UCLA Health

Administrative Fellowship Program
Panelists

Frances Watts, MBA, MSHA
University of Alabama at Birmingham
Operations Manager, Operations
2012-2013 Administrative Fellow

Laura McDonough, MHSA
University of Michigan
Administrative Fellow
Who We Are
Mission, Vision, & Values

Our Mission is to deliver leading-edge patient care, research, and education.

Our Vision is to heal humankind, one patient at a time, by improving health, alleviating suffering, and delivering acts of kindness.

Our Values ensure Compassion, Respect, Excellence, Discovery, Integrity, & Teamwork in the work we do daily.
UCLA Health

Hospitals:

• Ronald Reagan UCLA Medical Center
• Mattel Children’s Hospital UCLA
• Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA
• UCLA Medical Center, Santa Monica
UCLA Health

Clinics within the Communities
Awards & Recognitions

U.S. News & World Report ranks Ronald Reagan UCLA Medical Center one of the top five American hospitals — and the best hospital in the western United States for the 25th consecutive year.

The company we keep:

1. Mayo Clinic
2. Mass General
3. Johns Hopkins
4. Cleveland Clinic
5. UCLA Medical Center
6. New York-Presbyterian
7. University of Pennsylvania
Leading Healthcare for More than 50 Years

- AIDS identified by UCLA physicians
- PET scanner was developed by UCLA researcher
- Developed national model for limb-salvage technique for cancer patients
- UCLA Jonsson Comprehensive Cancer Center
- Stein Eye Institute and Doris Stein Eye Research Center
- Among the top 10 in the nation in NIH medical research funding/fourth in overall research funding
- Breathmobile – Children’s Hospital asthma clinic on wheels travels to 25 low-income area schools
- Operation Mend - collaborative program to heal wounded U.S. military personnel
21st Century Centers of Healing
Ronald Reagan UCLA Medical Center

• Home of Ronald Reagan UCLA Medical Center, Mattel Children’s Hospital UCLA and Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA

• Opened June 2008

• Designed by celebrated architects I.M. Pei and C.C. Pei, our 1,050,000-square-foot hospital blends science and technology with the art of healing

• One of the first total replacement hospitals built to meet the latest California seismic safety standards
Designed Around the Patient Experience

- Maximize natural light, views, comfort and privacy
- Space for patient, caregiver, family area (daybed), private bathroom, wireless technology, bedside computing
- Provide comfortable and hopeful environment for patient’s family and staff
- PCAT Rounds
- C-I-CARE Focused
UCLA Medical Center, Santa Monica

New state-of-the-art medical center opened 2011.

• 266 inpatient beds; 315,000 square feet of new space

• Unique alliance with Orthopedic Hospital, featuring an outpatient clinic

• 16 operating rooms

• Critical Care Unit with advanced equipment and 360-degree access

• Patient rooms with family space and comfortable sleeper chairs

• 25 percent of new medical campus devoted to green and open spaces

• Seismically safe
Living in LA

• Environment
  • Average of 329 sunny days each year
  • 75 miles of spectacular coastline, stretching from Malibu to Long Beach, plus mountains, valleys, and palm trees

• Culture & Diversity
  • One of only two U.S. cities without a majority population
  • World class college and professional sports franchises
  • More than 300 museums can be found in the Los Angeles area
UCLA Health Administrative Fellowship
Administrative Fellowship Overview

• **Duration**
  - One-year with flexible summer start date

• **Structure**
  - Project-based pending on specific interests across the health system

• **Preceptor & Manager**
  - Preceptor: Shannon O’Kelley, Chief Operating Officer
  - Manager: Frances Watts, Operations Manager

• **Current Administrative Fellows**
  - Laura McDonough, MHSA (Michigan)
  - Marc Orcutt, MHA/MBA (Army-Baylor)
  - Drew Peterson, MPH (Yale)
Administrative Fellowship Components

• Build relationships with managers, directors, and high-level executives
• Open access to Chief Operating Officer’s schedule
• Self-directed opportunity to pursue specific areas of interest across the health system
• Strong mentorship during and after the fellowship
• Leadership development
Unique Experiences

• Observations
  • Shadowing
  • Transplants/Surgeries
• Command Centers
  • Regulatory Surveys
  • Internal/External Disasters
• Other Opportunities
  • LA City Emergency Operations
  • Operation Mend
  • LEAN Academy
  • What interests you?
### Past Projects

<table>
<thead>
<tr>
<th>Focus</th>
<th>Project</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operations</strong></td>
<td>• Reducing inappropriate use of the Emergency Department</td>
</tr>
<tr>
<td></td>
<td>• Improving patient access and operations in the Medical Procedures Unit</td>
</tr>
<tr>
<td></td>
<td>• Patient progression model for Neurology</td>
</tr>
<tr>
<td></td>
<td>• 5S implementation in Faculty Practice Group clinics</td>
</tr>
<tr>
<td></td>
<td>• Development of Operations Manager website</td>
</tr>
<tr>
<td><strong>Strategy</strong></td>
<td>• Development of Integrated Practice Units</td>
</tr>
<tr>
<td></td>
<td>• Acquisition and integration Santa Monica Bay physician group</td>
</tr>
<tr>
<td></td>
<td>• Development of Advanced Care Planning model</td>
</tr>
<tr>
<td></td>
<td>• Partnership with VITAS services for dedicated IP hospice beds</td>
</tr>
<tr>
<td></td>
<td>• Analysis on Pediatrics US News &amp; World Report ranking methodology</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td>• Profit/Loss evaluation of Ambulance Services</td>
</tr>
<tr>
<td></td>
<td>• Creation of a charge capture system in EPIC</td>
</tr>
<tr>
<td></td>
<td>• Business plan for Aortic Heart Center</td>
</tr>
<tr>
<td></td>
<td>• Business plan for perinatal mood disorders partial hospital program</td>
</tr>
<tr>
<td><strong>Emergency Preparedness</strong></td>
<td>• Labor strike staff planning</td>
</tr>
<tr>
<td></td>
<td>• Joint Commission command center</td>
</tr>
<tr>
<td></td>
<td>• Contingency planning for I-405 closure (Carmageddon)</td>
</tr>
</tbody>
</table>
# Growth within UCLA Health

<table>
<thead>
<tr>
<th>Name</th>
<th>Fellow Year</th>
<th>Current Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lily Roh, MPH</td>
<td>2013-2014</td>
<td>Project Manager, Ambulatory Care Innovation</td>
</tr>
<tr>
<td>Frances Watts, MBA, MSHA</td>
<td>2012-2013</td>
<td>Operations Manager, Operations</td>
</tr>
<tr>
<td>Michael Burke, MHA</td>
<td>2012-2013</td>
<td>International Development, Operations</td>
</tr>
<tr>
<td>Randi Wiggins, MBA</td>
<td>2010-2011</td>
<td>Director of Business Operations &amp; Strategy, Operative Services</td>
</tr>
<tr>
<td>Catherine Duda, MPH, PhD</td>
<td>2009-2010</td>
<td>Chief Administrative Officer, Anesthesiology &amp; Emergency Medicine</td>
</tr>
<tr>
<td>Jeff Butler, MHSA</td>
<td>2008-2009</td>
<td>Executive Director, Clinic Operations</td>
</tr>
</tbody>
</table>
Application Details

• Components
  • Resume
  • Statement of Purpose
  • Two Letters of Recommendation
  • Official Graduate Academic Transcript

Application Opens
• Late July

Application Due
• September 22

Phone Interview
• Early October

On-Site Interview
• Mid October

Offer Extended
• Late October
Questions

• Please visit our website for more information:
  • http://fellowship.jobs.healthcare.ucla.edu
• For any questions, please feel free to contact:
  • AdminFellowship@mednet.ucla.edu
Administrative Internship Overview

• Duration
  • 10-12 weeks with flexible summer start date

• Structure
  • Project-based pending on specific interests across the health system

• Preceptor & Manager
  • Preceptor: Shannon O’Kelley, Chief Operating Officer
  • Manager: Frances Watts, Operations Manager
Administrative Internship Application

• Applications due in December 2014
  • Details will be posted to our website in November

• Applications should include:
  • One page cover letter addressing the following items:
    • Why you are interested in pursuing an internship with UCLA Health
    • Top three goals for your summer internship, including areas of specific interest
  • Current resume, including undergraduate and graduate school GPA

• E-mail inquiries can be directed to: AdminIntern@mednet.ucla.edu