

Health Care Management

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Greetings TU-HCMN Community

The holiday season is just around the corner, then starts a brand new semester! We hope everyone has a relaxing, safe winter break and returns fresh and ready in the spring 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.

Again this semester we saw numerous interns get job offers right out of their internship sites. The feedback from our preceptors was encouraging in the level of preparation of our graduates.

Each semester we analyze the feedback from students and preceptors in order to

continue to adapt, grow and enhance our program to fit the needs of the individuals it serves.

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.

– Cyrus Engineer



Preceptor: Kate Garnet, MBA, MSHA



Kate Garnet, Mercy

*"...Be the first one in,
last one out..."*

What is your background in the field?

I have worked in internal medicine as well as surgical and procedural clinical practices. Today, I am the Director of Operations and Clinical Programs for the Institute for Digestive Health and Liver Disease at Mercy Medical Center. My position encompasses both clinical practice operations and hospital administration. In addition, I oversee all TU HCM interns in my institution. I am responsible for the development and programmatic growth of the partnership with TU.

What do you like most about your position?

I focus on strategic development, program expansion, and practice enhancement every day. Whether it is improving processes, or looking at ways to take a program from great to exceptional, this is the area of my position that I am most passionate about.

What are the most important qualities needed to excel in your position?

- Financial competence
- Writing skills
- Problem solving
- Critical thinking
- Follow through
- Attention to detail
- Team Building

Words of Wisdom!

Create a roadmap:

Where do you see yourself in 5 years vs. 10 years vs. 20 years? Set your goals early, so you can develop a roadmap on how to get there.

Find a mentor early on in your career:

Having free guidance, someone you can bounce ideas off of, someone that tells you when you are wrong or right is priceless in this industry.

Out work everyone:

Be the first one in, last one out, work on weekends, and find out what you can take off your boss's plate. Systems, processes, and applications can be taught. Work-ethic, self-motivation, and drive cannot.

Implicit Bias in Healthcare Panel

The healthcare industry is filled with diverse professionals that provide care to diverse populations. In providing this care, it is important for them to have an understanding of the populations they serve as well as their

own implicit biases. The Institute for Healthcare Improvement (IHI) Open School Towson University Chapter presented the Implicit Bias in Healthcare Panel on October 2, 2019. Students from the Allied Health

Professions, Health Care Management, Nursing, and Physician Assistant programs attended this event!



Alumni Bradley Ensor, B.S.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies and reports.

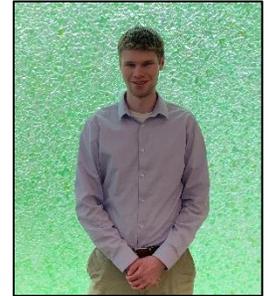
While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to this newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find “filler” articles by accessing the World Wide Web. You can write about a variety of topics but try

to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Word offers a simple way to convert your newsletter to a Web publication. So, when you’re finished writing your newsletter, convert it to a Web site and post it.



Brad Ensor, GBMC

Alumni Makensey Schuhart, B.S.

I completed my internship with the Quality and Patient Safety Department at Greater Baltimore Medical Center (GBMC). The internship experience was pivotal for me as it opened the door to my first full time “big girl job” with a brand-new department at GBMC, Performance Improvement and Innovation.

My department is focused on redesigning care to achieve greater health outcomes, reducing inpatient length of stay, and most

importantly, delivering safer patient care.

My favorite part is constantly challenging the logic and design of our own work and iterating and innovating to get to “the next level of good.” This job has pushed me far beyond my comfort zone. I used to be fearful of change; now change excites me and gets me out of bed in the morning.

If you are embarking on your internship journey in the near future, my biggest piece of advice is to treat every day as

if it is an interview. This is your opportunity to showcase yourself. Secondly, do not sit at your desk and wait for people to present opportunities, instead seek challenges and opportunities yourself. I’ll let you in on a little secret, the easiest way to achieve this is to simply talk to people in all areas of the organization and build connections. I promise this will open doors for you. Take ownership of your experience and make it exactly what you want it to be.



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We're on LinkedIn!
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Opportunity to Explore Internship Sites

On October 15, 2019 students had the opportunity to learn health care management internship sites. Current HCMN interns and preceptors gathered to market their sites and answer questions from potential future interns.

This opportunity is offered each semester so if you are hoping to learn more about available sites look out for information on the Spring 2020 event!



And a round of applause goes to...

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

Members are selected on the basis of academic achievements, service to the community and/or contributions to the

health care management profession. Members must have a GPA of 3.25 or greater and have completed 18 credits within HCMN.

If you are interested in becoming a member please complete the UPD application that can be found on the program website.



Upsilon Phi Delta Inductees of Fall 2019:

- Alexis Inyang**
- Deep Patel**
- Glenessa Young**
- Kristofer Townsel**
- Marta Lipinska**
- Meshaal Hamed Alqurashi**
- Nidhi Patel**
- Percilla Calimer**
- Sharon Chen**