

# **GAHE Student Newsletter March 2016**

## **Upcoming Healthcare Events**

- Hospitals in Pursuit of Excellence (HPOE):
  - HPOE LIVE! Webinar on April 20th, 2016, Collaboration is Key: *Addressing Hunger as a Health Issue*
  - All *HPOE Live!* webinars are free of charge but require advanced registration. HPOE does not offer continuing education credits for its webinars. They are always 60 minutes in duration unless otherwise noted. More webinars will be posted as they are scheduled.
  - URL: <http://www.hpoe.org/resources/hpoe-live-webinars/1233>
- Georgia Association of Healthcare Executives (GAHE):
  - “Top Places to Work in Healthcare” Lunch Meeting at Maggiano’s Atlanta/Buckhead on Thursday, March 24th from 11:30am to 1:30pm
- Healthcare Financial Management Association (HFMA):
  - Annual Conference: HFMA National Institute from June 26th -29th in Las Vegas, Nevada

## **GAHE Student Associate Spotlight:**



*Jamil Facdol*

*Dual Master in Health Administration/Master in Business Administration Candidate December 2017  
Georgia State University*

### **What sparked your interest in healthcare administration?**

“I have always known I wanted to be an administrator, and I knew how important it was for people in charge to be competent. I believe I was influenced most by my own healthcare experiences. I admired the great care that I had received in my getting my own medical care, and I wanted to be able to pass on that great care to others. By getting involved in healthcare administration, I knew I would be able to be one of the great leaders that could improve the healthcare experience of patients, something that I always wanted to do.”

### **What do you hope to accomplish after you graduate?**

“Once I graduate, I hope to gain a position in a top organization to apply the skills that I’ve learned and gain knowledge from people in that organization. I am very interested in process improvement. As I mentioned earlier, I was heavily influenced by the medical care that I, myself, had received in the past. My goal is to become a leader that can influence the delivery and process of care in hospitals and improve the patient experience.”

### **Tell us about a great experience or opportunity you have had in this program.**

“I think the greatest experience I have had so far while in my graduate career would be the GAHE Annual Meeting and Career Clinic this past November. It was a valuable experience that allowed me to listen to the perspectives of top executives throughout the state of Georgia. It also allowed me to interact with professionals already in the field, which was such a unique experience. Additionally, the career round table provided the opportunity to speak face to face with professionals who were knowledgeable and shared valuable advice for furthering my own career in healthcare.”

**What advice do you have for ACHE Student Associates to get the most value out of their membership?**

“I highly recommend going to all of the ACHE or GAHE opportunities as you can. In the GAHE annual meeting that I mentioned earlier, I don’t believe there was a better way to connect with professionals than speaking in person and truly engaging in the topics. There’s no substitute for the face-to-face time that you get with professionals. There are articles you can read and videos you can watch, but when you actually hear the experts in the field speaking about issues, it really brings it home.”

### **Student Experience Highlight:**



*Erica Droste*  
*Master of Health Services Administration Candidate*  
*Armstrong State University*

### **Tell us about your internship experience and your involvement.**

I am currently interning at Landmark Hospital, a 50-bed Long-Term Acute Care Hospital in Savannah, Georgia. The internship primarily focuses on quality improvement within the hospital among employees and patients. I am currently involved in several projects at Landmark, some of which include implementing the Nursing Hourly Rounding Program, helping my preceptor prepare for the monthly Medical Executive Committee meetings, preparing for the upcoming CIHQ Evaluation, and reviewing and revising policies and procedures for the facility. I am also an active member in the community and on the Leadership Team for the MHA program. In August 2015, I traveled to Bali, Indonesia for two weeks as a volunteer. While I was there, I taught health education to fourth grade students at local school in a small village. This experience was completely life changing for me. I plan on volunteering again in the near future so I can continue to educate individuals that are under-privileged on the importance of a healthy lifestyle.

### **Where do you see yourself in 5 years?**

In five years, I see myself still continuing to learn and grow in the healthcare industry. I know that hard work and dedication will get me where I want to be, but it takes time. I would eventually like to be a Director at a hospital or Practice Administrator of a multi-physician practice. I have also considered eventually going back to school to obtain a clinical degree or becoming a part-time professor for Undergraduate students that are studying Health Science at Armstrong.

### **Why did you join ACHE? And how have you benefited as a ACHE Student Associate?**

I joined ACHE because I knew that it was the best way for a Graduate student to be exposed to other health care executives and networking. As a student associate, I have benefited greatly from the

resources the association provides. I attend the local GAHE meetings at the Armstrong Center, where I also meet and network with local administrators. I also find that the magazines and newsletters are extremely helpful with referencing material for classes I have taken.

## **GAHE Double Program Atlanta/Savannah February 25th Event: The Student Perspective**



*Meeta Gandhi  
Master of Health Services Administration Candidate May 2017  
Armstrong State University*

The joint Atlanta/Savannah event was my first GAHE experience as a first year graduate student at Armstrong State. Overall, I was greeted with a warm welcome and the event exceeded my expectations. As a student and an early careerist, it was interesting to learn about current issues that are prevalent for Georgia-based and experienced professionals. For the first half of the event, topics that were discussed included technology innovation, healthcare systems in rural areas (how to keep individuals in the local market), how to continuously engage your workforce, how to continue to develop leaders, strategic planning, Georgia/Medicaid expansion, inpatient to outpatient shift trend, strategic partnership, lean six sigma and much more. The speakers did a great job effectively addressing all of these topics and provided useful information that I have been able to apply in classes. One piece of advice that Mr. Alan Kent, CEO of Meadows Regional Medical Center, shared was that hospital administrators should, "Stick to the mission but look from the outside in. There's different delivery today, but the same overall mission." This was a simple yet direct way to address that although healthcare is continuously evolving, the mission for providing quality healthcare will always be the same. It is just as important to take a look at the system from an outside perspective as an insider to get a clear perspective. I am truly looking forward to the next GAHE event!

## **What's going on in healthcare today? (trends):**

- **Mergers**  
High profile mergers are continuing to occur in 2016. Pressures due to the ACA's focus on values and outcomes, organizations are coming together in order to grow and differentiate themselves in the market. Implications suggested while health care organizations approach this trend: consider the unconventional, capitalize on integration, and plan around strengths.
- **Cybersecurity**  
Due to technology becoming a huge part of health care, from mobile applications, electronic medical records, and insulin pumps, organizations must make sure that only trusted users can assess devices while connected to secure networks with firewalls for protection. Companies also should conduct routine security assessments to review their vulnerability.
- **Teamwork**  
The most efficient setup for medical facilities is to ensure that "teaming" is allowed within all departments of the organizations. This means allowing collaborative and interdependent work among different partners and organizational boundaries. Managers should encourage healthcare professionals to communicate a patient's care with other departments and fellow professionals the patient will encounter. This system will result in increased quality of care while allowing for less errors and confusion during the visit.

### References:

Barnes, K., Isgur, B., & Tsouderos, T. (2015). Top health industry issues of 2016. *Health Research Institute*, 1-15.

Edmondson, A. C. (2015, December 16). The kinds of teams health care needs. Retrieved March 11, 2016, from Harvard Business Review website: <https://hbr.org/2015/12/the-kinds-of-teams-health-care-needs>

**Advice from the Authors:**

- Attend as many ACHE & GAHE events as possible. This will allow for increased exposure via networking and learn about micro and macro trends in the industry.
- Attending ACHE's Annual Conference, Congress, has been valuable to many students. Plan ahead and make plans to attend Congress 2017 from March 27th, 2017 to March 30th, 2017 in Chicago, IL. Trust us, it will be well worth your time!
- Check out ACHE Career Resources Page:  
[http://www.ache.org/newclub/career/career\\_development.cfm](http://www.ache.org/newclub/career/career_development.cfm)
- Application Deadlines for Postgraduate Fellowships are this Fall. Be sure to check out ACHE's Directory of Postgraduate Fellowships for more information about Administrative Fellowships at <http://www.ache.org/postgrad/splash.cfm>.



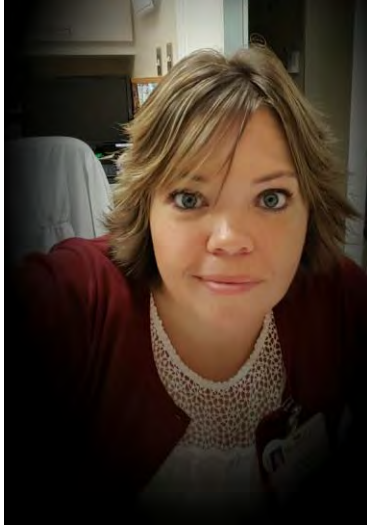
**GAHE Student Newsletter Authors:**



*Kathryn Drezelo  
Master of Health Services Administration Candidate December 2016  
Armstrong State University*



*Meeta Gandhi  
Master of Health Services Administration Candidate May 2017  
Armstrong State University*



*Christine Widmer  
Master of Health Services Administration Candidate December 2016  
Armstrong State University*



*Kelsey Ankrom  
Dual Master in Health Administration/Master in Business Administration Candidate December 2017  
Georgia State University*