

UNT

HEALTHTM
SCIENCE CENTER



**MHA Internships
2017**

Sam Base

Preceptor: J.J. Jones, Manager of Emergency Management Dept.

Main Project:

- Developed Emergency Operations Plan for the JPS Community Health Centers
- Implemented plan in 43 JPS Community Health Centers
- Worked with various departments to ensure Joint Commission compliance regarding emergency protocols

Other Experiences:

- Cyber Security Table Top Scenario
- Mass Casualty Incident Scenario



Centered in Care
Powered by Pride

Crystal Bui

Preceptor: Rob Shaum, Sr. Director of Process Improvement

Major Projects:

1. **Emergency Department Observation and Time Studies**

- Observed the process flow of each component of the Emergency Department (ED)
- Conducted over 800 time study entries of various processes occurring in the ED
- Developed process maps illustrating standard processes of the ED
- Performed descriptive statistics analyses on time study data to serve as a simulation model input

2. **U.S. News and World Report Ranking Analysis for Pediatric Endocrinology Services**

- Conducted a baseline and gap analysis on the U.S. News and World Report ranking scores related to Children's Health Pediatric Endocrinology services
- Developed a color coded score card to better illustrate the scoring report
- Identified opportunities for score improvements that aligned with the organization's proposed treatment roadmap

3. **Expressed Breast Milk Process Map Development**

- Participated in work group meetings and Toyota site visits aimed to identify areas for improving the process of delivering the correct breast milk to an infant
- Assisted in the development of a materials and information process flow map illustrating the expressed breast milk process from start to end



Sara Byrd

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

Major Projects:

- **Revenue Cycle Management Project**
 - Formed and facilitated workgroup to review and reduce reimbursement denials
 - Identified gaps and challenges in the Insurance Verification process
 - Successfully developed preferred process and workflow for Insurance Verification
- **Family Conference Guidelines and Procedures**
 - Participated in Family Conference Meetings in the Center for Geriatrics
 - Developed a new set of procedures, aligned with 2017 PCMH standards
- **Clinical Faculty Coverage Notification Form**
 - Developed an internal, PDF fillable form used to communicate coverage among providers within UNTHHealth
- **Engagement in the educational program, WE HAIL**
- **Observed Clinical Operations Meetings and UNTHHealth Directors' Meetings**
- **Reviewed Fair Market Value, budgets and funding, and provider compensation**



Alfredo Carranza

Preceptor: Mary Wylie, DHA, Sr. Director, Service Line Development

Major Projects:

- *Developed a Heart/Neurology outpatient clinic business proposal*
- *Developed a spine program business proposal*
- *Provided a patient flow and value stream analysis of the Oncology department's outpatient infusion clinic*
- *Developed a predictive model to measure patient volume and bed turnover within the ED and PACU*



Liana Cherian

Preceptor: Tami Golden, Sr. Executive Assistant

Major Project:

Scheduling Project

- Mapped workflow of scheduling process and all registration areas
- Drafted recommendations to reduce opportunity for error, or for late posting of cases.
- Mapped workflow of new PAT department with additional exam rooms and FTEs
- Coordinated PAT department move in \$10 million expansion project
- Used MD Staff Software to make 125 employee accounts compliant and audit ready.
- Developed a pay grid based on years of experience and wage of current employees to help standardize pay offer process.
- Worked with Procurement Dept. on ordering new equipment for newly constructed areas.



Jennifer Collins

Preceptor, Kathi Cox Sr. Director Transformation Office

Major Project:

Operating Room Transformation

- Scope: Evaluate perioperative services at each entity across all wholly-owned entities and provide recommendations to executive team.
- Work: Collaborated with perioperative nurse, and created a flow map for the care team and patient. Collaborated with OR Directors and service line leaders to determine areas that needed efficiency improvement, and a standardized experience for the patient.
- Evaluate various technologies to help improve perioperative services and assess potential ROI from implementing innovative technology.



Shivani Goswami

Preceptor: Susan Willis, MBA, Chief Operating Officer, UNT Health

Major Project:

BMI Clinical Protocol Project

- Developed clinical protocol for improved workflow in documenting (NextGen) and addressing BMI screening per HEDIS quality measures
- Presented to, and obtained protocol approval by, Quality Committee
- Coordinated and assisted in training for all clinical staff

Pro Forma Iris Screening System

- Created Cumulative Profit and Loss Report
- Provided cash flow capital investment analysis for retinal screening system
- This System is anticipated to meet HEDIS quality measures for diabetic patient population
- Successfully presented to Clinical Committee
- (Approval will allow for submission of bid)



Shey Grossen

Preceptor: Tom Gleason, Executive Director

Major Project:

Business Development

- Developed strategic business plan
- Networked with physicians and referral sources to grow business
- Facilitated three times the amount of growth the agency had previously experienced in the Fort Worth market
- Developed new Business Office Manager's competency through orientation and training
- Collected \$25,000 worth of incorrect billing discrepancies

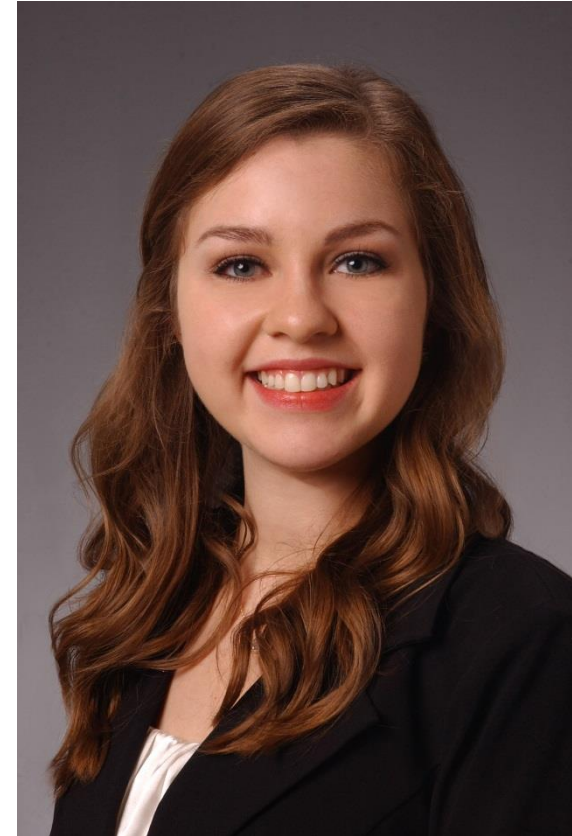


Hannah Ligon

Preceptor: Landon Hood, Service Development Manager

Major Projects:

- **Picture Perfect Coordination**
 - Inspected facilities and recommended modifications to promote patient experience and compliance to safety, access, and sanitation policies
 - Managed logistics of room improvements and equipment orders, while coordinating with external vendors, and the Purchasing, Construction, Facilities, and Environmental Services Departments, to ensure “picture perfect” standards
- **Interpreter Contracts**
 - Updated interpreter contracts and organizational interpreter policy in compliance with DNV standards
 - Researched interpreting companies to determine which organizations meet the established standards
 - Ensured policy compliance, and registered companies as vendors
- **Wayfinding**
 - Reviewed Wayfinding technology to improve its efficiency, vernacular, and utility prior to launch date



Danielle Lynn

Preceptor: Donny Kalluvilayil, MPH, FACHE

Major Projects:

Radiology Webpage Redesign

- Collaborated with industrial engineering, the radiology department, the marketing department and other leadership members
- Collected data from staff members and patient families on what they feel should be included on the webpage
- Presented data to the webpage redesign team
- Assisted in the development of a mobile page prototype that can be sent via text message to patients and family members to access key information

Radiology No Show Rate Analysis

- Analyzed radiology no show rate data among those who have received calls and text message reminders from the patient communication system
- Analysis did not show a significant correlation between the patient reminders and a reduction in no show rates
- Results provided groundwork for potential opportunities and improvements within this communication system



Sehrish Madhani

Preceptor: Kathy Denton, Associate Director of Patient Experience

Major Projects:

Patient and Family Advisor Council

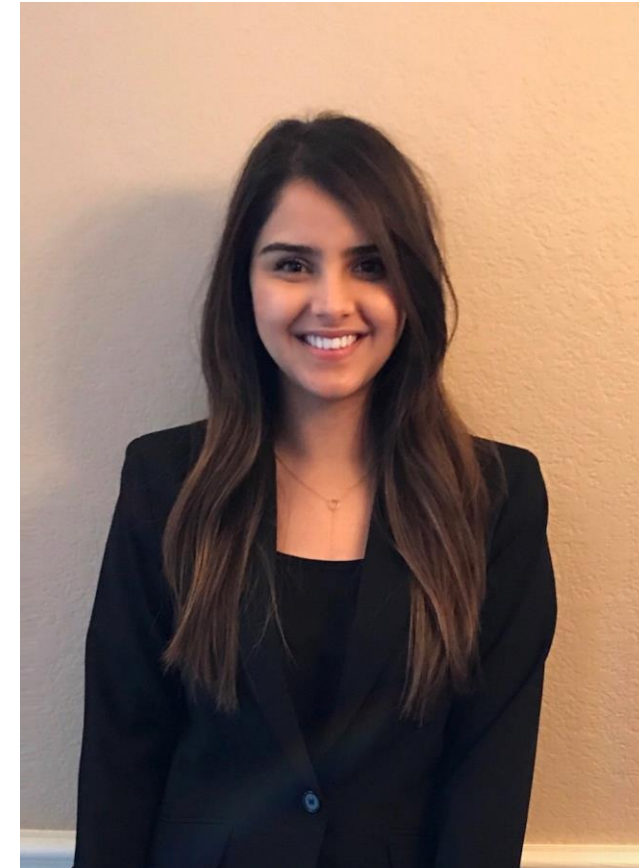
- Developed new process for recruitment of diverse members (disease site and ethnicity)
- Developed new process for selection and onboarding

Gyn Center Process Improvement

- Increased Press Ganey ranking for CAHPS question “Wait time at the clinic”
- Implemented new process flow at the clinic to improve patient perception of care

Global Business Development

- Reviewed and updated clinical contracts of our Brazil partner institution



Michael McClure

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

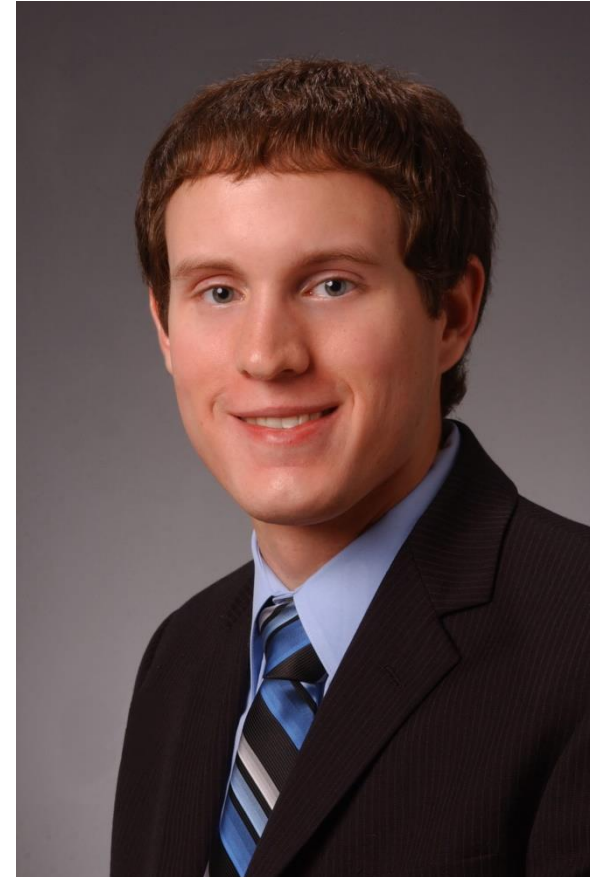
Major Projects:

Press Ganey Patient Survey Software

- Led a quality improvement team to increase patient response rates in the International Center (IC)
- Redesigned the international patient survey to include additional questions on IC staff
- Educated Department Administrators on the use, purpose, and value of Press Ganey patient experience survey software

Patient and Family Advisor Council (PFAC)

- Managed logistics for institution-wide event that honored founding PFAC members
- Implemented a newly designed patient experience recognition program for exceptional employees
- Consolidated patient data for more efficient recollection



Jessica Mussatto

Preceptor: Cortney Thomsen, Manager Quality & Patient Safety

Major Projects:

Expressed Breast Milk Administration

- Collaborated with Toyota Production System Support Center (TSSC)
- Created a Material and Information Map of the Expressed Breast Milk process
- Utilized the Toyota Problem Solving Method to identify and mitigate errors in the EBM process

Watcher Patient Program

- Managed project team to implement a watcher patient program to track and assess high risk patients
- Established a workflow for the process
- Created documentation in the EHR to support the watcher process
- Developed education and implementation plan for the Watcher Program



Chloe Reid

Preceptor: Paul Aslin, MHA, FACHE, Chief Population Health Officer

Major Projects:

- **Completed Community Health Needs Assessment**
 - Collected population data
 - Distributed Community Input Questionnaire
 - Interviewed community stakeholders
 - Made recommendations to address identified needs
- **Developed Patient Experience Survey**
 - Determined trends in staff responses
 - Made recommendations for improvement initiatives
- **Reviewed YTD Financials**
- **Attended weekly admin meetings**



 **Wise Health System**

Affiliated with, but not controlled by, Baylor Scott & White Health or its subsidiaries or community medical centers

Laci Sherman

Preceptors: Brandie Meyer, Vice President of Strategic Integration

Winje Miao, Chief Experience Officer

Major Projects:

- Processed mapped the design of a Supportive and Palliative Care program; to go live system-wide March 2018
- Developed the integrated development plan for the Supportive and Palliative Care program
- Conducted focus group interviews at 17 wholly owned and joint venture entities with frontline staff on Reliable Care Blueprinting initiatives
- Provided recommendations to enhance the adoption levels of previously deployed processes and procedures
- Improved the data reporting work flow by creating the User Acceptance and Testing document to identify daily notable trends against dashboard metrics published in IBM Cognos Analytics



Shelton T. Williams

Preceptor: Derrick Cuenca, MHA, CEO

Major Project:

Orthopedic Performance Evaluation

- Analyzed orthopedic performance metrics to understand the underlying economic impact to the organization.
- Developed a strategic direction for the organization to minimize financial impact.
- Executed cost-saving strategies with a financial impact of \$2.4m or 10% of service line revenue.
- Negotiated with orthopedic vendors to reduce implant expenditures by 60%.
- Piloted ER Workstation re-design
 - Implemented Workstation re-design within ER
 - Improved space constraints for patients and ER Nurses



Calvin Wimmer

Preceptor: J.J. Jones, Manager of Emergency Management & Patient Safety

Major Project:

Emergency Operations Plan (EOP)

- Developed the emergency response for Codes Blue, Black, Gray, Red, Amber, Orange, Silver, Yellow, Purple and Brown
- EOP to be implemented in 43 JPS Community Health Centers
- Inspected hospital departments with the Joint Commission's tracer methodology to ensure compliance
- Rotated among hospital departments to understand the daily operations

