JOHNS HOPKINS MEDICINE INTERNATIONAL ADMINISTRATIVE RESIDENCY PROGRAM OVERVIEW

THE ADMINISTRATIVE RESIDENT WILL:
- Directly report to the Project Management Office
- Be assigned a Project Administrator mentor
- Be provided professional and personal development opportunities
- Be exposed to diverse leadership styles and multiple levels of JHM leadership

1. DATA & QUALITY
   - Assigned projects from Patient Experience and Business & Decision Support divisions to gain broad exposure of Patient Services

2. OPERATIONS
   - Rotate with IMCS and the International Regions for exposure to operations of international patient care coordination

3. INT’L SERVICES
   - Rotate in Global Services with opportunity to go overseas at affiliate hospitals (e.g. Singapore, Middle East, etc.)

4. BUSINESS & STRATEGY
   - Work closely with JHI Senior Leadership; will be assigned to projects/tasks, as needed

5. PRESENTATION
   - Present Completed Residency Capstone Project to JHI and JHHS Leadership

ONE YEAR DURATION
2-3 Month Rotations with Assigned Projects (as available)

SIX MONTH DURATION
JHI Senior Leadership Rotation

July Start Date - 18-month duration
*Post-Residency opportunities dependent on performance and positions available
ROLES & RESPONSIBILITIES
The Administrative Resident is responsible for the completion of projects as assigned by JHI Leadership and by the Project Management Office. The position can be assigned projects in International Patient Services (IPS), Global Services (GS) and JHI Administrative Services as a lead, co-lead, facilitator of meetings, or support, depending on the scope and purpose of the project. The resident will directly report to the PMO, and they will have all project deliverables be reviewed by a member of the PMO.

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<tr>
<th>ROLE</th>
<th>RESPONSIBILITY</th>
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<tbody>
<tr>
<td>Lead/Co-Lead</td>
<td>Develop the project charters, project plans, and coordinate all activities necessary to meet objectives and agreed upon deliverables for each project, while maintaining regular status updates for all involved parties</td>
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<tr>
<td>Facilitator</td>
<td>Lead meetings towards fulfillment of objectives or goals</td>
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<tr>
<td>Support</td>
<td>Provide any and all services required for successful completion of project deliverables (e.g. meeting minutes, meeting coordination, research, etc.)</td>
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RANGE OF PROJECTS & OPPORTUNITIES

**Patient Services Projects**
- International Patient Intake and Coordination
- Patient Experience
- Business & Decision Support
- Finance
- Billing & Collections
- Care Management
- Embassy Relations

**Global Services Projects**
- Business improvement
- Program development overseas
- Contract development, negotiation, and due diligence
- Marketing and Branding
- Optional rotations in countries containing JHI affiliated hospitals (e.g., Singapore, Turkey, United Arab Emirates)

**Opportunities**
- Develop mentoring relationships with JHI Leadership, overseas affiliates, and Johns Hopkins Health Services leadership
- Build a solid skillset in project management
- Utilize methodologies such as Lean Sigma, Project Management Professional, etc.
- Develop qualitative skillsets (e.g., negotiations, persuasion, business acumen, organizational communications, and relationship building)

COMPETENCIES

**Education**
Requires a minimum of a Master’s Degree or 3/4th of the graduate degree completed at time of application (preferably in Health Administration, Business Administration, International Business or related field)

**Knowledge**
Knowledge of basic health care provider operations, current healthcare issues, and international healthcare preferred

**Skills**
- Requires critical thinking and systems-perspective analytical abilities with the flexibility to understand micro-level details
- Requires the ability to work independently and with minimal supervision on projects/tasks assigned
- Requires excellent communication and interpersonal skills to interface with diverse levels of staff and associates
- Requires strong analytical ability to gather, interpret and research data from various sources
- Requires proficient PC skills and ability to use various software applications

**Required Certification**
Lean Sigma training program is to be completed during the residency term

**Work Experience**
1-2 years of work experience in business or related field is required. International health care experience preferred
FREQUENTLY ASKED QUESTIONS

JHI ADMINISTRATIVE RESIDENCY
To help clarify the roles, responsibilities, opportunities, and logistics of the JHI Administrative Residency, please review the following questions most frequently asked. If you have another question, please contact Kate Waldeisen at kwaldei1@JHMI.edu.

What kind of projects will the resident be assigned?
We would assign projects according to the rotation the resident is in, while developing a strong foundational skillset in project management, data and business analyses. We would also try to match projects with the resident’s interests.

Will there be a preceptor?
Yes, the resident will be assigned a Project Administrator for direct reporting and access to the Assistant Director of the Business and Project Management team for guidance and mentorship.

Will the resident get a chance to shadow executive leadership?
Yes, this is part of the final 6 months of the rotation. The resident will get a chance to work closely with the executive or senior leader in JHI.

Is the resident guaranteed to secure a job at JHI post-residency?
There is no guarantee of post-residency employment. It is dependent on opportunities within the institution that are available at the time of the resident’s program completion, the resident’s skills and experience during the program’s duration.

How would you describe the work environment in Hopkins? JHI?
Johns Hopkins Medicine (JHM) is an academic medical institution, that encompasses the tripartheid mission of research, education, and patient care. JHM is a very academic, medically innovative, research-driven and decentralized organization. Johns Hopkins Medicine International (JHI) operates as an LLC under the not-for-profit umbrella of the institution. JHI is a very entrepreneurial and fast-paced organization, incorporating more of a business environment than an academic one.

What are the characteristics that would make an applicant stand out?
Diverse background, effective organizational skills and well-rounded experiences.

Will the resident get a chance to meet other residents in the hospital/health system?
Yes, there are health system-wide activities within the professional and social arena.

How is the Johns Hopkins Medicine International residency different from the Johns Hopkins Health System Fellowship?
The JHI residency is an 18 month program that concentrates on international opportunities within the primary domain of JHI. The program is performance and project-based and focused on hard skills and leadership skills development. The JHHS fellowship is a rotation-based program that allows the fellow to rotate throughout multiple departments in the health system. It is focused on shadowing and exposure to senior leaders throughout the system.

What makes a successful resident?
Proactive, flexible, organized, energetic, focused, problem-solver, adaptable, and open-minded.

Are the rotation times/durations flexible?
Yes, although there is a program structure, the resident may adjust the duration of the rotations per business needs or resident interests.

How would you describe the culture in JHI?
Multicultural and energetic. We are a 300+ company consisting of 80+ cultures.
**Do we have the option to go overseas? Which countries?**
Yes, you are given the opportunity to do a rotation overseas at one of our affiliates/partners (with safety and security being high priority).

**What are the requirements for completing the residency?**
1) Successful completion of the training and testing of the Lean Sigma Green Belt course provided by the Armstrong Institute for Quality and Safety in Johns Hopkins University
2) Complete rotation and close out of project deliverables that were agreed upon between the project owners and the resident/PMO.
3) Successful completion and presentation of capstone project

**Will there be a project capstone?**
Yes, the resident will need to identify a project that they will present to leadership at the completion of the program.

**Does the program sponsor visas?**
No. JHI will not be sponsoring visas for the Administrative Residency at this time.

**What activities are there to do in Baltimore?**
Located between New York City and Washington, D.C., Baltimore is known for its delicious seafood, maritime heritage, and thriving ethnic neighborhoods, including Greek, Eastern European, Korean, and Hispanic communities. The highlight of downtown Baltimore is the Inner Harbor waterfront. A walkway bordering the Inner Harbor is a pleasant stroll to restaurants, shopping, and entertainment. In addition, Baltimore boasts multiple markets, museums, and shopping centers around the city. Transportation options include the Charm City Circulator (bus), subway, the Light Rail, and Amtrak.