Greetings Everyone!

Hope everyone enjoyed a wonderful holiday season. No sooner had our first year students left on winter break than we jumped into the admissions season. We’ve received a record number of applications to date and many have been excellent. It reinforces my belief that the future of healthcare will be in good hands. We send a special thank you to all of our alumni who recommended applicants to our program. And while mentioning our alumni, I would be remiss if I did not also thank the many who responded to our survey this past fall. We depend heavily on your input as we grow the program.

As you know, over the last several years, we’ve added a number of enriching activities to the program. The nurse shadowing experience and the internal case competition are two you have read about in earlier editions of our e-newsletter. Now, working with the Hopkins School of Nursing, we are pursuing another: the use of the nurse simulators to give our students a better feel for the clinical side of healthcare. Our first year students will get to observe clinical care (like inserting a central line) and collaborate in clinical/administrative decision-making. Faculty of both schools are excited by the potential of this initiative. Stay tuned for updates as we get underway.

As usual for November, I did my annual Thanksgiving pilgrimage to Singapore for a couple of days teaching at Singapore Management University. Under the heading of “It’s a really small world,” Maria Consunji, Class of 2001, was one of the participants. It was great fun to catch up with her – she is currently the President and CEO of Cardinal Santos Medical Center in Manila. This is the third time I have run into a former student while teaching in the Singapore program.

As you read this newsletter, I’m in Lima, Peru with a delegation from Johns Hopkins International working with Pacifica Salud. JHI has entered into a multi-year collaboration and my role is to lead a management development effort. We will begin by offering a non-credit Certificate in Health Finance and Management to approximately 25 members of Pacifica Salud’s management team. I’ll be back in time to see all of you who attend the annual alumni Meet and Greet on Friday, January 20th in the Wolfe Street cafeteria.

Here’s wishing all of you the very best in 2012. May the new year bring you happiness, health and prosperity.

Cheers,
MHA Visit to San Francisco

In October, Assistant Director, Teresa Schwartz represented the Bloomberg School of Public Health at the San Francisco Idealist Fair. In addition to recruiting new students to the School and to the MHA program, Teresa had the opportunity to meet with alumni from the Bay area. Also, Teresa visited Sunny Tseng Cooper (Class of 1993), preceptor to current 2nd year student Molly Zhang. Sunny, who started her career in healthcare consulting, moved to the west coast almost 15 years ago, and is currently the CIO of the San Francisco Health Plan. Pictured with Molly and Teresa are Emily Kemp (Class of 1992) and Conan Fong (Class of 2004). Emily, one of Bill’s former administrative residents from his time at Bayview, started her own business in 2001. She provides a full array of practice management services to physician practices in the Oakland area; Conan is the founder of Elation EMR in Walnut Creek, CA.

On The Road With The MHA Class of 2013

The class was in town for just a month before taking its first off campus trip to GBMC Hospital in Towson, Maryland. After meeting with the executive team at the Greater Baltimore Medical Center, Brian McCagh, GBMC’s Executive Director of Oncology, led the group on a tour of the outpatient oncology center. Closer to campus, the Class has already visited Wilmer, Bayview, Hopkins Home Care, and UMMC.
NAHSE Case Competition

In October, the Johns Hopkins MHA Program sent a team to compete at the 16th annual Everett V. Fox Student Case Competition, hosted by the National Association of Health Services Executives (NAHSE). The team was comprised of three second year students; (l to r) Nisha Jain, Fadi Rammo, and Jessica Gundel, who were among the semi-finalist teams in this year’s competition held in Henderson, NV just outside of Las Vegas.

Three weeks prior to the case competition, the students received their assignment along with information detailing the specifics of the competition. This year's case challenged students with transforming care outside of the hospital by using the Primary Care Medical Home (PCMH) model.

The competition consisted of three grueling rounds in which the team presented their recommendations to various panels of healthcare administrators from across the county. In addition to competing in the case competition, the team had the opportunity to attend various educational seminars and participate in a variety of networking events during the conference.

The team enjoyed their time at the conference and were pleased to represent the Johns Hopkins MHA program at the case competition. The team thanks Bill, Ann-Michele, Teresa and Jamila for all of their time, encouragement, and support!

MHA Holiday Give-Back

This past December, the MHA students again reached out to the community to provide extra support and comfort during the holiday season to those who are less fortunate. The MHA classes of 2012 and 2013 decided this year to participate in the Johns Hopkins Hospital Adopt-A-Family Program and they were paired with a family of recent immigrants from Myanmar. The MHA students both in Baltimore and around the country truly rallied behind this family, providing dozens of items of clothing and supplies for the family’s kitchen. Only a few students got to see the toothless smile and giddy behavior of the seven-year-old daughter as she received her surprise Barbie dolls, but all of the students who participated in the project enjoyed the opportunity to work with the Student Association on this initiative. Hopefully, future classes will continue the tradition of holiday giving.

Additionally, the Class of 2013 has organized two more service days at Our Daily Bread Employment Center in East Baltimore. The group will assist in providing meals to Baltimoreans in need. Given the proximity of Our Daily Bread to campus and the large population it serves, it is likely that there will be continued involvement.
Sarani Banerji embarked on a career in healthcare management because it combines two of her longstanding interests: business and medicine, while enabling her to help the community. Her initial focus in healthcare consulting, led to her successful tenures at prestigious firms such as KPMG and PricewaterhouseCoopers. The challenge of providing business solutions to healthcare systems using high-level thinking immediately drew Sarani to consulting. Working with clients in improving margin, so they could fulfill their mission of providing care to the underprivileged, was energizing. One of Sarani’s most rewarding engagements took place in Doha, Qatar during which time she provided a lengthy evaluation of the existing processes of various public hospitals in an effort to improve their quality outcomes.

A running theme throughout Sarani’s career involves the application of performance improvement solutions that translate to better patient care and decreased costs. Efficiency has been the goal for many of Sarani’s projects; e.g., she developed workflow processes to decrease ALOS in an emergency department and redesigned the revenue cycle charge process for a multi-hospital system.

Presently, Sarani is the Associate Director of Financial Planning and Reimbursement at Visiting Nurse Service of New York, the country’s largest not-for-profit home based healthcare company. VNSNY services more than 140,000 individuals a year in the metro New York City region and has a growing Health Plan. In her current role, Sarani evaluates the financial viability of organization-wide business ventures and acquisitions. More specifically, she was involved in the $40M acquisition of a long term home health care program and inpatient/home care hospice business. In her current position, Sarani quickly realized the importance of Home Health Care and how integral it is to the healthcare delivery model. It not only improves quality of life for the elderly and chronically ill population, it is also a part of the solution for reducing overall healthcare costs.

Sarani is an active alumna of the program who has served as a resource to many first and second year students, myself included. For those just beginning their careers in healthcare, Sarani’s advice is to be flexible, stay current and network. “Lastly, don’t forget that what you do makes a difference in someone’s life.”
Meet A Current MHA Student

MATTHEW CROSKEY, MHA Class of 2012

Like many individuals entering the healthcare administration field, Matt Croskey is a converted premedical college student who found a passion in management. Born and raised in Fresno, Calif. (known as Fres-yes to the natives), Matt traveled to the beautiful shores of La Jolla, CA. for college where he attended the University of California, San Diego and tried to learn how to surf while also attending a few classes. Following his desire to become a physician, he completed a major in Physiology and Neuroscience and worked as a research assistant exploring the genetics of neuronal growth, and later, the biochemical pathways of Alzheimer’s disease.

While in college, Matt joined a community hospital volunteer program aimed at individuals pursuing a career in medicine. During his time as a volunteer, Matt joined the program’s leadership and executive teams, helping them manage more than 400 volunteers accounting for over 45 full time equivalents. The experiences as a volunteer helped Matt determine that a career in healthcare administration offered exactly what he was looking for: a perpetual learning environment with an ability to make system-wide changes affecting the health of populations.

Serving his residency at Children’s Medical Center in Dallas (CMC), Matt has enjoyed the experiences of a traditional residency while taking advantage of opportunities unique to Children's. The early months of the residency were consumed by rotating throughout the large academic medical center and sitting in on executive meetings. The residency has since transitioned to project work. Following the shift, Matt has worked on conceptualizing a centralized distribution hub for medical equipment; developed a cost comparison for a building acquisition; and researched the feasibility of opening a new community health center. In the future, Matt will be working with a team of clinicians to develop a clinical pathway for pediatric appendicitis as part of Children’s new Population Health Initiative.

For Matt, the most memorable experiences have come outside normal working hours. For example, Matt had the chance to don a flight suit and do his best Top Gun impersonation during a helicopter ride-along with the Children's transportation team. He has also had numerous opportunities to volunteer including the Children’s Red Balloon Run, the Christmas tree lighting ceremony and the Children’s Radio-thon.

As if completing Dr. Frick’s economic evaluation course was not already difficult enough, Matt assumed the additional academic burden of clown school. In an intense two-hour session of red noses and joke-telling, he graduated and showed off his talents performing as a street clown at the Children’s Holiday Parade in early December. While he enjoyed the tomfoolery, he will not be making a career change.
Meet A Current MHA Student

PRASHANT DILWALI, MHA Class of 2013

Prashant hails from the historic town of Lexington, Massachusetts. He attended MIT for his undergraduate degree, majoring in Biology and minoring in Economics. Initially a premedical student, Prashant trained as an EMT in school and was actively involved in numerous South Asian student groups. A consulting experience during his junior year summer encouraged Prashant to peruse alternative careers in healthcare. Rather than apply to medical school, Prashant accepted an offer to work as a strategy consultant for pharmaceutical and biotechnology companies. He worked on numerous product forecasts and did significant market research studies regarding new pharmaceutical and diagnostic markets. His desire to work closely with providers drove Prashant to apply for a Masters in Health Administration at Bloomberg, where he is currently halfway through his first year.

In addition to his interest in the US delivery system, Prashant is keen on developing an understanding of international healthcare delivery models, particularly in emerging markets. He spent his winter break interning for Medium Consulting in Hyderabad, India – a consulting firm focused on innovative healthcare delivery practices and new patient experience models. In addition to learning more about India’s rapidly expanding hospital space, Prashant was staffed on a project for a start-up novel obstetrics clinic. He detailed the operations of a 25 bed facility and, using best practices from the US, assisted management in developing a feedback mechanism and reward structure for its employees that is both scalable and effective. He looks forward to the residency match process and furthering his understanding of hospital strategy and operations.

Alumni Updates

Pamela Aitken, Class of 1992, is now Executive Director of Allendale Nursing & Rehabilitation Community, a 60 bed SNF located in Allendale, MI. The facility is part of Atrium Services, LLC.

Chris Jorgensen, Class of 2007, after 5 1/2 years of a fantastic experience at LifeBridge Health in Baltimore, Chris joined Wake Forest Baptist Health in Winston-Salem, NC, as Associate Director of Ambulatory Business Operations.

Hasnain Photowala, Class of 2004, made the move from being the Administrative Manager for the ER at Washington Hospital Center to the Administrative Director for the MedStar Transplant Institute.

Katie Van Veen, Class of 2010, moved from Holy Name Medical Center where she completed her administrative residency, to the University of Pennsylvania Health System where she is now a Strategic Decision Support Analyst.
4th Annual MHA Alumni Meet & Greet

Save The Date!!

ALUMNI & PRECEPTOR’S RECEPTION & DINNER
Friday, May 4th, 2012
5:00 - 8:30 p.m.

This has become one of the most enjoyable alumni events of the year. Please join us!
Class of 2002, we expect to see many of you as this will be your Ten Year Reunion!
What’s New With You?

The program office encourages you to share your information. 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. We would love to hear from you!

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