

UNT

HEALTHTM
SCIENCE CENTER



MHA Internships 2018

Jake Di Liegro

Preceptor: Annica Fischer, Director of Patient Experience and Strategy

Major Projects:

- ***IPO Project Series (Improving Patient Outcomes through Cultural Competency Education)***
 - *Developed data and analytics for culture and diversity department*
 - *Created a slide deck for presentation to executive task force*
 - *Obtained approval for project*
 - *Aided in project alignment with patient experience*
- ***Access Resource Center SharePoint Redesign***
 - *Created mockups of new survey forms of a new data collection feature*
 - *Coordinated with IT in creating a provider information database*
 - *Supported ARC in developing new graphics for accessing information on SharePoint*
- ***Outpatient Clinical Audit***
 - *Gathered over 11 process, financial and outcome metrics to conduct a clinical audit of patient experience performance*
 - *Conducted a data normalization procedure to determine clinic similarity based on clinic metrics*
 - *Identified areas of improvement in regard to patient experience*
 - *Made recommendations to executives on finds and possible solutions*



Sayali Ethape

Preceptor: Dr. Kathy Denton, Ph.D., CMQ/OE, SSBB, CPHQ
Associate Director of Patient Experience

Major Projects:

■ Transparency Project

- Analyzed current Request for Proposal (RFP) Process
- Created a new RFP evaluation tool that saved \$20,000 indirect cost of the project
- Collated responses from all the vendors

■ External Patient Experience Webpage

- Analyzed existing patient experience websites of other institutions
- Created content and format of external “Patient Experience Webpage”

■ Faculty and APP Listening Sessions; Patient and Family Advisor Council (PFAC)

- Organized listening sessions and PFAC meetings
- Created executive summary reports



Russell Gordon

Preceptor: Ron Matthews, Clinical Financial Strategist

Major Projects:

- *Created summary analysis for planned department reorganization projected to save \$350,000 per year*
 - Examined changing certain duties from being outsourced to being moved in-house
 - Projected people- and non people-related expenses that would increase
 - Compared cost of increase in expenses to money saved by no longer using outsourcing
- *Provided EMR Helpdesk support for upgrade from NextGen 5.8.3 to NextGen 5.9*
- *Analysis of Revenue Cycle Issues that cause bottlenecks and reductions in collections*



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Deepika Kamath

Preceptor: Alan Moore, Chief Operating Officer

Major Project: Smart Justice Project

- Assisted in deployment of real-time data sharing Smart Justice network in Dallas County
- Analyzed ADT and Charge datasets of participating hospitals - **SQL**
- Leveraged **Power BI** data visualization tool to explore datasets
- Conducted data-mining to incorporate Social Determinants of Health like housing and food insecurity, pharmacy location remoteness in the project.
- Created interactive **dashboards** to track health of Smart Justice network



Monica Kovuri

Preceptor: Cortney Thomsen, Manager Quality and Patient Safety

Major Projects:

1. Watcher Patient Program

- Conducted observations of all the Watcher Program components
- Developed process maps illustrating the current workflow of program
- Collaborated with clinical staff to develop recommendations for reducing the number of codes occurring outside ICU and presented them to the team

2. Clinical practice guidelines revamp

- Assisted the Quality and Patient Safety (QPS) team in updating the clinical practice guidelines (CPGs)
- Created a development process for the current guidelines
- Reviewed and updated existing clinical practice guidelines in the master list

3. Overexertion project-Employee/staff safety

- Created and distributed employee/staff overexertion education material for the pilot program
- Worked with the Quality Improvement consultant on developing an internal survey for the project



Zach Lueck

Preceptor: Beth Schmidt, MBA, SHRM-SCP, SPHR, AVP Human Resources

- Performance Management Project
 - Identified industry best practices through literature review
 - Recognized JCAHO and Magnet requirements
 - Facilitated 20 focus groups throughout the system of staff, mid-level managers and executives
 - Prepared executive report and presentation of project findings
 - Provided performance management process and platform feature recommendations to aid in vendor selection



CookChildren'sSM
Health Care System

Patrick Malecha

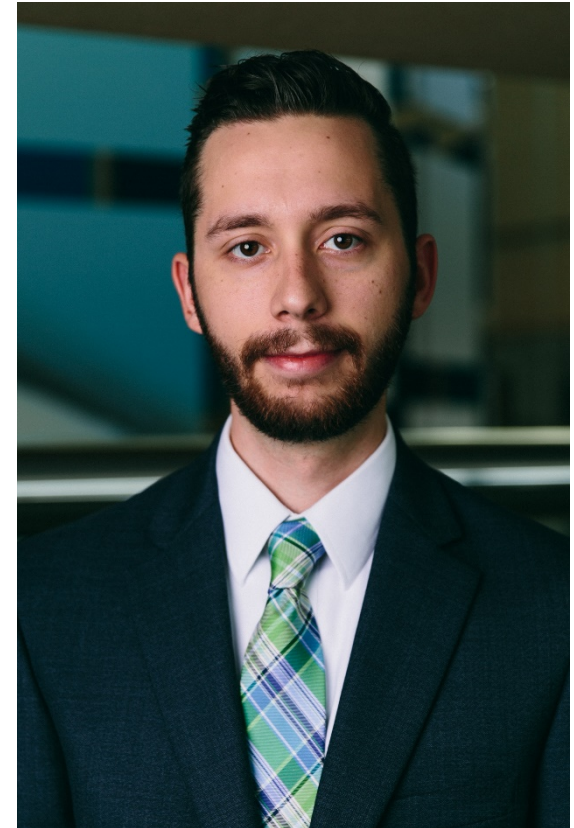
Preceptor: Tami Golden, Sr. Executive Administrative Assistant

Manager: Thanh Tran, CEO

Major Projects:

Construction Project

- Aided the Chief Operating Officer in the management of two large scale construction projects
 - Ambulatory Surgery Center (ASC)
 - Sterile processing department (SPD)
- Generated over 300 new policies for the opening of the new ASC to keep in compliance with State and Joint Commission requirements
- Coordinated with all the hospital departments to ensure minimal patient and operational disruption during different construction related events:
 - Power Shutoff
 - ED closure
- **Evacuation drill**
 - Planned and coordinated a facility-wide evacuation drill
 - Developed new evacuation and shelter in place routes and policies



Kaitlyn McKinley

Preceptor: AJ Randolph, MBA, VP of Finance & Administration

Major Projects:

Provider Compensation

- Reviewed, compared and analyzed salary-based compensation model and productivity model
- Analyzed RVUs, encounters and compensation

Social Media Launch

- Reactivated and relaunched Twitter and Facebook for Clinical Practice Group
- Produced and published Provider Spotlights to showcase UNT Health providers

Malpractice Insurance Webpage

- Researched insurance webpage best practices
- Produced documents and application form for providers
- Created the internal webpage through collaboration with IT



Megan Nolte

Children's Medical Center Plano

Preceptor: Donny Kalluvilayil, Senior Director of Operations

Major Projects:

• **Food Services Analysis**

- Led a team of food services employees to pilot opening of the hospital's coffee shop on weekends
- Analyzed coffee shop sales and transactions to determine the profitability of extending the hours
- Presented findings of the analysis to the food services leadership

• **Center for Cancer and Blood Disorders (CCBD) Gap Analysis**

- Collaborated with practice administrators and members of the Plano Executive Leadership Team in conducting a gap analysis for expansion of the CCBD service line at Children's Medical Center Plano



Mark-David Onomeyowwe

Preceptor: Kathi Cox, Senior Vice President, Integrated Experience

Major Project:

CareConnect (Epic) Dashboard

- Reviewed and measured Key Performance Indicators (KPIs) on Epic (CareConnect) and compared with Envision
- Developed a standardized Patient Access dashboard for the entity admission supervisor to track staff productivity and daily operational data for management review

Admission Specialist Job Description

- Revised and standardized the job description of admission specialist across the entire system as a result of the transition to Epic (CareConnect)

Enterprise Value Realization

- Valued cost savings out of patient registration/access related to transition to Epic (CareConnect)



Brandon Rule

Preceptor: Dianna Prachyl, COO – Acclaim Physician Group Inc.

Major Projects:

- **Provider Scorecard Project Plan**
 - *Created a comprehensive project plan with corresponding Gantt chart for Acclaim provider KPI scorecard production*
 - *Identified key Business Operations and Analytics (BOA) resources, timelines and critical path measures*
 - *Presented project plan to Acclaim BOA stakeholders*
- **External Provider Quality Scorecard Production**
 - *Created quality scorecards for external contracted specialty provider groups*
 - *Worked collaboratively across Acclaim and JPS Health Network departments to subsequently gather relevant KPI and Key Administrative Performance Indicator (KAPI) measures*
 - *Presented threshold attainment and subsequent quarterly quality incentive reimbursement amounts to external specialty provider group stakeholders*
- **Outpatient Clinical Audit**
 - *Gathered over 15 process, financial and outcome metrics to conduct a clinical audit of patient experience performance*
 - *Conducted a data normalization procedure to determine clinic similarity based on clinic metrics*
 - *Identified areas of improvement in regard to patient experience*
 - *Made recommendations to executives on findings and possible solutions*



Amruta Sakhalkar

Preceptor: Dr. Kathy Denton, Associate Director, The Patient Experience

Major Projects:

Transparency Vendor RFP Process

- Analyzed existing online RFP process evaluation tool
- Designed and implemented an evaluation tool for RFP process that saved \$20,000 indirect cost of the project
- Collated responses from all the vendors to create a seamless evaluation process

Staff Liaison - role, responsibilities and training material

- Analyzed organizational requirements in addition to AHRQ and IPFCC guidelines
- Created role and responsibilities of staff liaison toward patient advisors and team leads
- Created training materials, including conflict management and communication strategies

Patient and Family Advisor Council (PFAC)

- Attended PFAC meetings and created executive summary reports



THE UNIVERSITY OF TEXAS
MD Anderson
Cancer Center

Lauren A. Schrader

Preceptor: Joanne Mize, MBA, MHA, Director of Operations

Major Projects:

- **Dermatology Clinic Move Coordination**
 - Led successful relocation of Dermatology practice from the 5th to the 6th floor of the Health Pavilion
 - Created efficient work flow strategies and space utilization analysis, which led to practical and operative usage of all clinical and administrative space on the 6th floor
- **Practice Wide Newsletter**
 - Built templates for future newsletter creation and information collection
 - Utilized information and put it into a readable format for distribution to all clinic employees
- **Social Media Campaign**
 - Maintained Facebook and Twitter for the clinic and increased pages' following by 10-20 new subscribers per week
 - Developed action plan for meaningful use of accounts
 - Documented process and all social media relevant information for future continuation of the communication platforms



Cassandra Umeh

Preceptor, Dave Mukherjee, Practice Administrator

Major Projects:

Security Risk Analysis

- Analyzed HIPAA compliance and security measures of the organization
- Reviewed and updated procedures of IT equipment to ensure PHI was secured

Financial Projections

- Projected the financial impact of Physical Therapy Department and Urinalysis Lab ventures

Marketing Liaison

- Connected provider referral source Leading Reach into the organization
- Marketed to physician offices to build up new patient inflow volume
- Populated and analyzed new patient referral sources
- Linked Greenlight behavioral assessment analyst into the organization



Ela Vashishtha

Preceptor: Kathi Cox, Sr. Vice President, Integrated Experience

Major Projects:

Dedicated observation units

- *Developed business case for building dedicated observation units, generating \$21 million in annual net revenues*
- *Streamlined the care protocols and treatment guidelines for admission process, projecting a 62% increase in the average contribution margin per hour*

Patient throughput project

- *Identified opportunities to improve the patient flow KPI by 18.5%*

Discharge lounge project

- *Demonstrated a 50% increase in discharge lounge capacity by forecasting demand and proactively planning discharges*



Christina Vaughn

Preceptor: Dr. Randy Martin, Associate Dean for Clinical Affairs and Associate Professor, Pharmacotherapy

Major Projects:

Sustainability Plan for McKesson Inventory Manager Program

- Labeled, barcoded and conducted physical inventory of all medication and supplies
- Identified inventory discrepancies, noncompliance, and created an action plan
- Developed policies for Inventory Management and Procurement, Storage of Medication and Supplies, and Texas Vaccine for Children

Billable Pharmacy Services Portfolio

Participated in campus-wide Tuberculosis Clinics

Maintained Pharmacy Services KPI Dashboard



Ericka Yeager

Preceptor: Joanne Mize, MBA, MHA, Executive Director of Operations

Major Projects:

Geriatric Assessment and Planning Program (GAPP) Clinic Brochure

- Redesigned Center for Geriatrics GAPP Brochure
- Analyzed previous brochure and identified areas of improvement
- Updated content to highlight current services and education program emphasis
- Acted as first point of contact with design team
- Provided continuous feedback to design team necessary for final product development
- Maintained timeline of product delivery

Seniors Assisting in Geriatric Education (SAGE) Program Database

- Reconfiguration and consolidation of online database and filing system
- Performed extensive audit of over 1,000 application files
- Re-categorized applications to streamline pairing process

Educational Program - Budgetary

- Reconciled expenses by category from various accounts
- Tracked Revenue Summary by source, amount and term
- Compared Actual Expenses vs Budgeted for Variance
- Reported Expense Summary each month per account/project
- Created forecasting model based on previous Revenue/Expense Summary
- Developed SAGE budget for expected expenses and revenue tracking

