

FEBRUARY 2010

**MESSAGE FROM THE DIRECTOR**

Greetings All,

I trust you all enjoyed the Holidays and are now looking forward to the arrival of spring and the promise of warm weather. We are heading down the home stretch this academic year. Interviews for residencies are upon us with the accompanying anxieties. Remember how you grads felt way back then? When I look at the positions and responsibilities you have, it's comforting to know the health system has such a deep pool of talented folks!



*Bill Ward*

As always, it has been busy here. In the last newsletter I mentioned my annual pilgrimage to Singapore. It turned out to be a most enjoyable trip. Jeremy Lim, an MPH graduate, hosted an alumni dinner at his home. It was a lovely event attended by nearly 20 people, including Audrey Ho from our MHS class of 1992. In December, Audrey visited her former residency site, Memorial Hospital in York, PA, and also met with the Class of 2011.

Last academic year we introduced two new courses; Hospital Operations and Patient Safety. This year we are adding a new faculty member, Linda Chatterton, who will be teaching the Hospital Operations course that Jim Ross launched last year. Jim has moved to the Eastern Shore to be the President and CEO of the Chester River Health System. Linda is someone Ann-Michele and I have known for many years— she was one of my senior administrators at Bayview, the Director of Operations at Kernan Hospital, and was CEO of the largest orthopedic practice in Maryland and most recently has been working as a consultant. We are delighted that Linda will be joining the part-time faculty.

The Bloomberg School of Public Health hosted a group of 20 deans from Chinese schools of public health in December. One of them remembered one of his star students – our own Stella Liang! He wrote one of her letters of recommendation when she applied to the program. The deans came to Hopkins to learn how the school develops curriculum in the various academic disciplines, including management. Not sure if there will be opportunities in the future, but it was rewarding to hear Deans Klag and Yager talk about the strengths of our MHA program.

In January, Ann-Michele and I taught a combined version of Managing Health Services Organizations (MHSO) and Approaches to MHSO to a group of doctoral students in Abu Dhabi. It was interesting to experience the culture and to see (at least from a distance) the world's tallest building. The students were wonderful – very engaged and eager to learn. They will be continuing their studies in Baltimore in June and we are looking forward to seeing them again. Under the category of "it's a small world," Hopkins is managing several hospitals in the Emirates. One of them, Tawam in Al Ain, has a new CEO some of you may remember – Greg Shaffer, formerly of Bayview. It would have been nice to meet there, but the timing didn't work – he was arriving as I was departing.

The big program news is that we will be sponsoring our first Healthcare Leadership Symposium in April. Ann-Michele has been the driving force behind a weekend event that includes a program-based case competition, a combination preceptor/alumni dinner and the Saturday symposium. I hope to see many of you there! It should be an exciting event. More details on page 2.

Until next time, Cheers,

*Bill*

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## **2010 Health Finance and Management Alumni Event Healthcare Leadership Symposium**

**Friday afternoon, April 23<sup>rd</sup>  
and  
Saturday morning, April 24<sup>th</sup>**

### ***WEEKEND OVERVIEW***

### **Friday, April 23<sup>rd</sup>**

#### **MHA Program 2nd Annual Case Competition**

8:00 a.m.—4:00 p.m.

The Class of 2011 will be participating in our program's Second Annual Case Competition. You are welcome to see the Final Round of the competition at 1:30 PM, Sheldon Hall in the main School of Public Health— Wolfe Street Building.

Following the competition,

#### **Alumni/Preceptor Reception and Dinner**

5:00-8:00 PM

in the Wolfe Street Building.

**Cost \$60/person**

### **Saturday, April 24<sup>th</sup>**

On the morning of April 24<sup>th</sup>, we will be sponsoring our first **Annual Leadership Symposium**. We are very excited about this venture and can now share a brief outline of the program agenda; more specifics to follow.

- |              |   |
|--------------|---|
| <b>8:00</b>  | Breakfast/Welcome/Introductions   |
| <b>9:00</b>  | <b><i>Healthcare Leadership Keynote Address</i></b><br><b><i>Carmela Coyle, President and CEO, Maryland Hospital Association</i></b>  |
| <b>10:15</b> | <b><u>Breakout Sessions</u></b><br><b><i>Access to Capital</i></b> , Mark Higdon, Partner KPMG<br><br><b><i>Leadership Perspective on Patient Safety and Quality</i></b> , Chris Goeschel, Director Quality and Safety Initiatives, Johns Hopkins Medicine<br><br><b><i>Hospital Comparisons: Performance Challenges and Implications</i></b> , Tracy LaValle, Assistant VP Financial Policy, Maryland Hospital Association |
| <b>11:45</b> | Wrap up   |
| <b>12:00</b> | Lunch & Alumni Meeting  |

**Cost \$25/person**

**Within the next two weeks you will receive an e-mail to launch the opening of the registration site for the dinner and the symposium. Please register by April 2, 2010.**

**Hotel information will be made available. The Student Association will also provide you with information on area events to enjoy with your classmates.**

## NURSE MANAGER SHADOWING EXPERIENCE

One of the challenges of being an effective hospital manager or consultant to hospital organizations is being able to understand the multiple demands and problems that pervade patient care delivery systems. This past fall each member of the 2011 MHA Cohort was matched with a Johns Hopkins Hospital Nurse Manager for a day in order to learn about some of these challenges *“up close and personal.”* This “shadowing” experience took place on Inpatient Units, in the Outpatient Center, in the Peri-Operative Department, in the ER and in the Cath Lab. All of these were different experiences – and designed to create a “live” learning lab about the various elements of the patient care delivery operation.

On January 25th, the program sponsored a luncheon and debrief session for our students and the Nurse Managers (pictures below). The result was lively discussion, well considered questions and thoughtful recommendations. Here are some of the comments from the Nurse Managers:

- ✦ “Don’t get lost in the numbers. Remember patients are people.”
- ✦ “There are always unanticipated requirements.”
- ✦ “Stroll onto the units. Don’t be a stranger.”
- ✦ “Remember the heart of our business is patient care.”
- ✦ “Be sure to communicate the *why* of the change – not just the what.”
- ✦ “You cannot change patient flow if you do not understand how it really works.”

Our program will continue to work in partnership with the JHH Department of Nursing and sponsor this experience again for the MHA cohort entering in the fall of 2010.




**SPOTLIGHT ON ALUMNI**
**Michael Nnadi, HFM Class of '00**

Written by Kristin Hartley, Class of 2011



Dr. Michael Nnadi, a 2000 MHS graduate, is a registered pharmacist and dedicated leader in pharmacy services. His strong background in pharmacy has helped him to grow and succeed in his health management career. Michael received his Bachelor of Science in Pharmacy in 1991 from Howard University and Doctor of Pharmacy in 1993 from the University of Maryland. In 1998, Michael enrolled in the MHS program and completed his residency with Memorial Hospital in York, PA. At Memorial Hospital, he was very much involved in Operations where he oversaw and supported multiple departments, including the pharmacy. His experiences further include serving as the Baltimore Area Clinical Pharmacy Manager for Kaiser Permanente; Director of Operation for CIGNA HealthCare in Connecticut; Director of Pharmacy at Southside Regional Medical Center in Petersburg, VA; System Director of Pharmacy Services at Riverside Health System; and Pharmacy management consultant for Cardinal Health.

Michael joined Novant Health in 2006 and quickly worked his way up from Regional Pharmacy Director to Senior Director. Just recently, Michael was promoted to Corporate Vice President/ Chief Pharmacy Officer for Novant Health and is now responsible for providing pharmacy services to nine hospitals and overseeing over 300 employees. During his time at Novant Health, Michael has implemented service excellence initiatives and made improvements across multiple functions of pharmacy services.

Michael has been a member of the Manager Development Committee and Programming Committee for the American Society of Health-System Pharmacists. He is also an Assistant Professor at Campbell, Wingate and Hampton Universities. He is a member of the Dean's Advisory Committee for Campbell and Wingate University's Schools of Pharmacy. In addition to sitting on several organizations, committees and councils, Michael is married with three children.

Reflecting back to his days as a Health Finance and Management student at Hopkins, Michael states that the program certainly prepared him well for his various roles and responsibilities. Although he feels privileged, he also knows that hard work pays.

**ALUMNI UPDATES**

**Nik Buescher, Class of 2004**, Vice President of Oncology Services at Mountain States Health Alliance, is proud to announce the opening of two new cancer centers. The one that just opened in Johnson City, TN, appears to be more of a spa than a health facility and it brings a level of cancer treatment unavailable anywhere else in the region. The second facility is scheduled to open in March.

**Monique Nichols, Class of 2002**, is now Director of Ambulatory services at Newton Wellesley Hospital.

**Nicole Orange, Class of 2007**, recently left the Baltimore office of KPMG to move back to Philly where she accepted a position as Senior Associate with the Philadelphia Healthcare Advisory practice at PwC.

**Hasnain Photowala, Class of 2004**, recently assumed a new role within Medstar: Administrative Manager - Emergency Department, Washington Hospital Center.

**Shaila Toro, Class of 2005**, recently joined HCA as the Associate Administrator at Henrico Doctors' Hospital in Richmond, VA.

## WHAT'S NEW WITH YOU?

The program office encourages you to share your information via email/internet. We would love to hear from you. Let us know if you have changed positions, addresses, etc. Also, if you have some updates you would like us to include in upcoming newsletters, we'd be happy to do so.



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