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Reflections on Healthcare Administration Practicum: my Journey with OhioHealth Doctors Hospital

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Reflections on Healthcare Administration Practicum - My Journey with OhioHealth Doctors Hospital

Anitha Guduri

Agenda

- Practicum background
- Goals
- Projects
- Tasks and challenges
- Learning outcomes and benefits
- Suggestions
- Discussion and questions



Background Information

- OhioHealth Doctors Hospital
- Site Supervisors:
 - **Dr. Joseph Geskey, D.O., MBA**
Vice President, Medical Affairs.
 - **Kimberly Hehman, MS RRT RCP CTTS**
Director of Pulmonary and Cancer Services.
- Practicum Advisor:
 - **Dr. Paul Longenecker, RN, MBA, PhD**
Program Director, Master of Science in Allied Health, Otterbein University.



Credentials of Site Supervisors

➤ **Dr. Joseph Geskey**

- An experienced physician with a demonstrated history of working in the hospital & health care industry.
- Skilled in Population Health, Electronic Medical Record (EMR), Clinical Research, Medical Affairs, Peer Review, Clinical Leadership, Chronic Disease Management & Health Literacy.

➤ **Kim Hehman**

- A Respiratory therapist by background plus has Master of Science Degree in Allied Health Management.
- Community outreach – prevention of oncologic diseases.
- Tobacco treatment specialist.

Practicum Goals

- Gain administrative work experience
- Gain hands-on experience in relation to teamwork and collaboration
- Develop interpersonal communication skills
- Expand oral and written communication skills
- Work effectively within diverse environments
- Gain confidence to establish in a career

Practicum Outline

➤ Primary Project

- Social Determinants of Health Pilot study

➤ Secondary Projects

- Bundled Payment Care Initiatives (BPCI) – COPD and GI Hemorrhage
- Main focus on COPD – Noninvasive (NIV) care
- Researching evidence-based information in support of Bundles

➤ Tertiary experience

- Accreditation meetings
- Gemba walks
- Tumor board meetings

Practicum Outline

➤ Primary Project:

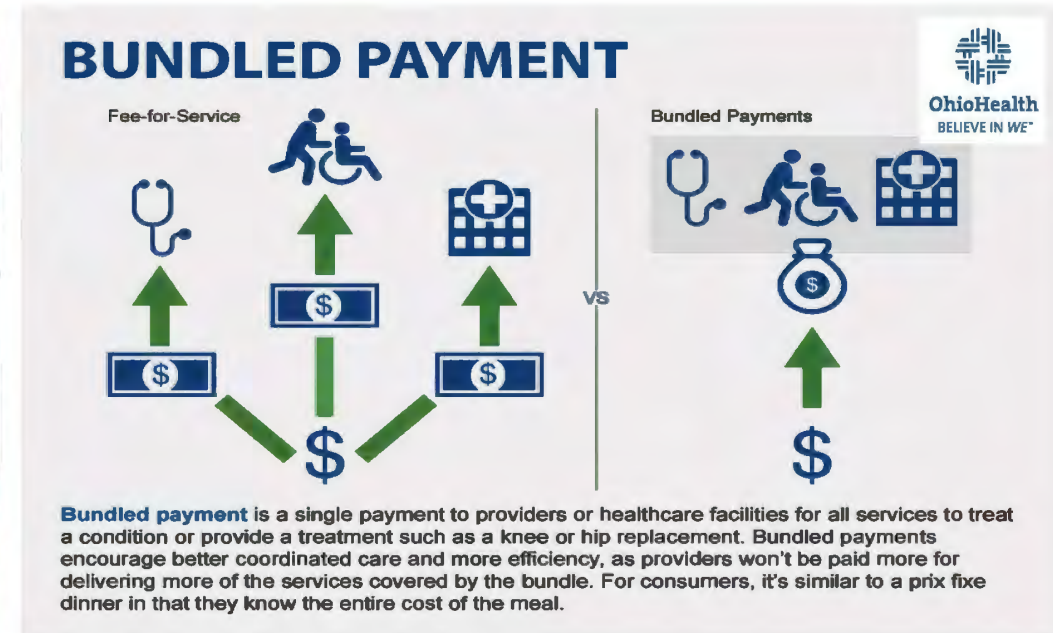
- Social Determinants of Health Pilot study
 - An 18-month long study.
 - Focus on 3 main domains - food, housing and transportation.
 - Purpose is to anticipate the needs of high utilizer Emergency Department (ED) patients.
 - Build a community partnership to ease burden.
 - Goal to reduce readmissions and unnecessary visits to the ED.

We know **good health**
depends on **many things**



Practicum Outline

- Secondary Project:
 - BPCI - COPD & GI Hemorrhage
 - Developed by the Center for Medicare and Medicaid Innovation (Innovation Center).
 - Organizations enter into payment arrangements with Centers for Medicare and Medicaid services (CMS).
 - Financial and performance accountability for episodes of care.



Practicum Outline

➤ Tertiary:

▪ Gemba Walks

- Lean management philosophy
- Observe the actual work process
- Engage with employees
- Gain knowledge about the work process and
- Explore opportunities for continuous improvement (Kanbanize, 2019)



Gemba Walk in 7 steps

Tasks Assigned

- Assisting in strategic planning and implementation of the project.
- Attend meetings related to the projects.
- Create meeting agendas and talking points.
- Creating PowerPoint Presentations and Request for proposal.



Tasks Assigned

- Drafting emails to stakeholders.
- Researching topics related to the projects assigned.
- Creating excel sheets relating to goals.
- Conducting Tabletop exercise/drill of the Pilot study.



Learning Outcomes

- Feel free to ask questions if you do not know.
- Make notes and organize your work.
- Learn by observing more than talking.
- Build trust, work hard to show your best.
- Real world is different from classroom.
- Always consider other's perspectives.
- Be professional, simple, courteous and creative.
- Be kind and respectful no matter which position you hold.

Challenges

- Facing the real workplace scenario
- Feeling shy/timid
- Hesitancy to speak out
- Slow in pace
- Computer skills - working on excel
- Writing skills

Benefits

- Exposure to an organization's structure and culture
- Practical and managerial skills
- Develop confidence
- Self-responsibility
- Organizing work
- Punctuality
- Networking skills
- Patience and humility

Lessons Learned

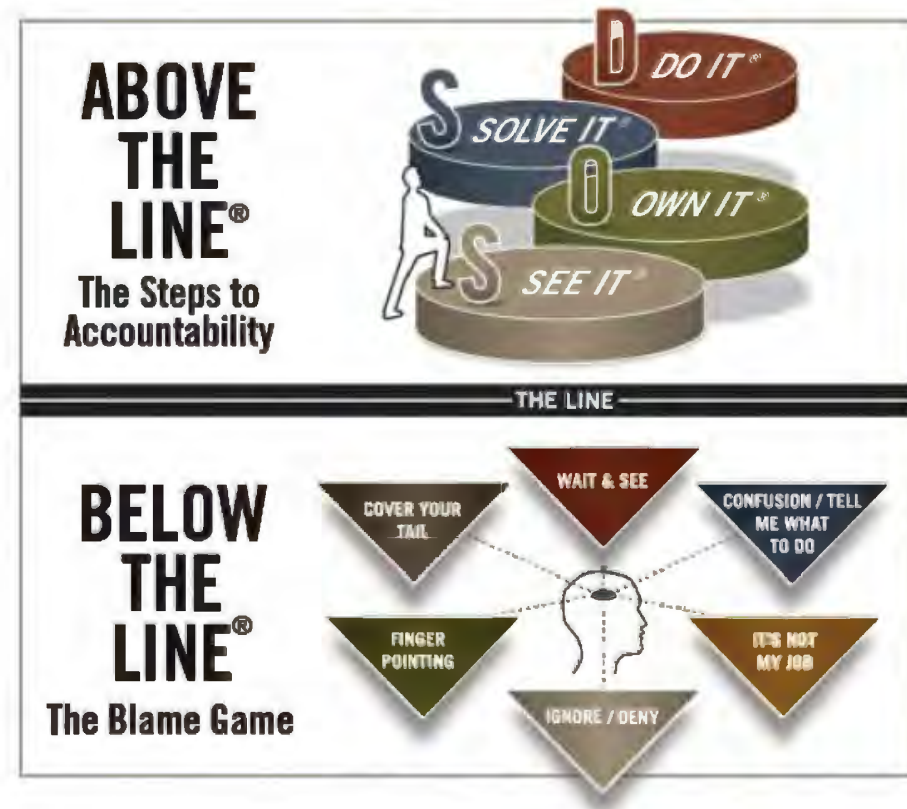
➤ With respect to Leadership:

- Flexibility, adaptability and commitment
- Governance and management, which include
 - creating a vision
 - empowering others
 - fostering collaboration and
 - guiding decision making
- Apply negotiation and mediation skills
 - address organizational or community challenges



Pivotal Moment

- Leadership's:
 - Above the line behavior
 - Adaptability to change management
 - Ability to lead by example
 - Advise and assure the team



Conscious Leadership

Change Management Process



Suggestions

➤ For the program

- Maintain a steady supply of qualified students
- Continue internship relationship

➤ For the host organization

- Provide the opportunity
- Giving access for learning purposes

➤ For the future interns

- Choose "real world" project experience
- Multidisciplinary teamwork experience that is so important in healthcare

Discussion & Questions





THANK YOU

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