



Quinnipiac University Healthcare Management Club

Academic Year 2018-2019

Message from the QU-HCM Faculty Director

We are pleased to provide the Quinnipiac University Chapter of the American College of Healthcare Executives (ACHE) *Academic Year Report*. The 2018-2019 year was yet another active and successful year for our student organization. Our students led and participated in education/networking programs described in this report. They also delivered a number of well-done projects and reports through their coursework and onsite placements and internships.

We would like to recognize the efforts and thank our QU-ACHE student-leaders. **Jasie Mathew** provided club leadership, as our club Co-President, and also the student representative on the CTAHE board. **Dylan Mariano** directed completion of this report. **Yamini Ranganathan, Jasie Mathew, Edward Brady, Elizabeth George, Dylan Mariano and Joanna Proctor** contributed to this report. **Ryan Cuttitta** and his team- **Meghan Cacace, Blake Heller, Scott Gonzalez, and Joanna Proctor** helped lead a successful event. **Amanda Colpitts** also served as Co-President and was membership chair. They were an outstanding and productive team.

This year we once again saw the return of our alum to mentor their junior colleagues in our program: *So You Want a Career in Healthcare Management: What Should You Do?* **Connor Rand** and **Dori Horne**, previous club presidents returned from their positions at Qualidigm. **Qualidigm** continues to provide summer internship and employment opportunities for our students. Our students also received several accolades for their work. Among them-**Samuel Sondheim**, our first MD/MBA graduate's project with **Kurt Barwis** was selected to represent the School of Business at President Judy Olian's inauguration events.

We once again welcomed many of you to our campus and enjoyed the benefits of your mentorship. **Denise Fiore** sponsored a summer internship. **Kimberly Lumia** joined our medical school students for a lively discussion.

You all took time from your busy commitments to visit our campus, meet with our students and provide internship/residencies and project opportunities for our learners. We are extremely appreciative of our relationship with CTAHE and consider all of you valued partners in training the future generation of healthcare leaders.

Our Sincere Appreciation!

Angela Mattie

Professor, Schools of Business & Medicine

QU-HCM Officers 2018-2019

Jasie Mathew, Organization Co-President and CTAHE Student Board Liaison

Amanda Colpitts, Organization Co-President and Membership Chair

Joanna Proctor, VP of Social Media

Ryan Cuttitta, VP of Events

Dylan Mariano, VP of Newsletter Communications

CTAHE Student Chapter Welcome Back Event
October 23rd, 2018
By: Yamini Ranganathan

The First Annual Welcome Back Social, hosted by the CT Chapter of the American College of Healthcare Executives' Higher Education Network, was held at the Frank H. Netter M.D. School of Medicine, Quinnipiac University. The theme of the event was networking and the development of the professional student community.

Many graduate and medical students from neighboring universities, including Seton Hall University, University of New Haven and Quinnipiac University, attended the event to create new connections and to strengthen existing relationships. Also, several students from Quinnipiac University's online healthcare certificate programs took part in this meet-and-mingle networking event.

Fred Boateng, Chapter President - NAHSE Connecticut and Manager of Cardiovascular Services at Hartford Healthcare Medical Group welcomed the attendees and briefly discussed the power of leveraging peer relationships. He introduced Zach Smith, also from Hartford Healthcare, as a student liaison to meet and discuss various volunteer leadership opportunities available in the CTAHE chapter.

Denise Fiore, Chief Operating Officer, Lawrence and Memorial Hospital, also an alumnus of Quinnipiac University, emphasized mentoring, networking, learning and scholarship opportunities provided by CTAHE and encouraged students to actively reach out to healthcare leaders from across the state for opportunities to find internships, fellowships, employment, and mentorship.



Brian Spector, Principal at Lombard HC Consulting, accentuated 'problem solving' as a core competency needed for today's younger and enthusiastic healthcare professionals to tackle the challenges in the ever-changing world of healthcare.

The CTAHE student chapter welcome back networking event provided a dynamic platform for students to engage and interact with their peers in the same programs from various universities and to connect with healthcare leaders from across the state of Connecticut for their education and career advancement.

CTAHE Strategic Board Retreat

November 19th, 2018

By: Jasie Mathew



The Board of the Connecticut Association of Healthcare Executives (CTAHE) met for a full day retreat in Middletown, CT to plan for upcoming events, to discuss changes in leadership, and to discuss future improvements. The day started with a “Board 101” session, where there were reviews and approvals of the chapter manual and bylaws, a succession planning session, and a discussion of the board’s self-assessment. Next followed a

strategic planning discussion where findings of the member survey were analyzed and recommendations were made for building a new plan. Then followed a review of financials, sponsorships, and the upcoming Yale Conference on April 12, 2019, in which students and executives were recommended to take advantage of. The various committees, including the Education Network Committee, Membership Committee, and Diversity and Inclusion Committee,

gave updates on their various activities. There was a great discussion about improving benefits for student members of CTAHE to better connect students and executives and provide useful resources for career development. Students will help the membership committee create ways for student members to learn from CTAHE healthcare management professionals and continue growing in their careers through this organization.

"Implementing an Energy Efficiency Project in a 24/7 Hospital Environment"

February 7th, 2019

By: Edward Brady

On February 7th, 2019, Bristol Hospital sponsored the "Implementing an Energy Efficiency Project in a 24/7 Hospital Environment."

The event was a panel discussion that centered around the air quality upgrades to Bristol Hospital's infrastructure. The panel discussion was hosted and moderated by Kurt Barwis, President and CEO of Bristol Hospital. With the panel participants as Richard Bramm, Thomas Roche, and Matt Menard. These four gentlemen all spoke about their specific tasks in accomplishing this vital infrastructure upgrade for the hospital. The topics of discussion ranged from how the hospital negotiated the financing of this project to how daily operations within the hospital went mostly undisturbed.

The panel spoke about each department's trials and tribulations of



the project. The most interesting fact that Kurt Barwis spoke about was in regards to the feedback the hospital received from patients while the renovations were happening in their rooms. Mr. Barwis and the staff at Bristol expected there to be dozens of complaints from patients but to the contrary there was not a single complaint. Mr. Barwis explained that this was due to how the hospital staff explained the necessity of the energy efficient project to the patients. For the most part, patients were happy to see that their local hospital was

receiving the needed upgrades while staying environmentally conscious. Once the project was complete, Bristol Hospital was projected to save \$50,000-70,000 during the hot summer months.

This CTAHE event enabled guests to learn about implementing an energy efficiency project, while also allowing guests to network with health care employees from around the state of Connecticut.

CTAHE President Kimberly Lumia's Visit to Students at Quinnipiac School of Medicine

February 21st, 2019

By: Elizabeth George

Kimberly Lumia joined first-year students in the Healthcare Management and Organizational Leadership Capstone Concentration at the Frank H. Netter School of Medicine at Quinnipiac University. Ms. Lumia shared her insights on being a clinician and a leader in the healthcare field. The students enjoyed hearing Ms. Lumia's trajectory from her early nursing career to healthcare

leadership positions including her current positions as President of the Connecticut Chapter of the American College of Healthcare Executives and Chief Performance Officer of Prospect Medical Holdings Inc. Ms. Lumia shared some of the values that have helped her achieve success – being flexible and learning from difficult experiences, constantly improving communication skills, and following her passion. Ms. Lumia's passion has

always been for healthcare and her contributions to the field are among her proudest accomplishments. In her closing remarks, Ms. Lumia gave a call to action for the incoming generation of leaders to continue making necessary improvements in the U.S. healthcare system – a challenge the Netter School of Medicine students were eager to take on.



So You Want a Career in Healthcare Management: What Should You Do?

March 4th, 2019

By: Joanna Proctor

On March 4th, 2019, the Quinnipiac Healthcare Management Organization hosted its internship and career development event “So You Want a Career in Healthcare Management: What Should You Do?”. Held in the Echlin auditorium on the Mt. Carmel Campus, the primary goal of the event was to provide both Healthcare Management students and students in health care based tracks, with an opportunity to receive advice and guidance from alumni of the Quinnipiac MBA-HCM track. The event opened with some warm words from Ryan Cuttitta, the event coordinator, followed by a presentation from Jill Koehler, Associate Dean of Career Development. The presentation provided key information from

resumes to potential career paths and interview tips.

Rick Coppola, Regional Director of Practice Operations at Northeast Medical Group, shared some insights to his role and everyday work life. As a graduate from the class of 2009, he provided some helpful information about his career path to date. Connor Rand and Dorothy Horne, more recent graduates of the QU-HCM program, represented Qualidigm, a healthcare consulting organization. They gave attendees a different insight, one of a smaller organization, and spoke of the organization’s summer internship program, which they both were a part of before joining the organization full-time.

Scott Gonzalez, Joanna Proctor, and Edward Brady, current

Quinnipiac Healthcare Management students, were also able to speak about their past internship experiences. Scott recently completed his Administrative Internship at St. Barnabas Medical Center in Livingston, NJ. Joanna spoke about her recent internship experience at Sectra, Inc., based out of Shelton, CT., working as a Marketing Intern. Edward then finished speaking about his volunteer experience at Montefiore Hospital in New Rochelle, NY.

After the events’ conclusion, open Q&A for the presenters began, followed by an informal networking opportunity. The event gave students a chance to talk to their peers as well as graduates of the same program, who have all continued on to varying career paths.

Yale Healthcare Conference

April 12th, 2019

By: Jasie Mathew

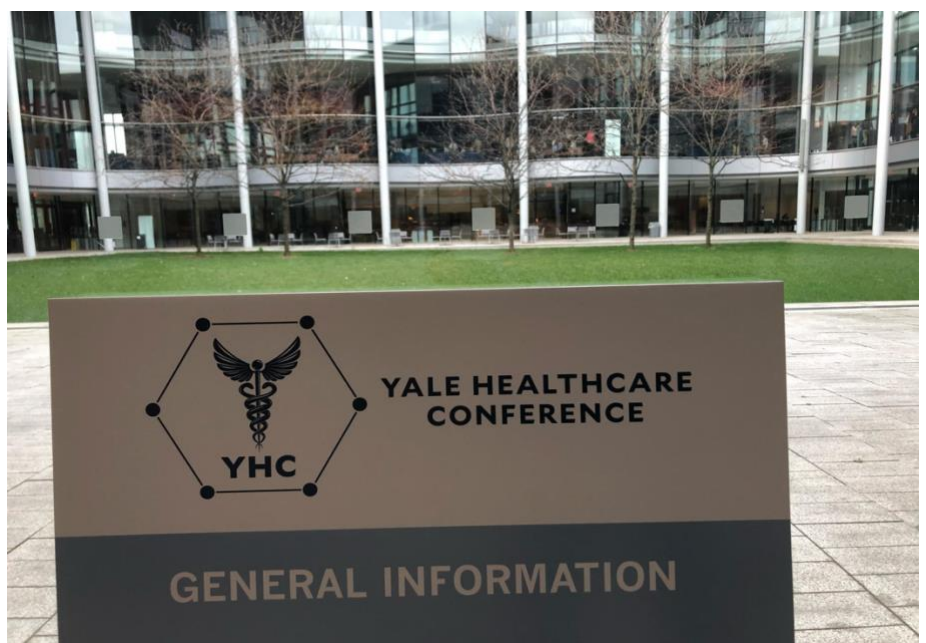
The 15th Annual Yale Healthcare Conference was held at the Yale School of Management, where it was attended by more than 600 healthcare leaders and executives from across the nation. The theme of the 2019 conference was Reimagining Healthcare: Changing Perspectives on Delivery and Disparities. The first keynote address was given by Vivek Gary, MD, MBA, Chief Medical Officer of CareMore Health, and he spoke about the importance of remembering the lives of the patients beyond the walls of the hospital. He spoke about his experiences with patients being lonely, some not having the proper nutrition when they arrived home from the hospital, and some having a lack of access to transportation for future visits. These were just some of the potential issues he mentioned that providers and administrators should keep in mind when discharging patients from the hospital.

Attendees were able to attend two breakout sessions during the course of the day. One of the sessions, “Think Global, Act Local” featured a panel of healthcare leaders and focused around learning about health systems abroad to serve diverse populations at home. Many of the panelists were involved previously with healthcare initiatives in countries such as Uganda and Nigeria and spoke of the issues faced in those communities. Each mentioned the power of helping in the nearby communities and that it wasn’t necessary to leave the country in order to make a difference. Another session, “Improving the Patient

Experience,” featured another panel and the discussion was centered around prenatal to palliative care. Many of the panelists spoke on personal experiences and noted how everyone had such an experience that shaped the way they saw healthcare as a result. Some points mentioned were the importance of patients questioning care, providers’ commitment to transparency, and how many patients did not understand the preventative care benefits they could utilize with their insurance plans.

A panel of highly respected executive panelists included Trent T. Haywood, MD, JD, President of the BlueCross BlueShield Institute, Vivian S. Lee, MD, PHD, MBA, President of Verily Life Sciences, Johnathan Rothberg, PHD, Founder and CEO of the Butterfly Network, and moderator Robert S. Galvin, MD, CEO of Equity Healthcare. The discussion was based on the growing presence of technology in healthcare.

Digital health funding in 2018 was mentioned to be approximately \$8Billion dollars. Some devices noted to be of excellent use were diabetes management tools as well as a new portable ultrasound machine created by the team of one of the panelists, Johnathan Rothberg. Some disparities discussed were centered around the ability of all consumers to afford the expensive new technologies. The final keynote address was given by J.D. Thompson Fellow Vivian W. Pinn, MD, Retired Founding Director at National Institutes of Health. Her story spoke of the many barriers she broke for women and minorities in medicine. She grew up in segregated schools and was the only African-American and only woman in her class to graduate from the University of Virginia School of Medicine in 1967. She spoke on confronting gender biases and understanding concepts of diversity and inclusion in healthcare.



CTAHE 2nd Annual Career Fair

April 18th, 2019

By: Dylan Mariano

On April 18th the Connecticut Association of Healthcare Executives (CTAHE) held a student career fair and networking event at the University of New Haven's Orange campus. The career fair was held from one to four in the afternoon to allow ample time for attendees to hear from the key note speaker and interact with the representatives present from each of the organizations that had agreed to participate in the event. The keynote speaker for the event was the Chief Operating Officer (COO) of the Eastern Connecticut Health Network, Mr. Marc Brunetti.



Marc delivered an empowering speech relevant to all individuals present, mainly focusing on the emphasis that the current industry practices put on adaptability and the eagerness to learn and progress. Marc talked about his background and how he came to be one of the chief executives in the area, starting as a nurse who simply volunteered to take on tasks and positions as they presented

themselves, to increase his own personal knowledge and understanding of the facility he thrived in. His main take-away was that students should be eager to learn and always open to the knowledge and friendships that present themselves, because he himself is the product of the little pieces he learned from others along the way.

Following the keynote speaker, students and members had the opportunity to network with the 19 employers present to provide information about internships, fellowships and employment opportunities within their organizations. The private event allowed for the students present to take their time with each table and extract as much information out of the company representatives as possible without being rushed. Students present were also given the option to participate in a resume critiquing session or a professional headshot during registration. The resume critiquing was a great



opportunity to have a professional evaluate the strong points of current resumes, as well as areas for opportunity or improvement as well. The event was a great success, even resulting in students staying past the closing time to continue to talk and network with each other, employers, and members of CTAHE who were present and open to help per usual.

Overall, the event was a great success. Students were able to build connections and learn about employers in the area and what their respective organizations' cultures and missions were. Employers were able to connect with potential future employees and provide information that may have otherwise been a challenge to find. Some great information was exchanged and it is safe to say that each of the Quinnipiac MBA students that were present had a great experience!