Greetings to All,

It’s my pleasure to introduce myself to all 450+ of you included in our alumni list-serve!

As Ann-Michele mentioned in our last e-newsletter, I arrived this summer from the University of North Carolina at Greensboro where I was Professor of Healthcare Management in the School of Business and Economics. My formal education (Ph.D. – UAB; MPH – University of South Carolina; BS – Cornell School of Hotel Administration) and my professional life as an academician and consultant (UAB, Penn State, Tulane, and Texas Tech) have given me the opportunity to live in various parts of the U.S., but now my family and I are looking forward to establishing roots in the Baltimore metropolitan area (please note the good luck we brought the Orioles).

As I enter my 4th month at JHSPH, I realize how fortunate I was to arrive at the beginning of the School’s academic year. Being the first to have the combined role of Associate Chair for Management and Leadership Programs and MHA director, I had the time during the summer to meet with colleagues throughout the HPM department. Bill, Ann-Michele, Doug, and Teresa played important roles in my Hopkins orientation and prepared me for the school year. In August, at our MHA faculty meeting, I had the opportunity to meet our part-time faculty and I look forward to attending some of their classes throughout the year. Although I’ve still not met everyone in the Class of 2015, I was thrilled to meet the first year students in August at the MHA welcome party at the Gundlach home.

Looking at the year ahead, we have very few changes to the MHA curriculum. No new faculty and no new courses. That being said, I was pleased to learn that our faculty are more than willing to modify their courses in response to student feedback and by what is going on in the healthcare sector. One of our main priorities this year is re-accreditation….both for the School and the program.

As a newcomer to Maryland, I’m taking advantage of the many field trips scheduled for our students as part of the MHA Seminar. To date, I’ve visited Bayview and GBMC with the Class of 2016. While I am very interested in meeting the local healthcare executives who have relationships with our program, Teresa tells me that it’s our alumni who have helped make the program as strong as it is. Your accomplishments and your commitment to the program have not gone unnoticed.

In the issues ahead, you’ll learn more about my research and educational interests, including the use of Mobius Social Learning Information Platform (Mobius SLIP) to promote peer-to-peer (P2P) engagement online (www.ctasit.com). I look forward to meeting many of you in person; in the meantime, please continue to stay in touch with the program and feel free to reach out to me directly.

Best,

Eric W. Ford, MPH, Ph.D.
Welcome MHA Class of 2016

Another year, another welcome party hosted by the MHA program at the Gundlach home!

This year’s class follows the tradition of representing the best from around the world. Who traveled the greatest distance to join us? Humoud Aljalahma, from Kuwait! Several of his classmates traveled from California, Texas, Colorado, Michigan, and Florida; several were already in the Baltimore/DC area. As is always the case, the new cohort was well connected via Facebook before meeting as a group on August 25th. What was different this year? Beautiful late summer weather and a winning baseball team!

Within two weeks of their arrival, another program tradition: meeting with Ron Peterson, President of The Johns Hopkins Hospital and Health System, and Executive Vice President of Johns Hopkins Medicine. On September 15th, the Class of 2016 met in the School of Medicine Board Room where Mr. Peterson shared his primer on Hopkins, starting with our merchant founder, Mr. Johns Hopkins, and describing the evolution of Johns Hopkins Medicine, the umbrella alliance of the Health System and School of Medicine.

Over the course of the next nine months, the Class of 2016 will have the opportunity to meet with many of the other leaders from the various Hopkins entities identified in Mr. Peterson’s primer. The next picture of the Class of 2016 to be taken in May during their next seminar in the SOM board room will include Mr. Peterson!

Hough Speaks at Chautagua

On the afternoon of August 16th, Associate Director Doug Hough gave a speech on “Irrationality and Health Care,” at the Contemporary Issues Forum at the venerable Chautauqua Institution in New York. The setting was the Hall of Philosophy, a beautiful outdoor facility reminiscent of the Parthenon. Doug says that it was the best presentation that he has ever given.
Everyone from the Class of 2005 remembers when Hurricane Isabel hit Baltimore. Just a few days into the first term, Fells Point was flooded and much of the city lost power. A specific memory unforgotten by the MHS/Health Finance and Management program was a photo which appeared in the Baltimore Sun of Allison being carried across Thames Street in September 2003 by the mayor of Baltimore, Martin O’Malley! Both O’Malley and Allison have done well for themselves since then.

Allison completed her administrative residency at Memorial Health System in Lancaster, PA. Following graduation, Allison spent four years with The Advisory Board Company and Stockamp & Associates (now Huron) focused on revenue cycle projects. After marrying a fellow Hopkins alumnus (SOM ’07), Allison left the world of travelling and held revenue cycle leadership roles at New York Presbyterian Hospital. From NYP, Allison joined the Hospital for Special Surgery (HSS), US News & World Report #1 ranked Orthopedic Hospital in the country, as Director of Ambassador Services (Patient Experience department).

During her time at HSS, Allison grew the Ambassador Services department from two employees to a team of eight, successfully integrated the department within the revenue cycle and discharge planning processes, and led the hospital in achieving the 99th percentile in Press Ganey scoring and full value-based purchasing payments. Allison also assumed leadership of Physician Referral Services, where she increased referrals by 75% within one month of restructuring the department and its operations, and leading implementation of rules-based referral software. Referral volume remains in the 75%-95% range of improvement compared to the prior year (2013).

After spending the last ten years in healthcare management consulting and hospital revenue cycle and operations, Allison recently left her position to spend more time with her three young children. Allison, her husband, Constantine Demetracopoulos, a foot and ankle surgeon at Hospital for Special Surgery, and their three children currently live in Westchester County, New York. Peter, 3½, started pre-school this fall, and their 15-month old twins, Jack and Catherine, who recently started to walk, plan on keeping Allison on her toes.

Allison wants to let fellow MHS/MHA graduates know that she is available to assist with any remote project work in hospital revenue cycle and patient experience. Please feel free to contact her at allisonnew@gmail.com.
This year’s site visits once again started in DC where two members of the Class of 2015 are completing their administrative residencies. Teresa first visited 2nd year student Ashley Thomson at Sibley Memorial Hospital, now part of Johns Hopkins Medicine. Ashley’s preceptors at Sibley are Conan Dickson, who many of you remember from 551.604, Quantitative Tools, and Sanjay Saha, Class of 1997, who became COO of Sibley earlier this year. After meeting with the Sibley team, Teresa traveled just a few miles to visit LeaTT Gilboa at MedStar’s MI2. In addition to meeting with LeaTT and her preceptor, Dr. Mark Smith, Teresa had the opportunity to connect with former alumni and MedStar residents now permanently employed by MedStar: Christine Laccay, ’14 and Jeff Collins, ’08. Of course, no visit would be complete without trying to get local alumni together. Enjoying a not too hot summer evening on Connecticut Avenue are Linda Sobh, ’13 (MedStar), Ashna Saxena ’13 (MedStar), Sierra Long, ’13 (The Advisory Board Company); LeaTT, Jeff Collins, Teresa, and Christine. Ashley had a work commitment that evening, so it was clearly a MedStar reunion.

A site-visit to Children’s Medical Center to visit 2nd year student Rebecca David and her preceptor, Doug Hock, Sr. VP for Operations, would be incomplete without a get-together of program graduates in the Dallas area. Alumni gathered for a wonderful dinner at Bugatti’s to enjoy the best Italian food in Dallas. Brett Lee, ’02, the CEO of Lake Point Health, hosted the dinner. In attendance were Farhana Abdullah, ’11; Jordan Robinson, ’13, Brett, Rebecca David ’15, Matt Croskey, ’12; Teresa; and Angela Vincent, ’10. Brett recruited the first Hopkins administrative residents to CMC back in 2007. CMC continues to be an outstanding residency site and we look forward to having Matt meet the Class of 2016 later this fall.

From Dallas, Teresa moved on to Phoenix where she met with Aret Zartarian, the program’s first administrative resident at Cigna Medical Group, a Phoenix-based multi-specialty medical group made up of 23 ambulatory medical centers. Visiting on the wettest day in Phoenix’s history, Teresa had the opportunity to meet with Aret’s preceptors Ed Kim, President and General Manger, and Dr. John Parente, CMIO, as well as several other members of Cigna’s management team. Aret is having an excellent residency (not just by his account) and looks forward to sharing his experiences with first year students who may be interested in following in his footsteps. (Tip to those who want to go this route: pay close attention to Ken Lee in the Quantitative Tools class: learn Tableau!)
MHA Administrative Residents making the DC Rounds

On July 3, 2014, President Obama visited startup tech incubator 1776 in Washington, DC. As a founding partner to 1776, MedStar Health was invited to attend the event. Administrative resident Leatt Gilboa (’15) was among the MedStar associates who witnessed the President engage entrepreneurs and discuss the June jobs report. MedStar's Institute for Innovation interacts with 1776 healthcare entrepreneurs through mentorship, research, and joint initiatives.

On July 31st, second year student Caleb Schwarzbach was among the group of LifeBridge executives and board members who had the opportunity to visit the White House. The visitors from LifeBridge engaged in a dialogue about healthcare policy with a panel of speakers that included the OMB Medicaid Branch Chief, a physician from the CMS Center for Innovation, a representative from the Center for Faith-Based and Neighborhood Partnerships at HHS, and the National Security Council Director for Outreach. Pictured with Caleb is his preceptor, Neil Meltzer, the President and CEO of LifeBridge Health.

A Day in the Life of the Class of 2016

What comes with six speakers and has the MHA students listening intently to every sound? No, it’s not the School’s new sound system. It’s the October 6th schedule for the MHA seminar! Three seminar sessions, six speakers, three different topics – all following an Epi lab and an on-line Epi quiz. Not your typical day, but not unprecedented!

The Class of 2016, always the best dressed students in the 8:30 Epi lab, had to complete their online Epi quizzes by noon. By 12:10, they were in Hampton House 901 having lunch and meeting with Catherine Boyne, the Senior Director of Operations Integration (OI) for Johns Hopkins Medicine, and her current administrative resident, Anthony DeAngelo. OI, JHM’s internal consultancy management group, has been an MHA residency site since Catherine joined Hopkins in 2011.

Anthony shared with the cohort an example of a week in his work life, which includes projects for Howard County General Hospital and Bayview. Additionally, Anthony is included in the Daily Executive Huddle call with senior leadership. There will certainly be several members of the Class of 2016 interested in succeeding Anthony as OI’s next administrative resident. (Cont’d on Pg. 6)
By 1:30, the cohort was in HH auditorium. As part of the Health-care operations course, Bill Ward introduced our first year students to some of the issues and challenges faced by private practice and employed physicians on a daily basis as a result of the ACA. Students engaged in a discussion with J. Kevin Lynch, MD, who practices concierge medicine as well as serving as Senior Vice President of Medical Affairs at Upper Chesapeake Health; Angela Poppe Ries, MD, President of the Medical Staff at Upper Chesapeake Health; and Ben Beres, COO, Greater Baltimore Medical Associates at GBMC.

The third session of the afternoon was also in the auditorium with Ed Kim, Class of 1985, President and General Manager of Cigna Medical Group (CMG) in Phoenix, AZ. Ed, one of the co-preceptors for this residency, knows that a trip to the east coast is incomplete without a visit to Hopkins.

In addition to providing an overview of CMG and listing numerous reasons why Phoenix is a great place to live, Ed provided a brief description of the projects undertaken by current resident, Aret Zartarian. Aret has the distinction of being our first resident at CMG; given the popularity of this opportunity in its first year, it will certainly be more popular this coming year as students learn more about Aret’s role. It will be even more attractive if this ends up being a cold winter in Baltimore!

What the Class of 2016 did after 5:00 is their own business!
Saira Chaudary, Class of 2011, remains in Boston but moved to the Dana Farber Cancer Institute to become their project manager in the center of quality and patient safety.

Leslie Dickens, Class of 2008, accepted a new position at Advocate - Director of Patient Access/Intake at Advocate Illinois Masonic Medical Center.

Nisha Jain, Class of 2012, was recently promoted to Senior Manager at Avalere.

Tom Kraus, Class of 2005, left McKinsey this summer to join the FDA as the Associate Commissioner responsible for the Agency’s interaction with Congress, HHS, and the White House on new legislation and oversight.

Brett Lee, Class of 2002, for the third year in a row, was named one of Becker’s Hospital Review’s 25 “Rising Stars” under age 40 in the healthcare profession. Brett is the CEO of Lake Pointe Health Network (LPHN) in Texas.

Jonathan Liu, Class of 2010, moved from DC to NYC to join IMS Consulting Group.

Vikrant Mital, MD, Class of 2003, recently joined the Pennsylvania Department of Public Welfare as the Chief Medical Officer at Danville State Hospital. Vikrant invites alumni in the area to reach out to him at vikrantMD@gmail.com.

Mark O’Neill, Class of 2000, was selected by his peers in May 2014 for membership in the Young Presidents' Organization (YPO), a global network of chief executives under age 45 with approximately 21,000 members in more than 125 countries.

Michael Poli, Class of 2010, was promoted to COO of Western Regional Medical Center in Bullhead City, Arizona.

Phil Sarnowski, Class of 2008, is now a VP at Remedy Partners, Inc.

Stephanie Vicent, Class of 2014, was selected to participate in the LEAD Atlanta Class of 2015, an initiative of Leadership Atlanta comprising an intensive eight-month leadership development and community education program targeted at promising young professionals between the ages of 25 and 32 in Metro Atlanta.

Colin Ward, Class of 2004, is now VP – Population Health/Clinical Integration at Upper Chesapeake Health System in Harford County, Maryland.


Congratulations to all of our alumni! Thanks for keeping us updated.
MHA Program Welcomes Blakely Goldsmith — New Program Coordinator

Blakely Goldsmith joined the MHA program on October 1st after working in the JHSPH Office of Admissions for two years. As Blakely was responsible for our program’s applications, many of you may have had an opportunity to e-mail or speak with Blakely. Prior to joining Hopkins, Blakely had some marketing and finance experience as she worked for 18 months at T Rowe Price and served as a seasonal contractor for Under Armor. A native of Baltimore, Blakely, whose actual name is Katherine, earned her B.A. from Southern Methodist University. She is currently pursuing an MA in Communications from Hopkins. You can reach Blakely at bgoldsm4@jhu.edu.

All of us in the MHA program want to send a special thanks to Andrea Haddon who was with us “temporarily” since April. Andrea did a great job helping us through our 2014 Case Competition, Alumni/Preceptor dinner, and the most recent editions of our alumni e-newsletter. She was also of tremendous value with the on-boarding of our new class and was responsible for the publication of this year’s student photo directory.

What’s New With You?

The program office encourages you to share your information. Let us know if you have changed positions, addresses, etc. We would love to hear from you!

http://www.jhsph.edu/departments/health-policy-and-management/degrees-programs/master-of-health-administration/

To view other HPM Department events, please visit the HPM Alumni page:

http://www.jhsph.edu/departments/health-policy-and-management/alumni/