

# Administrative Fellowship Program

2025-2026 Application Cycle

*Informational Webinar*

MultiCare 

# Agenda

Introduction – Current Fellows

Overview of MultiCare Health System

Fellowship - Program Structure

Fellowship - Application Process

Life in the Pacific Northwest

Q&A

# 2024 – 2025 Fellows



**Claire Helligso, MSW, LICSW**  
University of Pennsylvania



**Logan Walton, MS, CCC-SLP**  
University of Washington



**Laura Nguyen, MPH**  
Colorado School of Public Health

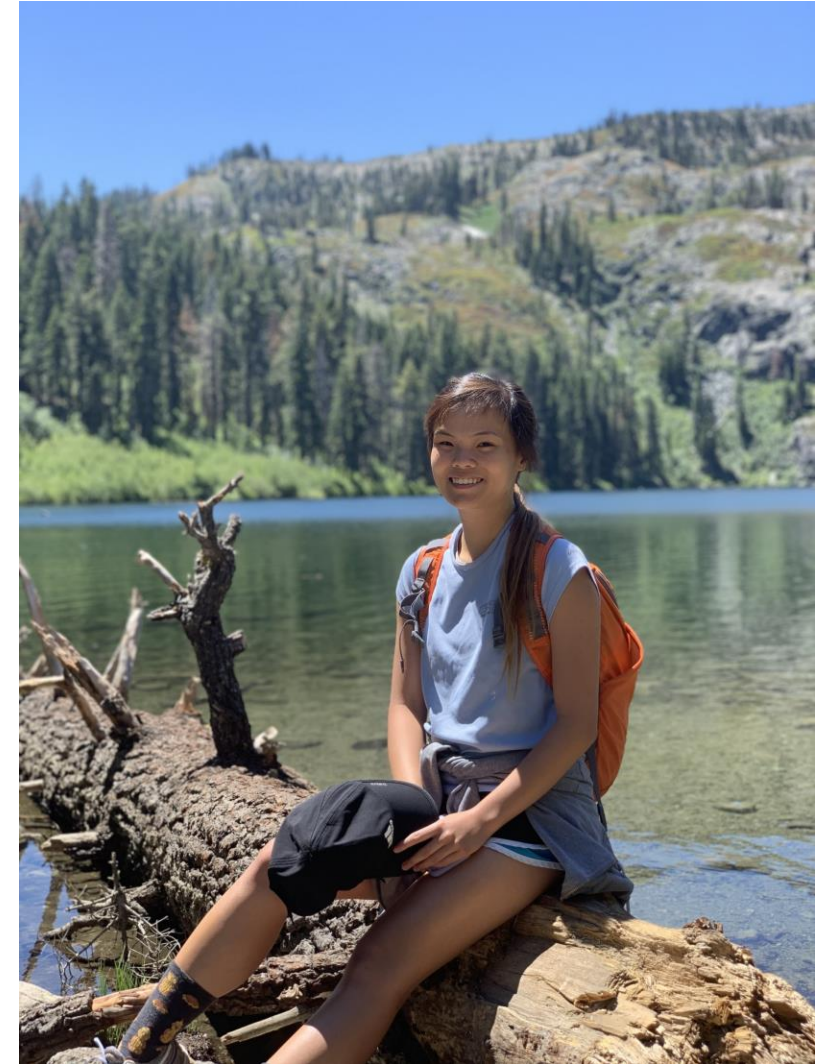
# Laura, MPH

## Background

- **Hometown:** San Ramon, CA
- **Education:**
  - BS in Managerial Economics at the University of California, Davis
  - MPH in Health Systems, Management, and Policy at the Colorado School of Public Health
- **Experience:**
  - Associate Consultant, CorroHealth
  - Hospital Administrative Intern in Innovation and UCI Health Ventures, UCI Health
- **Fun Fact:** I went to UC Davis with my identical twin sister!

## Fellowship Preceptor & Projects

- **Preceptor:** Jonathan Maner, President of MultiCare Medical Partners
- **Projects:**
  - Creation of a Pharmacy Centralized Service Center
  - Operational Excellence Infrastructure Development
  - MultiCare Medical Partners Facility Planning and Development



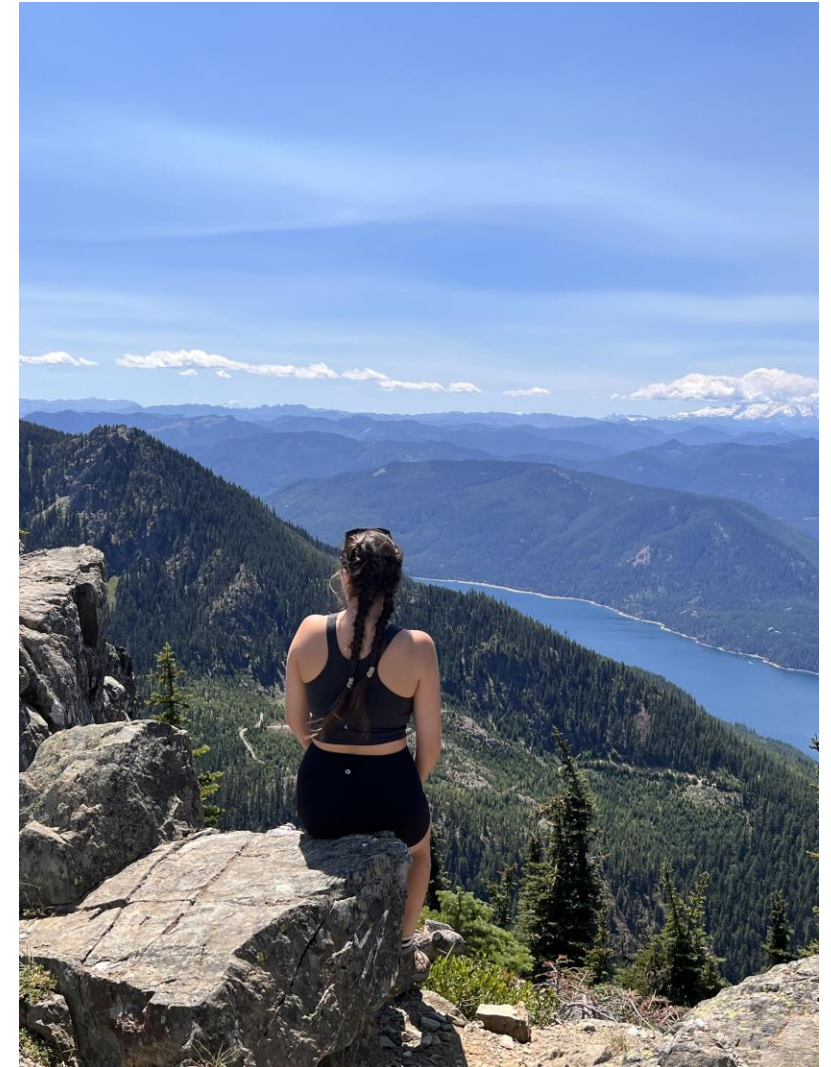
# Claire, MSW

## Background

- **Hometown:** Astoria, Oregon
- **Education:**
  - BA in Social Work, Pacific Lutheran University
  - MSW, University of Pennsylvania
- **Experience:**
  - Complex Behavioral Health Social Worker, Mary Bridge Children's Emergency Department
  - MultiCare Research Day award recipient 2023
  - Mental Health Clinician at Crozer Health
  - Intern at Al DuPont Hospital for Children – inpatient hematology, HIV clinic, Trisomy 21 clinic, Hem/Onc clinic
- **Fun Fact:** I don't know when exactly my birthday is!

## Fellowship Preceptor & Projects

- **Preceptor:** Alden Bishop, COO Tacoma General & Allenmore
- **Projects:**
  - System Parking Plan
  - System Wide PeriOp Strategy
  - Regulatory Postings Life Cycle at Good Samaritan Hospital
  - Employee Safety Program
  - MMP Pharmacy Rx Capture
  - MCC GUIDE



# Logan, MS

## Background

- **Hometown:** Renton, WA
- **Education:**
  - University of Washington
    - BS in Speech & Hearing Sciences
    - BA in Spanish
    - MS in Medical Speech-Language Pathology
- **Experience:**
  - Speech-Language Pathologist at MultiCare
  - Clinical consultant for an Electronic Healthcare Record startup
  - Researcher
- **Fun Fact:** I have an identical twin!

## Fellowship Preceptor & Projects

- **Preceptor:** Tim Lynch, SVP Chief Administrative Officer
- **Projects:**
  - Retail Imaging
  - Post-Acute/Care Continuum
  - Inpatient Rehabilitation Admissions
  - Standardizing Asthma & Depression Screening
  - Physician Recruiting
  - Behavioral Health Network Strategy



# Committed to Our Community

## MISSION:

Partnering for healing and a healthy future

## VISION:

MultiCare will be the Pacific Northwest's highest-value system of health

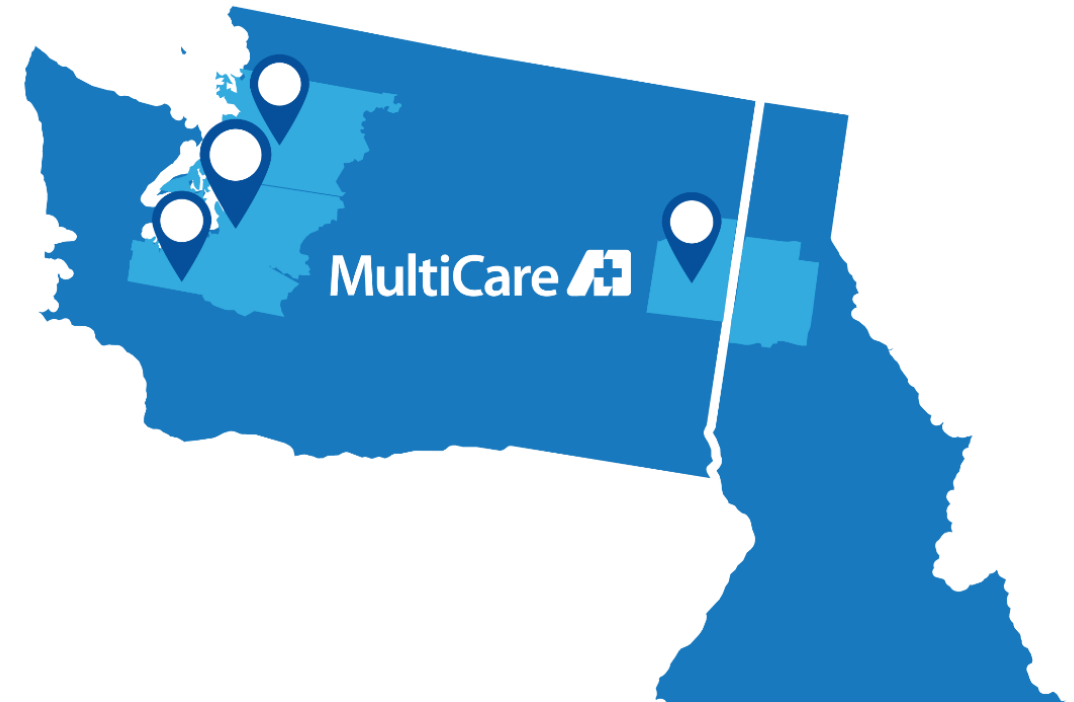
- *Leading as a people-centric community asset*
- *Integrating a full continuum of high-performance, customer-focused health and health-related solutions*
- *Delivering world-class health outcomes and exceptional experience at a competitive price*

## VALUES:

Respect | Integrity | Stewardship | Excellence | Collaboration | Kindness | Joy

# Who We Are

- Our heritage dates back to the founding of Tacoma's first hospital in 1882.
- MultiCare is an independently owned non-profit organization governed by a board of directors.
- Today we care for patients across the Puget Sound and the Inland Northwest.
- We believe care is better local – in our patients' homes and communities.





# MultiCare by the numbers



**12** hospitals\*\*



**290+** primary care, urgent care & specialty care clinics



**2,325** beds\*\*



**22,776** employees



**1,983** employed providers



**9,474** babies born\*



**79,319** hospital admissions\*



**545,137** ED visits\*

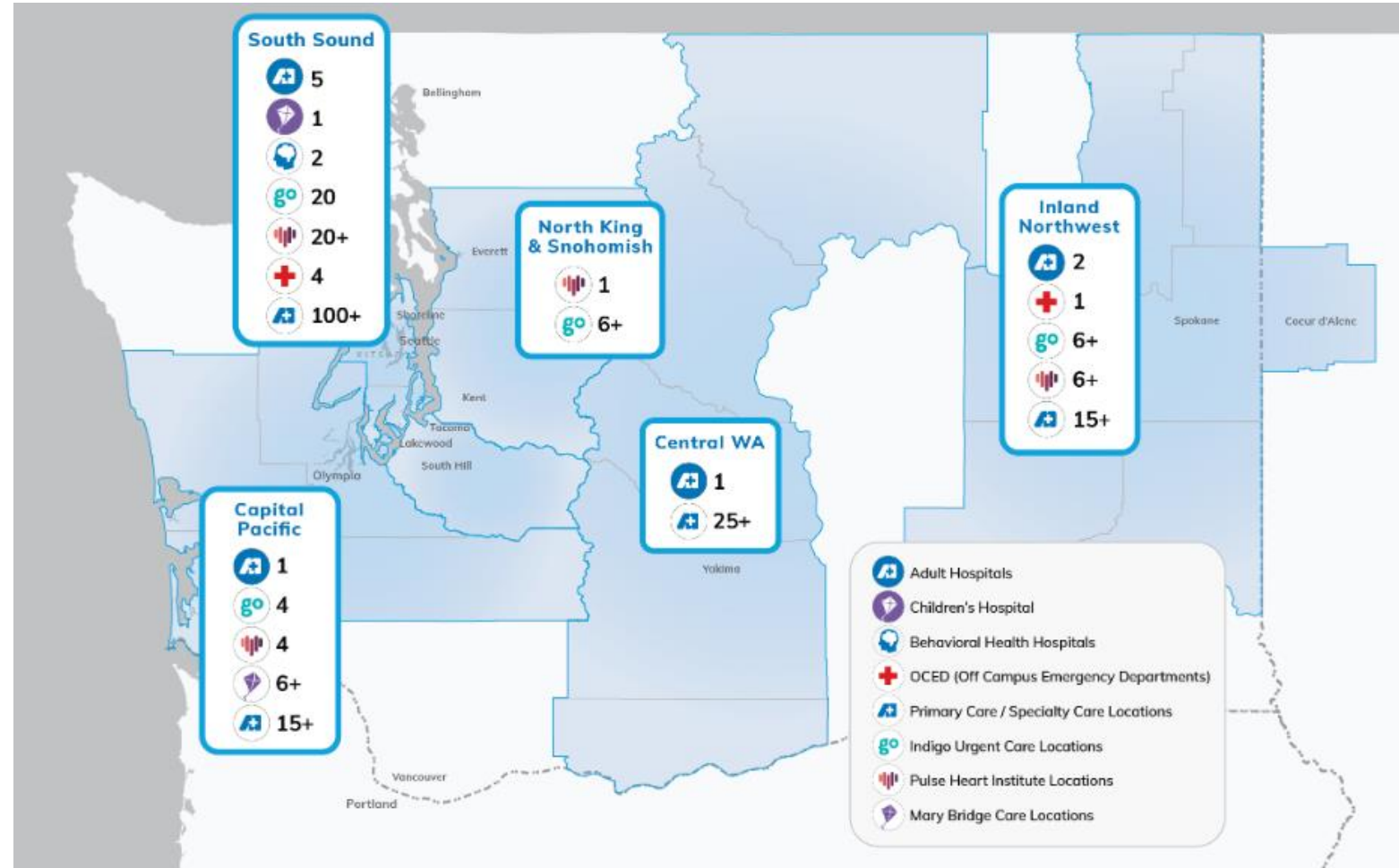


**110** research investigators\*



**5,847** patient visits for research studies\*

# MultiCare Locations



# Leadership Team



**Bill Robertson**  
Chief Executive Officer



**Florence Chang**  
President



**Mark Gary**  
SVP/ General Counsel



**James Lee**  
EVP/Population Based Care and  
Chief Financial Officer



**Dori Young**  
VP, Foundations of MultiCare



**Marce Edwards**  
Chief Marketing and  
Communications Officer



**June Altaras**  
EVP/Chief Nurse Officer,  
Market leader SK region and  
President AMC, CMC



**Tim Holmes**  
SVP/Chief Exec East  
Pierce, West Pierce and  
Capital Pacific Regions &  
President of Beh Health



**Dr. David O'Brien**  
EVP/Chief Physician  
Officer



**Jason Parks**  
President, MultiCare  
Capital Partners



**Alex Jackson**  
SVP/Chief Executive  
INW & Yakima Regions



**Ryan Fix**  
President,  
Retail Health and ASCs



**Tim Lynch**  
SVP/Chief Administrative  
Officer



**Jeff Poltawsky**  
President, MBCH and  
Peds Network



**Bradd Busick**  
SVP/Chief Information  
Officer



**Jason Moulding**  
VP Performance  
Management, Chief  
Supply Chain Officer and  
President of Myriadd  
Supply



**Lisa Powell**  
SVP/Chief Human  
Potential Officer

# MultiCare Strategies



## Performance Excellence (10/10/10/25)

- Top decile performance - people, quality, service
- Bottom quartile performance on total cost of care
- Top quartile on margin



## Population Based Care

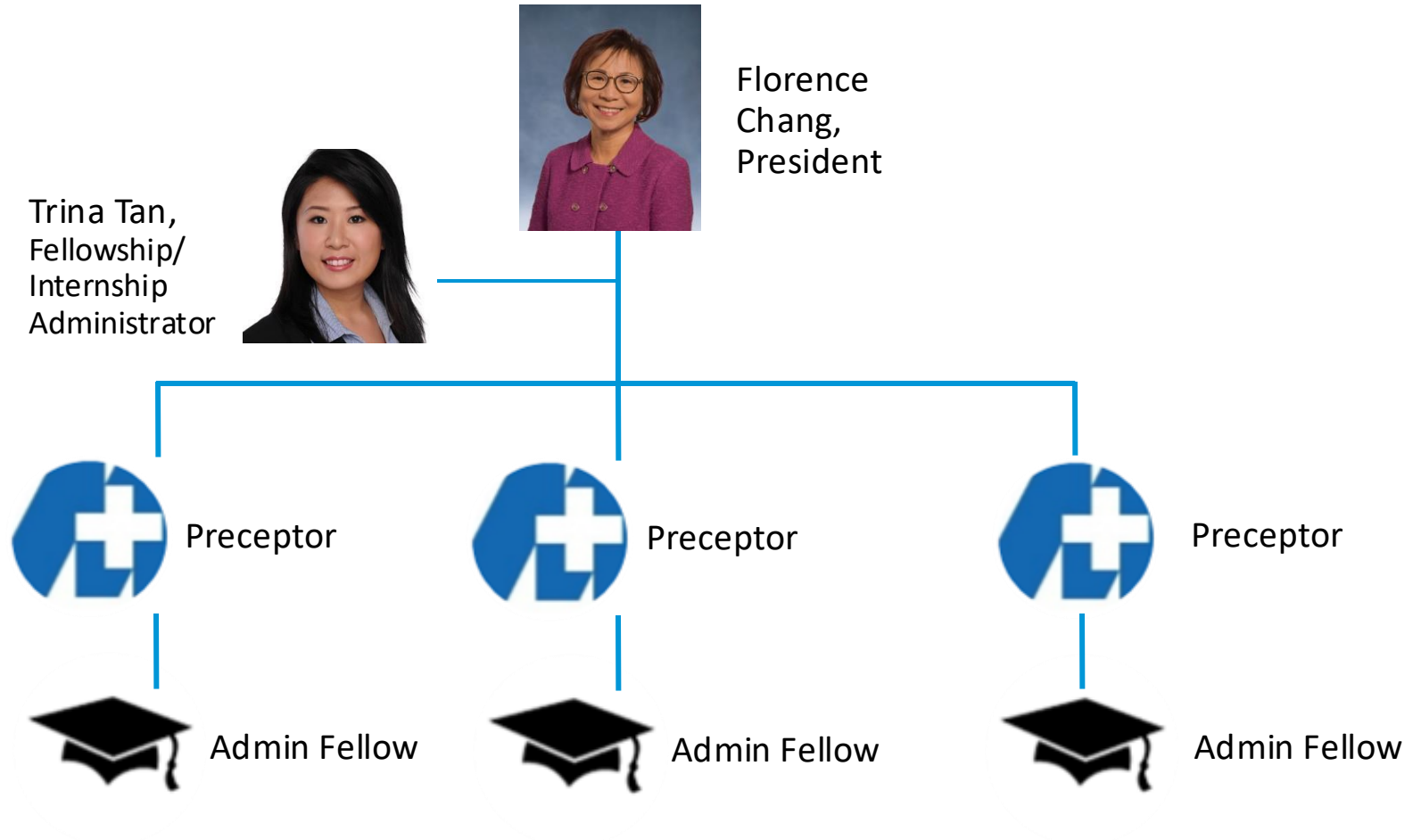
- Innovate access
- Transform care delivery
- Engage patients
- Redesign the business model



## Expanding Access to Care and Services

- Grow existing services
- Add new programs and sites of care
- Expand into new geographies

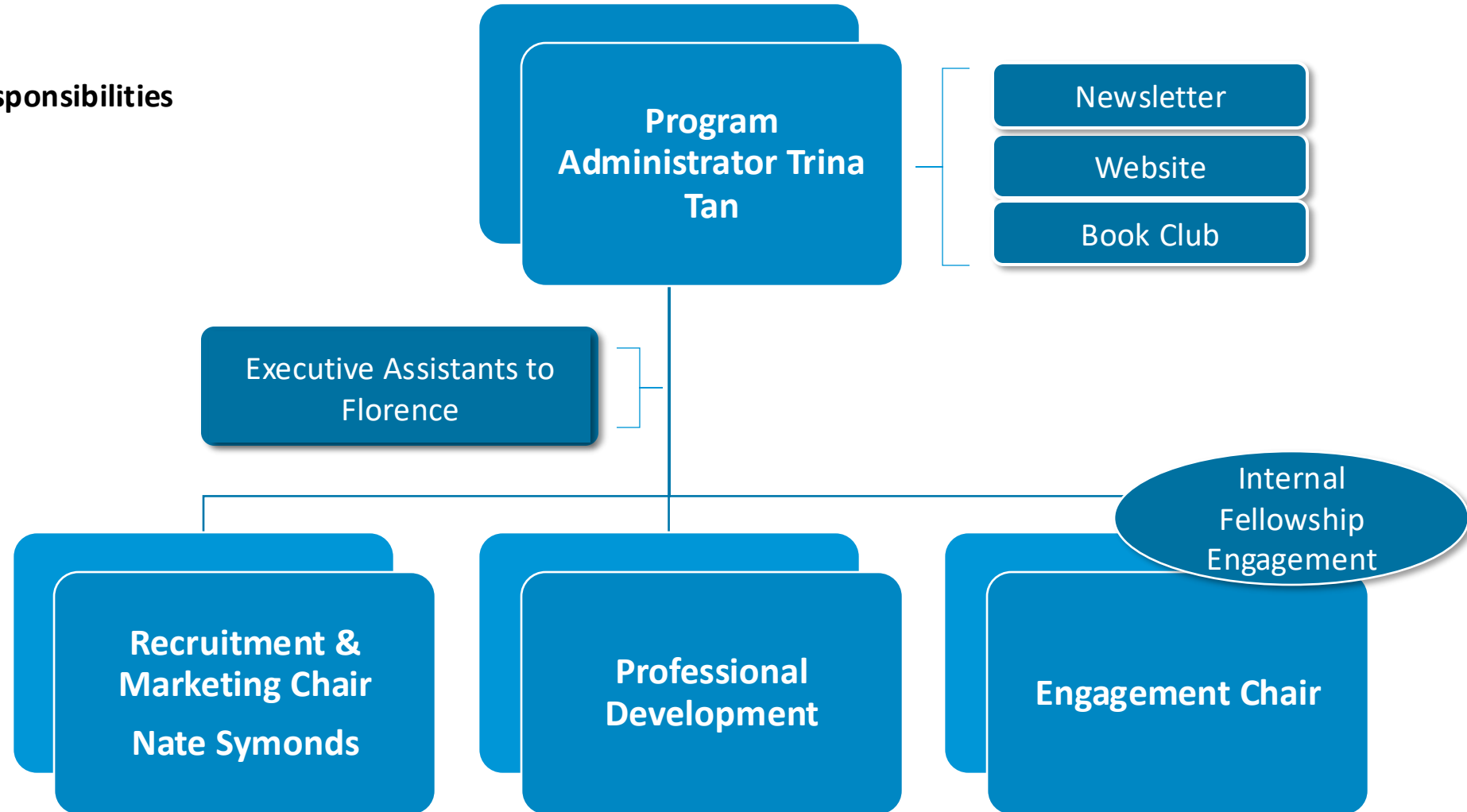
# Fellowship Structure



# Fellowship Committee

## Program Administrator Responsibilities

- Onboarding
- Projects
- Program Development
- Budgets
- Preceptors
- Performance





Volunteering

Networking

Community Events

Engagement

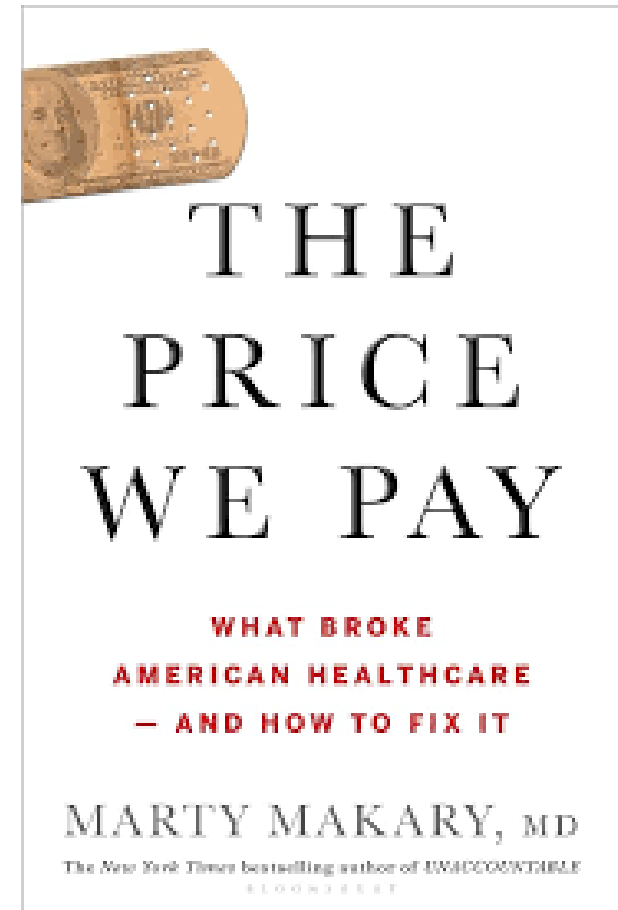
MultiCare Events

Experiences

Team Building

# Professional Development

- Networking with senior executives
- Attend high-level meetings
  - Performance Excellence Reviews
  - Regional Board
- Self Assessed Leadership Competencies
- Scheduled learning sessions across all departments in the organization
- Preceptor feedback and formal performance evaluation
- Leadership development sessions
  - Speed of Trust
  - Unconscious Bias
  - High Reliability Organization
  - Project Management
- Book club with previous fellows, interns, fellows, and preceptors





# What makes our Fellowship Program unique?

## Visible

- 18 month, including 6-month interim leadership experience
- Potential to work on complex operational projects
- Expectation to participate in community engagement activities

## Comprehensive

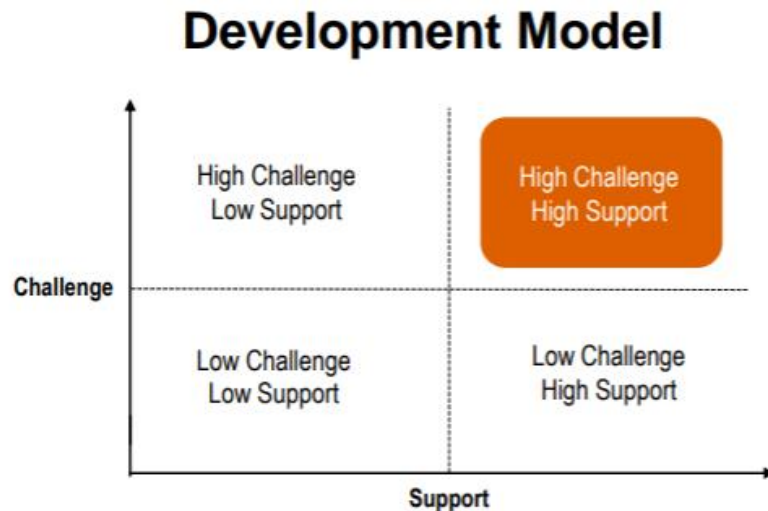
- Core competency checklist
- Spans across the continuum of care
- Market-relevant opportunities that link to emerging industry trends

## Tailored

- Exploration of interests strongly supported & encouraged
- Autonomy and opportunity to personalize the experience
- Development that focuses on whole self, not just professionally

# High Challenge, High Support Model

- Focus on the **whole person**, not just career
- Access to **high level executives**
- Support for **leadership development**
- Guide for managing **fellowship program**



## Support Model

Executive Preceptor

Preceptor

Program Administrator

Alumni Fellow

# MultiCare 18-month Fellowship Program

Performance evaluation and job placement

Jun Jul Aug Sept Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

Competency Assessments

#1

#2

#3

#4

#5

Design

Leading Self (Self growth)

Leading Others and the Business

Structure

Operation focused projects: Theory to application + art of Execution (Project management skills)

Interim Leadership Role

Formal Learning

MHS leadership development programs + Book Club + ACHE Congress

Engagement Belonging

Purpose beyond self: Community + Organizational Culture to develop sense of belonging and connectedness

Self driven

Precepting, Shadowing, Rounding

# Program Goals

## For MultiCare

- Develop **system thinking leaders** immersed in **MultiCare's mission, vision, values**
- Enhance and expand the **culture of learning** at MultiCare
- Provide **precepting opportunities** for senior leaders
- Raises national recognition of MultiCare for masters-level healthcare administrators
- Increase the **diversity of leadership** at MultiCare

## For Fellows

- Learn about system-wide hospital and ambulatory administration through a **variety of projects** in operations, strategy, finance, etc.
- Understand the external factors (regulatory, economic) affecting healthcare today
- Gain marketable **skills** for a promising career following the fellowship
- Access opportunities for **professional development, networking and collaborative learning**

# Fellowship Projects

## Program and Project Management

- Moxi Robotic implementation and growth
- Creating project charter, & operations plan for Medical Group.
- Project management for standardizing acute asthma and depression screenings in pediatric settings.
- Developing comprehensive system parking program
- Regulatory postings standardization and life cycle management
- Project management for new data management system with vendor and MultiCare stakeholders

## Operations

- Streamlining urgent care investments into a standard model that maximizes customer & team engagement and sustainability
- Systemwide perioperative standardization and improvement
- Optimizing workflow design to be replicated across clinic locations with a focus on provider and staff engagement, patient volumes, and patient satisfaction
- Process improvement to increase efficiency and throughput for Inpatient Rehabilitation Admissions

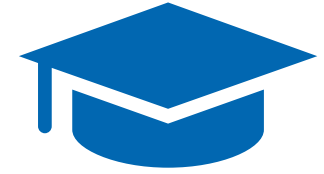
## Strategy & Business Development

- Create a direct-to-business strategy leveraging MultiCare's retail health services
- Developed plan for virtual Heart Failure care in communities lacking support
- Leading initiative to increase prescription capture rates at MultiCare pharmacies
- Supporting strategy for expansion of behavior health services in underserved regions.

## Enterprise Systems

- Optimizing employee safety data to develop a systematic approach to employee safety at the system and CBU level
- Evaluating Leader Standard Work across multiple shared service lines
- Developing, creating, and executing a quarterly unit-based skill lab and semiannual hospital skills-based fairs
- Partnering with Tacoma General CMO to analyze data around care variation opportunities in the business unit

# Fellowship Qualifications



## For external candidates:

- Master's degree — typically an MHA, MBA, MPH, MHSA, MSHA or MSN
- Coursework must be completed before the start of the fellowship.
- Graduation date must be between **9/1/2024 – 6/30/2025**.

## For current MultiCare employees:

- Master's degree in any field (e.g., may be MHA, MBA, etc., or may be a clinical Master's degree).
- Must have been working at MultiCare for at least a year at the time of application.
- Must have strong performance and a strong record of demonstrating MultiCare's values.

Note: At this time, MultiCare is not offering visa sponsorship for the Administrative Fellowship position.

# Fellowship Application

Our application is linked on our [website](#) through MultiCare's job portal! You can also access the application [here](#).

## Application Materials

- **Cover Letter**
  - Why you are interested in MultiCare and why you are an excellent candidate for the Administrative Fellowship
  - Focus on your academic and work experiences and why MultiCare.
- **Resume**
- **Statement of purpose**
  - Reasons for pursuing a career in healthcare administration, and expectations for the fellowship experience at MultiCare.
  - Focus on your personal story and motivation for the fellowship.
- **Two letters of recommendation**
  - **For external candidates:** provide one academic and one professional letter of recommendation.
  - **For current MultiCare employees:** providing two professional letters of recommendation is acceptable.
- **Official or unofficial graduate transcript**

*All documents must be in ONE complete PDF file.*

# Fellowship Application Timeline

Key Dates	
<b>July 29<sup>th</sup>, 2024</b>	<ul style="list-style-type: none"><li>▪ Application open</li></ul>
<b>August 25<sup>th</sup>, 2024</b>	<ul style="list-style-type: none"><li>▪ Application due @ 11:59pm (PT)</li></ul>
<b>September 2024</b>	<ul style="list-style-type: none"><li>▪ Virtual interview – early September</li><li>▪ Final interviews – October 1, 2024</li><li>▪ Extend contingent offer to top candidates</li></ul>
<b>June/July 2025</b>	<ul style="list-style-type: none"><li>▪ Fellowship start date</li></ul>

Visit our website for the most up-to-date information:

[Administrative Fellowship Program - MultiCare Health System Jobs](#)





## Tacoma and Surrounding Areas (PSR Region)

- Population: 219,346
- 25 minutes to SEATAC, 40 minutes to Seattle
- Named one of the top 25 most livable cities



## Outdoor Activities in the Puget Sound

- **Point Defiance Park**

- 2nd largest city park in U.S.

- **Mt. Rainier National Park**

- 1.5 hours away

- **Olympic National Park**

- 1.5 hours away

- **Skiing at Crystal Mountain**

- 1.5 hours away

### Paths

- Cushman Trail
- Chehalis Western Trail
- Yelm Tenino Trail

- **Other Trails in the PNW**

- Rattlesnake Ledge
- Snow Lake
- Lake 22
- Poo Poo Point
- Tolmie Peak
- Mailbox Peak

- **Rails to Trails Hike/Bike**

# Entertainment

- **Cultural**

- Museum of Glass
- Tacoma Art Museum
- America's Car Museum
- Rialto & Pantages Theaters
- Wineries & Breweries

- **Sports**

- Tacoma Rainiers
- OL Reign (Megan Rapinoe's team!)
- Tacoma Defiance
- Seattle Seahawks
- Seattle Mariners
- Seattle Kraken
- Seattle Sounders FC





## City of Spokane (INW Region)

- Population: > 222,000
- “The Lilac City” or “Hooptown, USA”
- 4 hours to Tacoma



# Entertainment



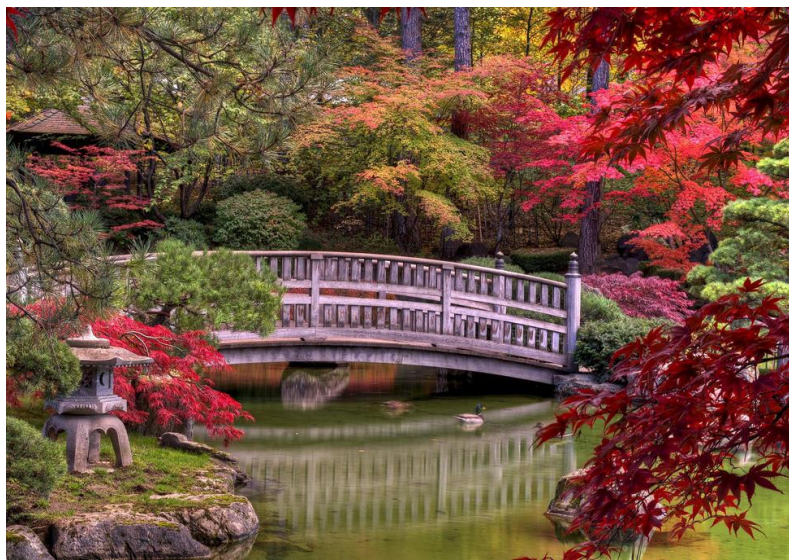
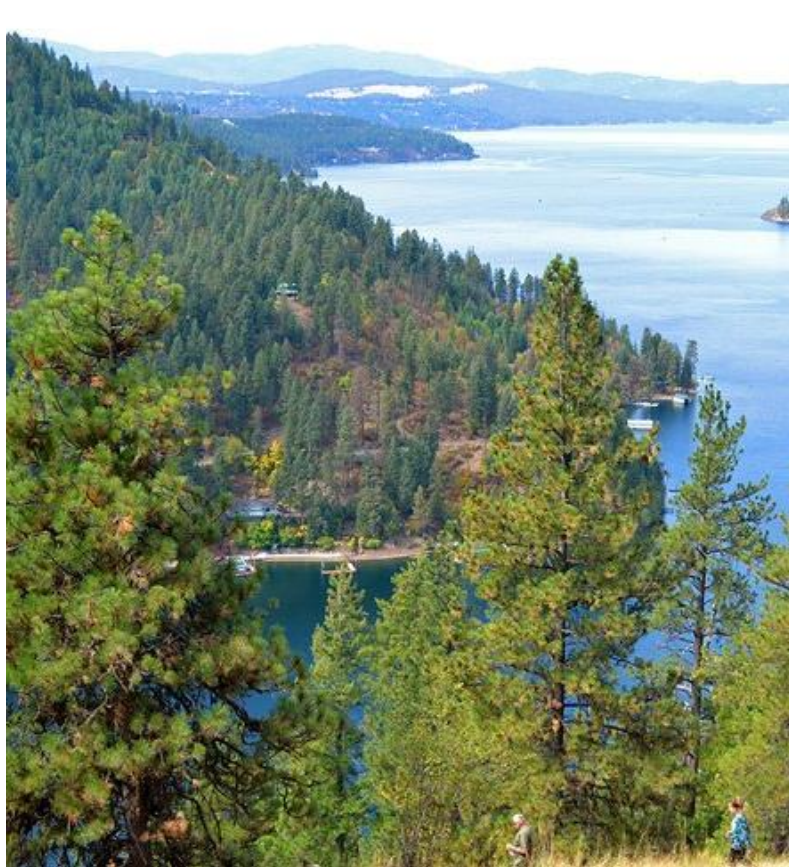
## Cultural

- Northwest Museum of Arts and Culture
- First Interstate Center for the Arts
- Jundt Art Museum
- Wineries & Breweries
- Bloomsday
- Hoopfest

## Sports

- Spokane Indians
- Spokane Chiefs
- Gonzaga Basketball





## Outdoor Activities

- Manito Park
- Riverside State Park
- Centennial Trail
- Lake Coeur d'Alene, ID
  - 30 minutes away
- Mt. Spokane Ski Resort
  - 1 hour away
- Priest Lake, ID
  - 2 hours away

# Thank you! Questions?

**Claire Helligso**, Administrative Fellow

**Logan Walton**, Administrative Fellow

**Laura Nguyen**, Administrative Fellow

**Nate Symonds**, Past Fellow & Recruitment Chair

Reach out to us at: [AdminFellowship@multicare.org](mailto:AdminFellowship@multicare.org)

# Q&A

MultiCare 