



Quinnipiac University Healthcare Management Club

Academic Year 2017-2018

Message from the QU-AHE Faculty Advisor/Director

QU-HCM Officers 2017-2018

Samuel Sondheim,
Co-President

Dorothy Horne, Co-
President

Tony Li-Geng, Vice
President of Social
Events

Sarah Rosenthal,
Vice President of
Newsletter

Jasie Matthew,
Secretary

We are pleased to provide the Quinnipiac University Chapter of the American College of Healthcare Executives (ACHE) *Academic Year Report*. 2017-2018 was a very successful and active year for our student organization. Our students lead and participated in education/networking programs described in this report. They also delivered a number of excellent projects and reports through their coursework and onsite placements and internships.

This year we instituted methods to involve our online students in networking and educational events. Some of our guest-speakers have gone online in an effort to provide all our students with access to their expertise. We also held a program attended by 100 students that met both on-ground and virtually. Our alum visited the campus to

provide an overview of careers in healthcare management. **Kurt Barwis** also opened his hospital for professor-student research that resulted in a publication in American College of Healthcare Executive's (ACHE) competitive *Journal of Health Care Management*.

We would like to recognize the efforts and thank our QU-ACHE student-leaders. This year we welcomed the active involvement of our medical students. **Samuel Sondheim**, our first MD/MBA student, served as co-president with **Dorothy Horne**. **Tony Li-Geng**, a medical student in the healthcare management concentration at the medical school, served as our program lead for our successful *Healthcare Management Careers* program. **Jasie Mathew** led our program "So You Want an Internship, what do I Do?" **Sarah Rosenthal** provided the club's communication

and edited this newsletter. They were an outstanding and productive team.

None of these opportunities would be possible without the help and support of all of you! **Gary Havican, Denise Fiore, and Nancy Rosenthal** made time to mentor our students. You all took time from your busy commitments to visit our campus, meet with our students and provide internship/residencies and project opportunities for our learners.

We are extremely appreciative and grateful for our relationship with CT-AHE and consider all of you valued partners in training the future generation of healthcare leaders.

Our Sincere Appreciation!

Angela Mattie

Professor & Chair, Dept.
Healthcare Management &
Organizational Leadership

Interdisciplinary Learning

A team of interdisciplinary Quinnipiac students participated in a research project with Professor Angela



Pictured: Professor Angela Mattie, JD (Esq.) MPH; Julie Vigil, MSOL-Healthcare Management Candidate, Class of 2018; Samuel Sondheim, MD/MBA Candidate, Class of 2019; with this past year's Bruce Bradley Fellows, at the Top Hospital Awards Dinner.

Mattie, as a part of her Bruce Bradley Fellowship. The students were selected through a competitive process. Team members represented both the School of Business and the Frank H Netter MD School of Medicine, and included Julie Vigil, Kathryn Vila, Christina

McCulloch, and Sam Sondheim. Participants explored the differences between different hospital and health system rating agencies. They interviewed the Leapfrog "A" rated hospitals in Connecticut and disbursed a further survey to all Connecticut hospitals in hopes of learning more about key quality personnel perception and use of the Leapfrog ratings in Connecticut. Given the success of the project, the survey has now been expanded to all Michigan hospitals. Participating in this project led the student team

to attend both the 4th Annual Patient Safety and Quality Improvement Breakfast in New York City hosted by the Northeast Business Group on Health (NEBGH), as well as the National Health Care Ratings Summit in Arlington, Virginia, in December 2017, where the team presented findings to the Leapfrog senior leadership.



Pictured left to right: Leah Binder, CEO-Leapfrog Group; Professor Angela Mattie, JD (Esq.) MPH; Julie Vigil, MSOL-Healthcare Management Candidate, Class of 2018; Samuel Sondheim, MD/MBA Candidate, Class of 2019

Working with the Field

After an extended research project with mentors Professor Angela Mattie and Bristol Hospital President and CEO Mr. Kurt Barwis, an interdisciplinary group of Quinnipiac University students published a paper in the ACE's *Journal of Healthcare Management (JHM)*. The team was composed of students in the MD, MBA, and MSOL programs. The authors included Samuel E. Sondheim, Dipesh M. Patel, Nicole Chin, Kurt Barwis, FACHE, Julie

Werner, Alexis Barclay, and Angela Mattie. The project



focused on understanding the methods and tactics involved

in Bristol Hospital's Emergency Care Center Physician group transition. The paper, entitled "Governance Practices in an Era of Healthcare Transformation: Achieving a Successful Turnaround," was printed in the September/October 2017 volume of JHM. The project highlighted several bold methods through which the hospital achieved tremendous improvement in both Press Ganey scores and operational metrics, in particular the implementation of a shared governance model.

Patient Safety Workshop

November 3, 2017

A member of QU-HCM, Kelsey Bombon, attended the



“Patients as Partners” event which took place on Quinnipiac University’s North Haven campus. This event was hosted by Quinnipiac’s interdisciplinary team and members from the Connecticut Center for Patient Safety. During this event, two speakers presented on the importance of effective patient and physician communication.

After the two speakers finished their presentation, the audience participated in an activity that emphasized the teach back method of communication and how words can have

multiple meanings. The activity consisted of one participant acting as the “doctor”, another person acting as the “nurse” and another person acting as the “administrator.” During this activity, doctors had to explain how to recreate an image using dominoes while sitting

back to back with the nurses. The nurses recreated the image based on the doctor’s instructions. The administrator made sure that the roles followed the rules. After the activity, participants had a better understanding of how communication can be



complex but is always necessary for a safe healthcare system.

So, You Want an Internship in Healthcare Management?

February 13, 2018

Quinnipiac University's Healthcare Management Club held an information session about how to successfully secure an internship. Jasie Mathew, secretary of the club,



took the lead on the event. Jill Koehler, the Associate Dean for Career Development, spoke about the process of finding an internship. She focused on what recruiters seek when they review a resume. She emphasized the need to identify keywords in the job description and

incorporate them into their resume. Jill also discussed how GPA, experience and a summary are important to include on a resume.

Students went on to hear from Iva Naydenova, Director of Quality and Operational Excellence at St. Francis Hospital (a QU MBA-HCM alum) and from Larissa Holder, Strategic Planning Coordinator at Bristol Hospital. Both hospitals

have summer internship opportunities. Five Quinnipiac University MBA students presented their experiences in the 4+1 MBA program. Dorothy Horne, Connor Rand, and Erika Edlund represented Qualidigm, Olivia

Pelletier represented Lonza, and Sarah Rosenthal represented Atrium Healthcare, formerly Carolinas Healthcare system. Each student gave an overview of their roles and responsibilities during their internships as well as their current positions. The event closed with a networking opportunity for students to talk one-on-one with presenters, alumni, and



Pictured left to right: Sarah Rosenthal, Olivia Pelletier, Connor Rand, Dorothy Horne, and Erika Edlund

hospital representatives on how to successfully land an internship and make connections.

Bringing ACHE to Medical School

February 22, 2018

Master of Science in Organizational Leadership (MSOL), Masters of Business Administration (MBA), and

placed a specific emphasis on organizational culture and developing the healthcare administrator relationship with healthcare providers. Data from a variety of measures at Bristol Hospital showed the success of such a leadership approach and style. This struck a chord with the students, who recognized

Quinnipiac students representing the MSOL, MBA, and MD programs about different fields in healthcare management and leadership. The students have also learned about careers in healthcare consulting, physician leadership, and organizational leadership/management. In particular, the need for effective leadership and the



Medical (MD) students gathered at Frank H. Netter MD, School of Medicine at Quinnipiac University to hear about AHE and the importance of hospital administration/leadership in healthcare. Kurt Barwis, President and CEO of Bristol Hospital, spoke to the students about the many duties and complicated nature of hospital administration. He

and agreed with the need for more collaboration between the two groups.

Quinnipiac is committed to providing an interdisciplinary education to improve our healthcare system. This talk represented one part of a series given to



usefulness of the AHE as a resource has been emphasized.

Careers in Healthcare Management: QU Alum Return

March 5, 2018

Quinnipiac University's Healthcare Management Club held a panel with seven of

Practice. He is interested and talked about the economic and administrative burdens

Privacy at Western Connecticut



Health Network. He is responsible for evaluation and

Quinnipiac University's Lender School of Business Alumni. Tony Li-Geng took the lead on the event, inviting the guests to share information on their track into their healthcare profession as well as what they are involved in doing today. This event involved people from different programs at Quinnipiac University such as MBA students, medical students, nursing students and law students.

The evening started out with Tanya White, who recently accepted a position with Yale New Haven Health System as the System Compliance Operations Officer. The next speaker was Austin Potter, who is a Managing Consultant at Berkeley Research Group's Portfolio Optimization

experienced in the delivery of quality primary care medicine. Next was Francis Kissi, who is a Consultant at Qualidigm specializing in implementing standards for the practice of pharmacy within the physician office and other care settings. Next was Katie Lasewicz, who recently accepted the position of Director of Rehab Service Line at Jewish Senior Services. Then it was Rick Coppola, who is currently the Associate Director of Practice Operations with Northeast Medical Group where he is responsible for clinical process improvement, revenue cycle, and the financial viability of Yale New Haven Health Systems practices. Lastly was Anthony Mio who is currently the Director of Internal Audit, Compliance and

enhancing internal controls and mitigating business, compliance and regulatory risk across the Network.

The alumni were very insightful and after giving an introduction of themselves, they conducted small focus groups so students had the chance to network and ask questions one-on-one. Each panelist discussed their career path and provide sage advice. Our alum are willing to serve as mentors the current healthcare students.



CONGRATULATIONS TO OUR GRADUATES!

Please join me in wishing our graduates much success as they begin this rewarding journey as healthcare administrators

(Pictured Left to Right: Prof. Yawson, Prof. Kim, MBA student, MBA student, Sarah Rosenthal, Prof. Mattie, Prof. Tai)



Thank you to Sarah Rosenthal, Tony Li-Geng, Samuel Sondheim, Jasie Matthew, Kelsey Bombon, Dorothy Horne and Professor Angela Mattie for their contributions to this report.