as a whole.

Giving to these funds can be accomplished through the university's donation page (<https://giving.uncc.edu>), but designating the gift to one of these funds is a bit tricky. See <http://publichealth.uncc.edu/giving> for instructions on directing your contributions to one (or more) of these funds.

Be a part of the discussion!

Join our

“UNC Charlotte MHA Program”

group on...

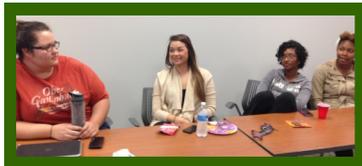


Discussion: Ebola and Healthcare Management

MHA students came together to discuss the recent events surrounding the Ebola cases in the United States with a focus on its impact for health administrators. The Charlotte Healthcare Executives Student Organization (CHESO) planned the event and asked students for input on possible topics. Ebola in the media was one of the most frequent selections.

Students created a factual PowerPoint from resources including the CDC and Kaiser Health Foundation. Topics ranged from politics, healthcare costs and resources, and decision analysis.

“I had an awesome time at our CHESO panel! Talking openly about our opinions and coming to know and understand each other while bonding over good food makes for a great time!” said first year MHA student Jordan Harrington.



This discussion is the first of many that will take place

during the year. Students can express opinions and apply classroom knowledge into real world case-studies in an informal format. Students from both cohorts participated, which allowed for a dynamic exchange of ideas. “I don’t really know most of the first years, since we don’t have class with them, so this was a great and rewarding way to get together but also have it benefit us on other levels,” said second year, Devanshi Patel.

At the end of the discussion, students were able to come up with various solutions. Some of the ideas included appointing a head of communications, a specific area on a healthcare organization’s website, and a handout with the facts. The MHA program at UNC Charlotte gives students the unique opportunity to host events that allow exploration into the field beyond the classroom setting.



CAHME Self Study Year

The MHA program is currently in its self-study year for CAHME, in preparation for a 2016 Site Visit. Detailed information, including a draft eligibility statement, will be sent to MHA stakeholders for review and comment in the near future.



Commission on Accreditation of Healthcare Management Education

Fellowship Recipients

Several second-year students already have received and accepted offers of healthcare administrative fellowships beginning in 2015. **Congratulations to:**

- **Yelena Pecheny**, who will complete her fellowship at Carolinas Healthcare System in the Central Division in Charlotte, NC.
- **Jordan Berry**, who will complete his fellowship at Vidant Health in Greenville, NC.
- **Diana Thomas**, who has accepted a fellowship with the University of California San Diego Health System in San Diego, CA.



Happenings

Left: Public Health Sciences Open House on October 24, 2014

Below: Entering MHA Students pause for a group photo during orientation in August 2014

