

Master of Health Administration

Onward!



Welcome to the Fall 2012 UNC Charlotte MHA Program newsletter!

As you will read in this issue, our MHA program continues to gain national recognition thanks to the accomplishments of our students, alumni, and faculty - including (graduating students who have secured residencies/fellowships at MD Anderson (Texas). and Carolinas HealthCare (so far). See more on this wonderful news on page 4.

Even as we expand our recruitment efforts to attract an increasingly talented and diverse applicant pool, we continue to build out our LinkedIn site to foster networking opportunities and to partner with GCHEG and others to offer opportunities and services that connect our students and alumni. 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

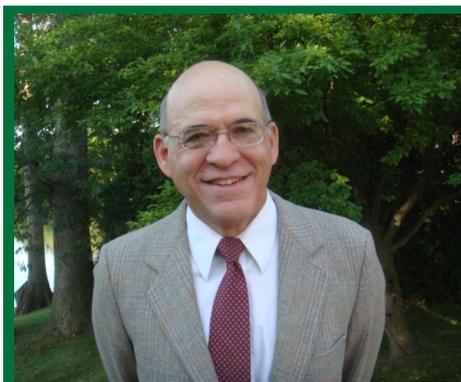
Introducing Gary Silverman

It is a pleasure to extend my greetings for the first time to our UNC Charlotte MHA program graduates, current students, and other friends. I joined the Department of Public Health Sciences as the new Chair just this Fall.

One of the drivers of my personal decision to make this move was the fine quality of its academic programs. Our MHA Program has already made a name for itself as a leading program nationally. In part, this recognition is because of our accreditation status, renown of the faculty, and high quality curriculum. But even more important is the quality and accomplishments of our alumni. It is our alumni who are out there making decisions that improve the quality of life for so many. It is our alumni's successes that make people aware of the accomplishments of our program. Our primary and most important program outcome is to have as graduates such a high quality group of professionals!

One of my goals as the new Chair is to increase involvement with our alumni. You can help by staying involved and sharing your ideas for how we may better link. We will be having various alumni events later this year, including co-sponsoring the Mecklenburg County Asthma Coalition's all-day awareness event on January 26th at our City Center campus, and events focusing around Public Health week during the first week of April. Please let us know about the kind of events that are of greatest interest to you. You can help in other tangible ways too, including providing internship opportunities for our current students and financial support through our new MHA student fund or the existing department fund. Our LinkedIn site should be helpful in staying connected and building a growing UNC Charlotte MHA Program community. I hope to be meeting all of you soon as we move forward together.

Gary Silverman, D.Env, RS
Professor & Chair
Department of Public Health Sciences



Internship Spotlight



Philip Mullinax

(a returning vet)

"I completed my internship at the Veterans Administration Community Based Outpatient Clinic in Charlotte (VA CBOC). I conducted an analysis of call center encounters between patients and their providers, completed an annual inventory for the clinics equipment database, and created an organizational template of the entire clinic. I thoroughly enjoyed my internship and thought it was a great learning experience. The thing I liked the most about my internship was how much I was included in the organization. Every person made me feel like a part of the team and I was able to see every facet of the organization."

Launching UPD



Spring 2012 Upsilon Phi Delta student inductees (l-r): Tonia Cable, Nancy Vendley, Mary Katherine Huffstetler, Hampton Terry

Upsilon Phi Delta is the nationally recognized academic honor society for students in health administration. Upsilon Phi Delta's name is derived from the Greek words for health, service, and leader. The organization was formed in 1965 to further the profession of health administration and the professional competence and dedication of its members.

The UNC Charlotte graduate chapter of Upsilon Phi Delta was (continued, page 3)

Be a part of the discussion!

Join our

"UNC Charlotte MHA Program"

group on...



Alumni Spotlight: Kristin (Frankel) Wolford

Kristen Wolford, MHA (2012), is thriving in her position as the Operations Director of the Lake Norman Community Health Clinic. Kristen landed this position through her experience and initiative while an MHA student. Seeking hands on experience in healthcare administration, Kristin discovered that the Lake Norman Community Health Clinic was in the process of applying for its accreditation through the North Carolina Association of Free Clinics. Kristen took on this project as well as organizing the expansion of the clinic operations from one day per week to four days per week as the main activities of her MHA internship. Because of Kristen's hard work, the clinic was awarded the highest level of accreditation (five-years)!

Kristen's efforts at expanding the clinic had the unanticipated consequence of creating the need for a full-



time operations director, a position she was uniquely qualified to fill. Kristen's job satisfaction comes from witnessing the impact the clinic has on its patients' lives, many of whom have deferred care because they could not afford it. Kristen appreciates that the clinic not only helps those in need but also that providing primary care ultimately saves the industry future costs by preventing emergency room visits and hospitalizations. She says, "I love that I spend my days developing an organization that can truly change people's lives for the better!"

Kristen, "challenges students to think creatively about their internship experience and potential jobs." She advises students to take the lead

within their internships and "try to find where gaps exist and take initiative to address those gaps".

Be Seeing you at ACHE Congress 2013

The 2013 ACHE Congress will be a memorable experience for all those fortunate enough to attend. Healthcare leaders and professionals from around the country attend Congress to network with other healthcare professionals, share innovative ideas, and take part in professional development.

Congress attendees choose from a wide variety of seminars, each designed to address a unique aspect of healthcare leadership.

Attending ACHE's Congress on Healthcare Leadership not only provides students the opportunity to learn from the many educational seminars, but more importantly, it allows them to network with healthcare leaders from around the country. The experience also provides students with a great talking point in healthcare



Last year's attendees at Congress

interviews, and a common ground with healthcare leaders in Charlotte who also have attended Congress. CHESO President, Krista Stepney, said her experience last year at Congress was educational and inspiring.

The MHA program has increased its support to students attending Congress in

combination with increased CHESO efforts to leverage more travel funds from the student government.

Krista is excited to return this year with an even bigger UNC Charlotte contingent (17 were expected at last count) and to organize a second student-alumni dinner gathering. Please plan to join Krista at Congress in Chicago from March 11-14.



GCHEG: Connecting MHA students to the Community

MHA students had the unique opportunity to both give back to their community and network with healthcare professionals in Charlotte through the Greater Charlotte Healthcare Executive group (GCHEG) Day of Service. During this event students and healthcare professionals came together to assist the Friendship Garden with establishing its mobile market near Uptown



Charlotte. During the event, participants were able to plant vegetables, weed, paint the bathrooms, and help to organize meals for those in the community who are unable to prepare their own meals. These activities provided a natural context for

networking through conversation and shared work while giving back to the community.



Internship Spotlight: Emergency Management during the DNC

Charlotte hosted the Democratic National Convention (DNC) this year, and it was an exciting and busy time for those who live in Charlotte! Public safety and emergency planning were two of the important considerations that required careful planning. Alesha Eaves and Kate Lowe completed internships with Carolinas Healthcare System (CHS) in the Corporate Safety Department this past summer and into the fall.



Alesha and Kate were actively involved in planning the CHS medical response during the DNC while simultaneously preparing for a Joint Commission Survey and facility drills. Kate commented that this experience “helped me learn to organize my thoughts in a logical way and to prepare for all sorts of contingencies.” Alesha

added that, “the most meaningful part of their internship was the ability to network with and learn from the many healthcare leaders at CHS.”

Gaining Attention

In addition to our MHA Program’s **Top 50 ranking in US News & World Report** (2011), we have received two additional accolades from organizations that track programs in health administration. First, *Modern Healthcare*, which reaches 70,000 health care executives, listed us among the **Top 20 largest MHA programs** in its 19 March 2012 issue. Second, the recently established *MHA Guide* (mhaguide.com), an inde-

pendent publishing company focused on health care administration careers and degrees, named UNC Charlotte MHA alumni as one of the **Top Ten ‘most engaged.’** Per the report, “The University of North Carolina Charlotte MHA Program broke the top 10 with an excellent LinkedIn showing. Their LinkedIn Alumni Group has 129 Alumni Members and UNC Charlotte has a dedicated Alumni Newsletter.”

UPD (continued)

approved in 2010 and launched in May 2012. Membership is based on academic excellence and upholding high professional standards and ethics. Members are selected on the basis of academic achievement, service to the MHA Program and the community, and/or contributions to the healthcare management profession.

The mission of the Upsilon Phi Delta Honor Society is to recognize, reward, and encourage academic excellence in the study of health administration. The goals of the Society are as follows:

- > To encourage interest in academic preparation for careers in health administration
- > To promote activity that will elevate the standards, ideals, competence, and ethics of women and men preparing for careers in health administration and leadership
- > To recognize, by means of granting honorary membership, individuals who have made outstanding contributions to the profession

For more information contact Dr. Crystal Piper at cpiper1@uncc.edu.



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.

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Notable Accomplishments



Kate Lowe, an expected December 2012 dual MHA MBA graduate, had a remarkable final semester. First, Kate, a former CHESO president and organizer of UNC Charlotte’s first MHA team to compete at the UAB Case Competition, was named the second recipient of the annual Barber scholarship that recognizes a UNC Charlotte MHA student for commitment to community service and professional integrity in addition to academic excellence. Second, Kate was a co-author of a manuscript with Drs. Jim and Sarah Laditka on promoting cognitive health that was recently published in the *American Journal of Alzheimer’s Disease and Other Dementias*. Third, Kate successfully competed for a prestigious residency at MD Anderson Cancer Center in Houston, Texas.

interviewed for fellowship positions, Renee is our first (of hopefully many) to be selected for a residency.

Of further note is that the residency will be precepted by Stephen Wagner, PhD, FACMPE, Vice President for the Physician Services Group and an adjunct faculty member with our program who created and delivers our Practice Management elective course.



Renee Miller, an expected May 2013 MHA graduate was selected for a prestigious residency with Carolinas Health-Care System’s Physician Services Group. Despite our large number of graduates employed and excelling throughout the Carolinas system, and the many in-



First year MHA student **Richard Martin** received the Harry L. Jones, Sr. Marks of Excellence Scholarship from The National Forum for Black Public Administrators. This scholarship is awarded to a minority student who wishes to pursue a

career in public administration, demonstrates excellent interpersonal and analytical abilities, and has strong oral and written communication skills.

Happenings



Above: MHA Students and faculty pose with Carolinas Health-Care System CEO Michael Tarwater following their December 2012 round table meeting.



Above: Drs. Platonova and Thompson pose with *Charlotte Observer* reporters Ames Alexander (center left) and Karen Garloch (center right) following their seminar on their investigative series about not-for-profit hospitals in NC.



Right: Entering MHA Students pause for a group photo during orientation in August 2012.