



## HEALTHCARE MANAGEMENT: WINTER NEWSLETTER

Towson University

Fall 2017 Semester

December 14, 2017

# Greetings Health Care Management Students!

The holidays are just around the corner, and then starts a brand new semester! We hope everyone has a restful and relaxing holiday break and returns fresh and ready in the new year. We are very proud of our program and our students for all of their accomplishments. The program has grown significantly in the last several years and we continue to work on maintaining quality in our curriculum to keep pace with the constant changes in the health care environment.



As the program grows, so does the challenge of matching students to optimally rewarding internship sites. This process is very complex and requires significant pre-work from both the prospective interns and involved faculty. However, this would not have been possible without the constant support of our preceptors in accepting our interns and the true dedication from our internship coordinator and faculty supervisors.

I want to thank members of our advisory board in helping us enhance the quality of the program. I also thank our faculty members tenured, clinical and adjunct who went above and beyond in and out-side the class room. In addition, I would like to thank our students who have provided us with input to enhance their experience and learning. We would like to hear from you whether you move to another city, get a new job or get promoted. Please join the Towson Alumni LinkedIn group (details later in this newsletter) and stay connected with us and your peers!

## Tentative Summer Course Offerings

**HCMN 305** Health Administration (5/29/18-7/02/18 Online)

**HCMN 413** Service & Housing/Long-Term Care (5/29/18-7/02/18 Main Campus)

**HCMN 435** Health Information & Quality Management (5/29/18-7/02/18 Main Campus)

**HCMN 441** Legal & Ethical Issues in Health Administration (5/29/18-7/02/18 Online)

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### Stay Connected!

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**Connect to us on  
LinkedIn**



## Career and Skill Building

### Informative Career Panel

Seniors, who completed their internships this past semester, were invited to attend the healthcare management career panel where healthcare professionals discussed their career experiences and answered questions regarding success in the field. There were two panels, one included professionals who had five years or less of experience, the other included professionals with more than five years of experience. This gave the students a chance to ask questions regarding the way to become successful in the business world.



### Mock Interviews

This fall, the healthcare management program held its first ever mock interview event. This event gave seniors, who were participating in their required internships, the chance to practice their interviewing abilities with professionals from the field of healthcare management. We had seven professionals volunteer their time to help prepare the current interns for future job interviews after graduation. Students were asked to dress professionally and bring their resumes, as well as a few job related questions, so as to make the experience as real as possible. These interviews were a success and we are proud to announce that, so far, 30% of our interns have received job offers, either from their internship site or an outside company, and 60% are currently in the interview process.



### Friday Night at the E.R.

Students participated in a team-learning simulation game showing what it would be like to work in a hospital setting for 24 hours. The students participated in four game sections: the emergency room, surgical floor, critical care, and step down (discharge). The game exposed the students to situations that could arise in the hospital setting, and students were asked to use critical analysis and reasoning to make management decisions on how the departments would be run and patient care would be provided. Teamwork and communication were emphasized, along with the need for systems thinking.





## In the Spotlight

### Dr. Marsha Davenport (Faculty)

Dr. Davenport, is new to Towson University this semester, Fall 2017. She received her M.D. from Howard University and has 27+ years of experience in public health service. Dr. Davenport was first inspired to pursue a career path in health care when her newborn niece was born with an illness and she spent a significant amount of time with her in the hospital. Her clinical interests include: healthy aging, women's health, preventive services, quality improvement, and health policy. During the past semester Dr. Davenport taught HLTH 207, HLTH 305, and HLTH 432. She has previous teaching experience and was inspired to become a professor at Towson because she has a passion for teaching and enjoys sharing her knowledge so that students may benefit and learn from her personal experiences. Dr. Davenport is currently collaborating on a research project with several other Towson professors regarding opioid crisis in older adults. Her other research interests include leadership for health care managers and use of preventive services for healthy aging. Dr. Davenport believes that the most valuable skill sets to have in this profession are: having integrity, being able to think on your feet, being highly professional, a willingness to go the extra mile, compassion and patience for others, and being well educated and knowledgeable about the health care field. Dr. Davenport's advice to students, who wish to pursue a career in the field of health care, is to take classes seriously and learn as much as possible from current and future professors, to ask a lot of questions, and to become a good communicator both with the written word and oral communication. Dr. Davenport also has several hobbies and interests outside of work. She has two sons and she loves being a mom. She describes herself as an avid reader (she is currently reading the second book in the Game of Thrones series); she is a sports fan and loves the Ravens along with the color purple, though she shares that her favorite sports are basketball and track.



### Kathleen Navato, HCLA President (Student)

Kathleen is a junior at Towson University and the current presiding Health Care Leadership Academy (HCLA) president. As president, she collaborates with her executive board to come up with events for the general meetings and delegate duties based on our agenda. Kathleen serves as the students' voice in the Health Care Leadership Academy and collaborate with Dr. Whitner and Dr. Engineer about the club. She also serves as liaison to other health care professional organizations. The Health Care Leadership Academy (HCLA) is a student-led organization that helps students either in Health Care Management or other health professions to explore their field and what they can do to prepare for a job in their chosen field. This includes participating in networking events both on and off-campus and the general meetings that are held every week during the semester. HCLA focuses on ways to learn more about the health care field and what we can do to excel. Kathleen encourages students to join HCLA because it helps students explore the field as well as build new friendships. Kathleen chose health care management as her major after spending her freshman year in Canada at Ryerson University for one year in their nursing program. She realized that she was unhappy there and moved back to Maryland. As she was looking for a new major she came across health care management and researched it further. Comparing the Canadian and American health care systems she noticed that both health care systems had flaws and that she wanted to do something to push towards better health care quality. After taking Dr. Engineer's class on health care quality and information systems, she hopes to work in both the IT and policy/law side of the health care field. She hopes to work to improve, and regulate, electronic health records and focus on policies that pertain to certain situations to improve systems and organizations. After graduating from Towson she plans to attend graduate school. She is considering both law school for health policy and law and Health Administration programs.





# Interview with a Preceptor

Antonio DePaolo (Sheppard Pratt)

Interviewed By: Maddison Galeone

Class of Fall 2017



## Background

Mr. DePaolo's background is in industrial engineering. He worked in manufacturing for 16 years, where he assisted with company improvements and researched ways to save money. For the past five years, he has been working in the health care field at Sheppard Pratt.

## **Can you tell me some of your day to day responsibilities?**

Currently Mr. Depaolo is the Chief Transformation Officer and Chief Information Officer. Some of his day-to-day responsibilities include transforming the IT team, improving communication, strategic planning, driving improvement, conducting meetings, and enhancing data.

## **What do you like most about your job position?**

What he likes the most about his job is seeing evidence that the culture is changing, and people are learning and growing. This allows the organization to provide better quality services.

## **What are a few challenges one might face in these positions?**

A few challenges that Mr. DePaolo encounters in his current position include enhancing levels of engagement, managing projects, providing quality customer service, strategic planning, and maintaining effective future planning.

## **What are some of the most important qualities needed for someone to excel in your positions?**

One of the most important qualities to have is leadership. Mr. DePaolo believes that in this position you must to have both an authentic leadership style and a servant leadership style. You must also be able to understand individuals and build relationships. It is important to understand that there are different types of people and in order to maximize results you have to understand how to approach each person accordingly.

## **What advice would you give someone interested in pursuing a career in this position?**

Mr. DePaolo recommends having an industrial engineering degree, experience with Lean Six-Sigma, and quality improvement. Additionally, he feels that it is important to have strong leadership skills as well as effective communication skills.



## Student Job Offers

We are very proud of our graduating seniors and the work they have put in throughout this past semester at their individual internship site. Students are currently going through the interview process for jobs after graduation. Some have been offered jobs by their internship sites or have been offered positions at other corporations. Below is a sample of students who have been offered jobs upon graduation.

### Need Help with resume and cover letter writing?

Visit The Career Center 7800 York Road Building, Suite 206  
Hours: Monday - Friday, 8a.m.-5p.m. Call to schedule an appointment. Express Hours Fall and Spring Semester: Monday Thursday, 1p.m.-4 p.m. (No appointment needed for 15 minute consultation) Phone: **410-704-2233** Fax: **410-704-3459**

E-mail: [careercenter@towson.edu](mailto:careercenter@towson.edu)

Get more information and useful resources by visiting  
<http://www.towson.edu/careercenter/>

### Get Writing Help with polishing Your Work!

The Writing Center Liberal Arts Building, Room 5330  
Hours: Monday - Thursday, 9a.m.-7p.m., Friday, 9a.m.-4p.m. Phone: **410-704-3426** E-mail:

[towsonwritingcenter@gmail.com](mailto:towsonwritingcenter@gmail.com)

### Akeem Roberts

MedStar Montgomery Medical Center  
Human Resources Department

### Kafil Patwary

CareFirst Blue Cross Blue Shield  
Underwriting Department for Mid-Markets and Ancillary

### Ziad Amer

LifeBridge Health  
Physician Network and Development Department

### Caitlin Fitzpatrick

Washington Orthopedics and Sports Medicine

### Muna Ibrahim

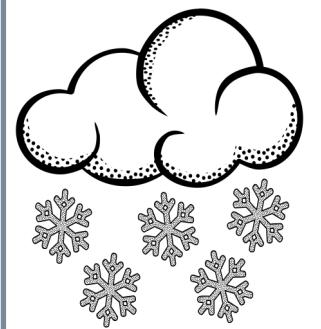
Mercy Medical Center  
Orthopedics Department

### Austin Schilling

Greater Baltimore Medical Center  
MIS Project Management team

### Angela Mills

1. Johns Hopkins Hospital Psychiatry and Substance Abuse
2. Get Well Immediate Care





# IMPORTANT INFORMATION

## Program Reminders

- ◊ It is required that all students in the HCMN program sign up for, and attend, a HCMN orientation to receive their advisor (for dates, times, and sign up info please call 410-704-5300)
- ◊ Students MUST meet with their HCMN advisor EACH semester to get the academic advising holds released, prior to registering for classes
- ◊ Towson University requires 120 credits in order to graduate
- ◊ A 12 credit internship (HCMN 495) is required for all students in the major that must be taken during their last semester
- ◊ Students with an HCMN minor are not required to complete an internship

## Healthcare Leadership Academy

The purpose of HCLA is to provide students with exposure to careers in the field of healthcare management, while providing opportunities to enhance the development of leadership skills and begin to develop professional networks

### Requirements:

- ◆ Cumulative GPA of 2.0 or higher
- ◆ Must be an undergraduate student

\*Applications can be found in LI 121

## UPD HONOR SOCIETY

The purpose of Upsilon Phi Delta Honor Society is to further the professional competence and dedication of the individual members in and for the profession of healthcare management

### Requirements for acceptance:

- ◆ 18 upper level credits (6 classes) within major (300/400)
- ◆ Four of the six courses (12 credits) must be HCMN titled courses
- ◆ Must have a major GPA of 3.5 or higher
- ◆ Cumulative GPA of 3.25 or higher
- ◆ \$25 fee (cash or check)

\*Applications can be found in LI 121

## Internship Reminders

- ◊ A pre-internship meeting must be attended prior to beginning an internship
- ◊ Students may only intern at pre-designated, approved sites
- ◊ The internship requires that ALL coursework MUST be completed before beginning internship, meaning that this is the only class a student would be taking during their last semester
- ◊ Internships are unpaid and students are expected to work 40 hours per week
- ◊ Professional behaviors and attire are required during internship
- ◊ Students will follow the internship placement's rules regarding sick days, holidays, etc. \*just because Towson is closed does NOT mean the internship site will be and students be expected to attend work for that day
- ◊ Students will be given an internship preceptor (supervisor) as well as a faculty internship supervisor and must check in with both throughout the semester