



# UAMS MHA

## Student Association Newsletter

### UAMS MHA STUDENT ASSOCIATION

SPRING 2016 - ISSUE 3

The Masters of Health Administration program is excited to present the third edition of the program newsletter. Our Student Association believes that connecting students, faculty, alumni, and friends is essential for our sustained success and growth. We hope you enjoy reading the newsletter and decide to get involved!

### Get Involved!

There are many ways to get involved with the UAMS MHA program. Here are a few opportunities:

- ◆ Become an ACHE student mentor and earn credit toward the FACHE.
- ◆ Volunteer to host students at your organization for a “Lunch with the Administrator” session.
- ◆ Develop summer administrative residency positions for students.

More information about all of these opportunities is available through the MHA program page.



## STUDENT NEWS

### Fellowship Placements

This years MHA students have had a successful year in receiving fellowship opportunities. Four of our students from the MHA program will be moving into fellowship opportunities after graduation. Please join the MHA Program and the MHA Student Association in congratulating Margaret Downs, Christopher Meyers, Rizan Mohsin, and Jeanne Rabalais on their fellowship placements for 2016-2017!



Margaret Downs



Christopher Meyers



Rizan Mohsin



Jeanne Rabalais

Margaret will be a Global Fellow with Houston Methodist in Houston, Texas. Christopher will be completing his Fellowship at Arkansas Children’s Hospital in Little Rock, Arkansas. Rizan will be a Fellow at the American College of Health Executives (ACHE) in Chicago, Illinois as their Administrative Fellow. Jeanne Rabalais will spend her fellowship here in Little Rock at UAMS. The MHA Program is excited about the valuable opportunities available for these students as they start their careers as health administrators! Congratulations to all!

### Philanthropy

The MHA Student Association is dedicated to participating in a philanthropic event every semester. In the fall semester, the students continued the tradition of collecting toys, which were donated to Toys for Tots. In the spring semester, the students and faculty participated in the Central Arkansas Walk—Walk to Defeat ALS® in Little Rock.

### Professional Development

This past January, all 1<sup>st</sup> year MHA students had the opportunity to participate in an MHA Fellowship Workshop, hosted by the Student Association. Former, current, and future fellows were able to relay their experiences with the fellowship process and offer valuable advice to next year’s round of applicants. We would like to thank Josh Conlee, Jacob Robinson, Melissa Yandell, and Kyle McWilliams for their participation!

## MHA PROGRAM UPDATE

The MHA program is having a successful academic year. The MHA program would like to extend a warm welcome to Talana Nelson, Administrative Analyst for the program. Talana joined the program this past September and is a welcome addition to the team! This year the MHA program is sent three students to represent UAMS at the UAB case competition in Birmingham, Alabama. Students teams have three weeks to work together to develop a healthcare strategy and present their findings at the case competition. MHA programs from the U.S. and Canada participate yearly in this competition.

## ALUMNI SPOTLIGHT: KOURTNEY MATLOCK, MHSA



Kourtney Matlock has held a number of roles at Baptist Health in Little Rock from Graduate Assistant, Administrative Fellow, Quality Specialist, Regional Practice Administrator, to now being the System Assistant VP of Patient Services.

**How do you foresee the shared services organization "Partnership for a Healthy Arkansas" benefiting the organizations involved? How might this new organization impact the lives of Arkansans?** The Partnership for Healthy Arkansas was formed amongst all independent Arkansas based hospitals with the focus of improving the healthcare of Arkansans. By having multiple entities involved, we can take on more risky projects which can yield major rewards for all Arkansans. We have focused efforts around population health, IT, clinical projects, data analytics and quality. I am responsible for the Population Health efforts of PHA. Our focus is to bring standardized care coordination to the state of Arkansas through various endeavors. All efforts are focused around the program being accessible no matter where you live in Arkansas.

**What are some of the biggest challenges you encounter in managing the PCMH efforts at Baptist health?** Baptist Health has 23 clinics working towards NCQA Patient Centered Medical Home recognition currently. Fifteen clinics are part of the Comprehensive Primary Care Initiative and have Care Coordinators embedded into them and PCMH focused protocols. Identifying a way to bring Care Coordination to the non-CPCI clinics has been more of a struggle since funding is less robust. We have developed a centralized care coordination model to help with this conundrum. This model is great because it allows us to bring a consistent care coordination approach through a multi-specialty team to clinics in different regions. We currently provide this care coordination telephonically but plan it being via telehealth in the next few months. Also, physician buy-in into PCMH, Care Coordination training, EMR reporting capabilities, and overall ability of the clinic to adapt to additional requirements are obstacles for most PCMH practices. I have found that the PCMH model is most successful in larger practices that have the volume to handle the after-hours needs of adding a provider for an embedded urgent care clinic. Large clinics have the space to accommodate specialty satellite clinics, they have high populations of specific diseases which allows them to hold educational classes and support groups and they also can afford full time nurses to be Care Coordinators. Basically, being a PCMH is expensive and takes lots of resources and large clinics can scale easier than small. With that being said, some small clinics have tremendous provider buy-in and exceptional care coordinators that have had great successes.

## FEATURED RECENT GRADUATE: JOSH CONLEE, MHA



Josh Conlee graduated from the UAMS MHA program in 2013 to begin the prestigious Administrative Fellowship at UAMS. After competing his fellowship at UAMS, Josh is now the Manager of Strategic Implementation on campus.

**What was the biggest surprise/adjustment entering the workforce?** The biggest adjustment was not knowing everything. That doesn't mean I knew everything in school... far from it! Everything in school was designed with the answers close by and easily obtained with some thought process involved. In the real world, there can be multiple unknowns with any issue and usually many issues to any problem. The knowledge that you get from just living and breathing in the hospital is immense. I've enjoyed adjusting to the steep learning curve, but it has definitely been an adjustment.

**What do you believe was your biggest responsibility as an Administrative Fellow at UAMS?** I was fortunate to be involved on many projects with great teams that allowed me to have varying degrees of responsibility. I was on teams that help prepare for our Joint Commission survey, EPIC installation, and Service Line implementation. Each allowed me to work with varying responsibilities to each. My biggest responsibility had to be leading our team in opening two of our distributive clinics. I was responsible for the project management of the design, construction and opening of the clinic. It was very rewarding to work with such a great team and open our clinics on schedule and increase the ability for UAMS to serve the community.

**What is the most rewarding and most challenging aspect of your job?** The most rewarding aspect of my job is the relationships I am able to build with my coworkers and other healthcare professionals around the state. I always enjoy rounding around the hospital speaking with everyone. Whether it be to a physician in the surgical services area or a hospitality staff member at an information desk. Each relationship allows me to gain valuable insight into what is really happening in the hospital and improve a teams ability to finish an initiative. The most challenging aspect is the amount of knowledge that you must absorb on a daily basis. This is not a bad challenge by any means, but it is a challenge. My new role involves many different and exciting opportunities for professional growth. All of which, involve staying extremely organized in order to manage the amount of information coming in on a daily basis.

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