

Master of Health Administration



Dr. Michael E. Thompson
Director, MHA Program

Upward

The 2014-2015 Academic Year ended with 29 Graduates at the spring commencement, including 3 who had secured administrative fellowships among the near 90% who had already secured a job.

This year saw our program's national visibility rise with our first ever booth at the ACHE Congress and an appreciable jump in our *US News & World Report* [Rankings](#), climbing 8 spots to #33 this year. {While we acknowledge the inherent limitations in the US News Rankings, we are gratified to be gaining increasing national recognition and respect for our program.}

Our program support grew with the addition of Ms. Ashley Patterson as MHA Program Outcomes Analyst. She comes to us from a similar position at the Charlotte School of Law, and is concurrently pursuing her MSPH in our department. Ashley will focus on data, analytics, and curricular support, freeing our part-time Program Administrator, Ms. Melissa Smith, MSPH, to focus her efforts on recruitment, student support, and outreach.

The year also saw the retirement of long-term MHA program stalwart, Dr. Bill Brandon, whose academic home was in the Department of Public Administration. As we will detail in the fall newsletter, the good news is that Bill's endowed professorship will move to our department and that position's support of our program will expand.

Cheers



Internship Spotlight



Jesse Tanas

I completed my internship with Mecklenburg County's EMS Agency, Medic, during Fall 2013 under the supervision of Dr. Jonathan Studnek. Medic primarily serves the rapidly expanding Charlotte Metro area. It harbors a relentless commitment to continually improving patient care in the pre-hospital setting

During my time at Medic, I served as a Quality Improvement Intern in the administrative department. My initial project included constructing data entry tools for improved cardiac arrest survival rates and evaluating subsequent patient outcomes. Additionally, I performed literature reviews for field performance and telecommunicator competencies. My final project was to develop a business case for the implementation of lactate monitors in the pre-hospital setting.

Congress 2015: Networking in The Windy City

MHA students once again ventured to Chicago for the 58th Annual ACHE Congress on Healthcare Leadership. Over 4,000 participated in the weeklong event that included educational sessions, career counseling, job opportunities, and networking events. The UNC Charlotte MHA Program continues to grow its presence at Congress. This year, in addition to providing financial support to over a dozen students, the program leadership and students hosted our first-ever exhibit booth at Congress.

CAHME-accredited program to enhance career opportunities.



(l-r) Elizabeth Davis, Randi Kirk, and Lauren Greth at the UNC Charlotte MHA Program Booth

Congress regularly offers several invaluable career development resources for students, including internship and employment referrals, administrative fellowships information sessions, and resume reviews/critiques. Many students have benefitted from these sessions and built lasting relationships during their time at Congress.

"The advising sessions at Congress were a great way to plan our future careers and improve our resumes for potential fellowships and job opportunities down the line," said first year MHA student, Tamara McNeill.

"Congress was extremely beneficial because it provided me the opportunity to meet healthcare executives and fellow students from around the country," said Conor Horgan, a first year MHA student. "In this collaborative environment, I was able to learn about opportunities to enhance my own career and address future healthcare challenges in innovative ways."



Tamara McNeill (r) at the Resume Review/Critique Session

Students attended a networking reception on Monday, where various schools and healthcare organizations were organized by state and region. The speed network session facilitated introductions and discussions among people pursuing careers in healthcare.

On Wednesday night, UNC Charlotte MHA students and alumni met at Lou Malnati's Pizzeria in downtown Chicago. Richard Martin and Shonalie Roberts returned to offer advice, support, and camaraderie. Current students benefitted from their discussion of the importance of an MHA degree from a



Foster G. McGaw Scholarship Recipients

First year MHA students, Alex Ham, Randi Kirk, and Tamara McNeill were this year's program recipients of the Foster G. McGaw Scholarship.

The Association of University Programs in Health Administration (AUPHA) awards this scholarship to students in their first year of study in a member healthcare management graduate program upon the recommendation of the program faculty.

The scholarship honors Foster G. McGaw, the founder of the American Hospital Supply Corporation. The scholarship provides financial support for tuition, student loans, and other expenses.

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Be a part of the discussion!

Join our

**"UNC Charlotte
MHA Program"**

group on...



Alumni Spotlight: Krista Stepney '13

Krista Stepney, MHA '13, is applying the skills and knowledge she acquired in our MHA Program to her work at Emory Healthcare. Krista is the program manager for Access Emory, Emory International, and Service Management divisions. She manages the daily operations Service Specialists provide by assisting domestic and international constituent patients with scheduling, navigation, and billing matters. She reports directly to the Vice President of Development for Alumni Relations for the Woodruff Health Science Center for initiatives for increasing fundraising opportunities. In addition, Krista helped create an official strategic business plan for the expansion of the Emory International Department with metrics highlighting successful patient volume growth, financial growth, and increasing global awareness of Emory Medicine signature programs. Krista loves this aspect of her job the most due to the dynamic nature of the position, which demands that she stay up on date on current healthcare issues. "I truly believe that I can make a difference in healthcare here at Emory and the satisfaction that grants me is the reason I work as hard as I



do every day," She says.

Krista's path to her current position began with her MHA Student Internship at Emory Healthcare, serving as an Administrative Intern in the Clinic-Service Management program. She went on to complete an internship at Carolinas Healthcare System during her 2nd year, creating business plan proposals for need-based full-time employee positions. Krista also created the Carolinas Physicians Network and collaborated with the Marketing Department to create an informational website.

Krista said the most important aspect of her MHA education was learning to network with peers and give compelling presentations. She uses these skills daily. When asked what advice she has for current MHA students, Krista tells students to find a career that they love, set goals, and work hard to obtain them. She says "there are few things in life that we can truly control, and being able to put in as much effort into what we believe in is one of them. So work hard towards your goal and in the end, life will reward you."

Roundtable with CEO Michael Tarwater

Mr. Michael Tarwater, CEO of Carolinas HealthCare System (CHS), hosted MHA students for lunch and a roundtable discussion at the CHS Corporate offices this past April. Students asked Mr. Tarwater questions ranging from current health care issues to advice for graduate students and early careerists. The students received tremendous benefit and enjoyment from their interactions with this highly successful healthcare executive. The meeting provided a unique opportunity for students to learn first-hand from the CEO of a large non-profit organization.

Mr. Tarwater hosts roundtable discussions with our students twice each year; once in the spring and once in the fall. The UNC Charlotte MHA program is grateful for the generous support Mr. Tarwater and CHS provide to our students. We look forward to his continued involvement with our program.



(l-r) Mr. Michael Tarwater (CEO, Carolinas HealthCare System), Kodi Smith, Betsey Haight, Dr. Michael Thompson (MHA Program Director), Meg Green, Gracia Shembo, Conor Horgan, Kari Dalrymple, Randi Kirk, and Ruhi Kathane

2015 UPD Induction Ceremony

The UNC Charlotte Chapter of Upsilon Phi Delta (UPD) held its annual induction ceremony as part of National Public Health Week. UPD, the national honor society for healthcare management and policy, recognizes, rewards, and encourages academic excellence in the study of healthcare administration.



Honorary Inductee, Dr. Gerald F. Pyle, Emeritus Professor

This year's honorary inductees were Dr. Gerald Pyle, Professor Emeritus in the Department of Public Health Sciences and Dr. William F. Pilkington, CEO of Cabarrus Health Alliance. Dr. Pyle taught epidemiology and related courses at UNC Charlotte and served as Interim MHA Director. Many years ago, Dr.

Pilkington served as a part-time MHA faculty and acting program director. He now serves

on our Public Health Advisory Board and hosts numerous MHA capstone projects.

Alumni inductees were Adam Kessler, MHA '11, Program Manager at Garretson Resolution Group, and Kelsey McEvoy, MHA '12, Senior Management Associate at Carolinas Healthcare System.

Student inductees included Kristin Boatright, Joyce Brooks, Elmer Fos, Haley Hunt, Brian Kenyon, Brigid Knoll, Elizabeth Motto, Yelena Pecheny,



Alumni Inductees: Kelsey M. McEvoy & Adam Kessler

Scott Pion, Manaswini Ravi, Megan Sigler, Emily Sigmon, Christopher Tarry, and John Vecchiolla.

Many students, alumni, and faculty members, joined friends and family at the UNC Charlotte Center City Building to honor the new inductees. After the ceremony, most attendees stayed to enjoy the Blue Cross Blue Shield-sponsored reception and keynote speech delivered by Dr. Richard J. Jackson titled, *We Are What We Build—building for Health*.



Student Inductees

(Foster G. McGaw Scholarship Recipients continued)



Alex Ham



Randi Kirk

GCHEG Annual Dinner

UNC Charlotte MHA students attended this year's annual GCHEG dinner on January 22. Upon arrival at the event, students networked and mingled with healthcare executives from the greater Charlotte region. They were then treated to dinner, and heard from a panel of experts on the Equity of Care. The panel consisted of Cheryl Emanuel from the Mecklenburg County Health Department and Madison Hardie from Legal Services of Southern Piedmont. They



MHA Students at the GCHEG Annual Dinner

discussed important advice for early careerists and challenged students to determine their values early

and never waiver in them. In addition, they encouraged everyone to volunteer at work for projects that may not be part of their job description, asserting that this type of initiative helps individuals stand out among their peers. Overall the night was a success, and the students enjoyed their time at the dinner.



Tamara McNeill

Support the MHA Program

If you are in a position to help our students during these tough economic times, a newly established fund allows MHA alumni and others to support student focused activities including research, travel, professional development, and community engagement. Similar funds also were established to support public health students and the department as a whole.

Giving to these funds can be accomplished through the university's donation page (<https://giving.uncc.edu>), but designating the gift to one of these funds is a bit tricky. See <http://publichealth.uncc.edu/giving> for instructions on directing your contributions to one (or more) of these funds.

Be a part of the discussion!

Join our

“UNC Charlotte MHA Program”



UNC Charlotte Celebrates National Public Health Week

The 2015 National Public Health Week celebration at UNC Charlotte was a huge success. Many students participated in the various activities around campus. The week kicked off with the keynote speaker, Richard J. Jackson giving two fascinating presentations entitled “We Are What We Build—Building for Health” and “We Are What We Eat and What We Build”. The latter presentation was orient-



Dr. Richard Jackson

ed towards a student audience and provided guidance to those in many disciplines integrating around the theme of how we must manage place to promote healthy populations while the former targeted the health and development communities.

Dr. Jackson stressed that rising health care costs and the epidemics of obesity and diabetes cannot be addressed only through serving the sick. The presentation was attended by many students, faculty, and interested community members.

The week continued with sessions on disaster preparedness and seatbelt safety and a campus health fair. Additionally, many of our accomplished students were inducted into the public health honor society, Delta Omega; as well as the health administration honor society Upsilon Phi Delta.

New CHESO Officers Announced!

We are pleased to announce the 2015-2016 officers of the Charlotte Healthcare Executive's Student Organization (CHESO). Kodi Smith is the new president. Conor Horgan will serve as Vice President. Elly Salazar is treasurer and Randi Kirk remains as events coord-

inator. Incoming students will fill the senator and secretary positions.

Congratulations to all; with special thanks to our outgoing officers for all their hard work!

Happenings...



MHA Student Dina Patel (2nd left) with Surgeon General Dr. Vivek Murthy during his visit to Care Ring, her internship site



ACHE Representative, Brent Shive met with students to discuss professional development and the importance of FACHE designation



The Garretson Resolution Group visits our campus to talk about its summer internship position



MHA students completing capstone project at the Ada Jenkins Center