



# HCMN Newsletter 2018-2019

Health Care Management Program  
Towson University – College of Health Professions

## Greetings Health Care Management Students and Alumni!

Summer is just around the corner, then starts a brand new semester! We hope everyone has a relaxing, safe summer break and returns fresh and ready in the fall for a new school year. We are very proud of our program and our students for all 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 do the challenges of matching students to their internship sites. This process is very complex and requires significant pre-work from both the prospective interns and involved faculty. However, this would not be possible without the constant support from 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 of the classroom. 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 job, or get promoted. Please join the Towson Alumni LinkedIn group and stay connected with us and your peers!

-Cyrus Engineer



### In This Newsletter:

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### HCMN 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
- ❖ A 12 credit internship (HCMN 495) is REQUIRED for all students in the major that is during their last semester.
- ❖ The internship requires that ALL coursework MUST be completed with a grade of a "C" or better before beginning internship, meaning that this is the only class a student would be taking during their last semester, no exceptions
- ❖ Internships are unpaid and 40 hours per week to prepare students with the experience of a full time job. Professional behaviors and attire are required during internship
- ❖ Students will follow the internship placements rules regarding sick days, holidays, etc. \*just because Towson is closed does NOT mean the internship site will be and students will still have 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
- ❖ Towson University requires 120 credits in order to graduate

### Stay Connected!

Department of Interprofessional Health Studies  
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## Career and Skill Building

### Friday Night at the ER

Students participated in a group-learning simulation game that showed what it would be like to work in a hospital setting for 24 hours. This experience exposed students to situations that could arise in four sections of the hospital: the emergency room, surgical floor, critical care and step down (discharge). Students used critical analysis and reasoning to make management decisions on how the departments would be run and patient care would be provided. This game emphasized the importance of teamwork and communication.



### Mock Interviews

Current interns had an opportunity to practice interviewing abilities with professionals from various domains within health care management. Professionals currently in the field volunteered their time to help students prepare for future job interviews. To make the experience as authentic as possible, students were asked to dress professionally and bring their resumes as well as a few job related questions.



### Health Care Leadership Academy (HCLA) Hosts Guest Speakers Panel!

On February 21<sup>st</sup>, 2019 the HCLA hosted four guest speakers in different areas of health care: marketing/communication, practice management, department administration, and small business. Our guest speakers demonstrated how health care management degrees can lead to many different career paths. Norma Norris (Chesapeake Healthcare Planning, Owner), Laurie Timberlake (University of Maryland School of Medicine, Snr. Admin.), and Stephanie Helline (Strategic Health, Owner) are board members of a local organization called Women in Healthcare (WIH) which has a Maryland chapter. WIH works to promote professional development of women in the health care industry through networking, education, and mentorship. Linda Palazzotto joined us through WebEx from NYU Langone Health. She works as a regional lead for numerous Long Island practices. Members were able to hear our guests' health care journeys, career advice, and were given the opportunity to ask questions. This was a great learning experience and our members and they left feeling excited about the opportunities ahead in their post-graduation careers.

If you are interested in joining HCLA, please email Jessica Unterlack for more information.

[jhunter1@students.towson.edu](mailto:jhunter1@students.towson.edu)

### Simulations

Students participated in a day of professional development including simulation case studies and training in both fine dining and happy hour procedures.





## Towson University Joins the Institute for Healthcare Improvement Open School Family



Dr. Wendy Whitner (Healthcare Management Faculty) and Dr. Marsha Davenport (Physician Assistant Studies Program Director) within the Department of Health Sciences in the College of Health Professions (CHP) created the Institute for Healthcare Improvement (IHI) Open School Towson University Chapter in June 2018. Our IHI Chapter provides opportunities for students, faculty, staff, and alumni to engage in experiential and interprofessional learning opportunities by partnering with healthcare organizations.

This Chapter creates a framework for students to develop and apply skills in case study analysis, quality improvement techniques, research, leadership, and professionalism that are needed to be successful as change agents for improving health care and society. Our goal is to develop resilient, interprofessional leaders through mentorship, collaboration across disciplines, and building or expanding partnerships with external businesses, educational institutions, health care organizations, and the community.

We hosted three (3) learning events during the Spring 2019 semester. During the initial learning event, Dr. Chessare and Ms. Candiello described how quality improvement principles are used at GBMC to create a health care environment focused on patient safety. Our second event emphasized the principles of 5S to design a more efficient workplace for healthcare professionals. This learning event was conducted by Towson University healthcare management alumni Ms. Erin Wills. The final learning event provided an opportunity to collaborate with students from Alma College from Alma, MI. These students participated in a partnership with Towson University students to apply quality improvement principles to emergency preparedness. Dr. Davenport conducted this workshop and tabletop exercise for the students.

We look forward to setting another robust agenda for quality improvement learning events and activities in the upcoming 2019-2020 academic year.

Students interested in making a difference in patient safety and in improving the quality of health care should contact: Dr. Wendy Whitner at [w Whitner@towson.edu](mailto:w Whitner@towson.edu) or Dr. Marsha Davenport at [davenport@towson.edu](mailto:davenport@towson.edu)

## Alumni Spotlight

My name is Kayla Boyer and I graduated from Towson University in 2017 with a Bachelor’s degree in Health Care Management and minor in Business Administration. Currently I am pursuing my Master’s Degree in Health Science with a concentration in Global Health Services from The University of Maryland Baltimore. During my last semester at Towson University, I partook in an internship at Johns Hopkins Patient Access. Johns Hopkins Patient Access is a remarkable center that provides direct care to thousands of patients. Throughout this internship, I was able to immerse myself in the health care setting by focusing on employee engagement, creating a training plan for new employees, and obtaining useful tools for future leadership opportunities. After completing the internship and graduating from Towson University, I decided to continue my positive experience and accepted a position as a Patient Access Specialist in The Department of Otolaryngology at Johns Hopkins. I wasn’t sure where this position would lead me, but I was eager to



jump in and gain the experience. Just from my short time working in the field, I have found the most rewarding aspect of my job is knowing I am impacting lives, no matter what the task may be. After a year of being a Patient Access Specialist, I was promoted to a Patient Access Team Lead. I am responsible for training new employees and taking on more obligations within the department.

For current students or recent graduates, I recommend that you take full advantage of every door that opens in front of you. Don’t be afraid to take a leap of faith and work hard for what you are passionate about. I am excited for what my future endeavors offer, and I am truly thankful for all the opportunities and resources that Towson has offered me over the years.

My name is Emma Adomako and I recently graduated from Towson University in the spring of 2018 with a degree in Health Care Management. During my undergraduate experience, I was a member of Alpha Kappa Psi Fraternity, Inc., worked as an Admissions Student Representative, and served as a community service leader with Towson University Student Activities. During my last semester in the Health Care Management program, I interned with the Johns Hopkins Patient Access Department where I worked alongside the Director of Talent Development, Quality and Training and quality team. Soon after my internship, I accepted a position as a Patient Access Specialist for the Department of Dermatology. Since my time here, I have been able to participate with the Friends of Training Program, serve on the



Patient Access Committee, facilitate weekly team meetings and I was presented with opportunities to train new agents in the department. This position ample opportunity to grow and has helped me to better understand Johns Hopkins as a health care organization.

I was first inspired to pursue Health Care Management after the loss of my grandmother in Ghana, West Africa due to inadequate resources at the hospital she visited while suffering from low blood sugar levels. Although it was an unfortunate and heartbreaking situation, it has propelled me to advance my professional career by pursuing a Master’s in Business Administration and Public Health with clinical interests in Health Services Epidemiology and Diabetes Research.

Words of advice for students entering the work force would be: Don’t take feedback or critique as a personal attack, it is only to make you a more efficient and productive employee and if you have questions—ask them! Also, make sure to prioritize your work-life balance, so that means make sure to take the days necessary for mental breaks, doctor appointments and just life.

## Preceptor Spotlight

### Todd Frady – Director of Patient Access at Johns Hopkins



#### What is your background in this field?

I have two Masters' degrees in Industrial/Organizational Psychology Leadership and Strategic Intelligence. Prior to my current position as Director of Patient Access Talent Management, Quality Assurance, and Training, I spent 7 years working as an internal consultant with Johns Hopkins HR helping improve leadership processes and employee engagement. Before my career at Johns Hopkins, I had my own company that provided management consulting and organizational development to a variety of companies. I also spent a number of years at Williams Scotsman as the Director of Training and Organizational Development and as the Director of Operations. I am also a veteran of the U.S. Army, specializing in Military Intelligence.

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

I help to oversee a 400 person contact center at Johns Hopkins focusing on the talent management or “people processes”. I have institutional responsibility to provide a number of training courses in Epic and related topics. I also oversee the quality assurance department and the human performance improvement aspect of Patient Access. I work with our clinic leadership to help with their needs as well. I constantly look for ideas, programs and innovations that are cutting edge and will help improve Johns Hopkins.

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

Every day is different, which I love. I get to lead and work with some of the top employees in health care and academic medicine, which pushes me to be better. I also get to be creative and design programs and products to help our employees and in turn, help our patients. Having the ability to develop people at any level of employment and give them opportunities to increase their skills and advance in their careers gets me excited for every day of work. I thoroughly enjoy engaging employees to increase their satisfaction with their work, careers, their coworkers and their organization.

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

There are many changes in the health care world, which creates its own unique opportunities. It's important to stay on top of the changes. Getting the right resources and enough resources to solve the opportunities at hand is always challenging. We are always looking for the right people with the drive and determination to help move our institution forward.

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

A strong work ethic is a must as well as a drive to better and help others excel. Of course, a good education that supports this position helps. It's important to always try to do the right things as a leader. Being able to look at different situations from different points of view is also helpful.

#### What advice or words of wisdom would you give someone interested in pursuing a career in this position?

Education is important- never stop learning. Have a drive to be a lifelong learner. Take time to learn something new that will develop your interests, both personally and professionally. When you start in your career field, it's important to spend time trying to perfect what you are doing currently. Show passion for what you do! Learn and excel at the level you are at instead of jumping to a new position too soon and use excellence as a benchmark. Seek out projects and look for opportunities to gain experience. Find a mentor and don't be afraid to ask questions to better understand your job.

## Noteworthy Accomplishments

### Audience Choice Award

Honor's College Award

Ramandeep Kaur

### AUPHA Foster McGaw Scholarship

The Foster G. McGaw Scholarship provides financial support to undergraduate and graduate students in health administration.

Bradley Ensor  
Phoebe Loetz



### HCMN Endowment Fund Scholarship

This scholarship is made possible by the Towson University Foundation. Established in 2003 by Dr. Sharon Buchbinder.

Chase Suissa  
Anh Tran

### Upsilon Phi Delta Honor Society 2018-2019 Inductees

Bradley Ensor  
Carly Hartman  
Feven Kassu  
Frank Assaro  
Jessica Unterlack  
Joseph Powers  
Laura Hancock  
Meklit Bekele  
Patricia Sheridan  
Rachael Jarrel  
Ramandeep Kaur  
Tara Hennessey  
Tyrena Myers



TU alumni, Naomi Olikier, placed on the Maryland Patient Safety Center 2019 Top Twenty Minogue Award for Patient Safety Innovation!



Naomi is the Director at the Center for Advanced Wound Care and Hyperbaric Medicine at Adventist Healthcare Washington Adventist Hospital. Naomi continues to make the TU-HCMN department proud and advance the field of health care management as a whole. Her latest work was her paper titled *Decrease Patient Outlier Rate Related to Wound Healing*.

### Faculty Spotlight!

Dr. Whitner was promoted from Clinical Assistant Professor to Clinical Associate Professor!

Congratulations to Dr. Whitner!

