

Welcome!

While we wait for others to log on, we will start
with an icebreaker question...

If you could time travel, where would you go?

MultiCare 



Administrative Fellowship Program

2024-2025 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

2023 – 2024 Fellows



Thu Phan, MHA
Tulane University



Andrew Gener, MHSA
Georgetown University



Nate Symonds, MBA
Western Governors University

Thu Phan, MHA

Background

- **Hometown:** New Orleans, LA
- **Education:**
 - BS in Public Health, Tulane University
 - MHA, Tulane University
- **Experience:**
 - Administrative Resident, LCMC Health System
 - Uber Expert, Uber Technologies
 - Election Commissioner
- **Fun Fact:** I'm a history buff.

Fellowship Preceptor & Projects

- **Preceptor:** Tim Lynch, SVP Chief Administrative Officer
- **Projects:**
 - Moxi Implementation
 - Leader Standard Work Playbook
 - Workplace Violence Reduction
 - Robotics Institute Business Plan



Andrew Gener, MHSA

Background

- **Hometown:** Burke, VA
- **Education:**
 - BA in Biology, University of Virginia
 - MHSA, Georgetown University
- **Experience:**
 - Chief Medical Scribe, ScribeAmerica
 - Ancillary Services Associate, Privia Health
- **Fun Fact:** Avid basketball and boxing fan!

Fellowship Preceptor & Projects

- **Preceptor:** Stacey Parkin, VP Patient Engagement & Chief Patient Experience Officer
- **Projects:**
 - Ambulatory Growth & Access Strategic Planning
 - Interventional Radiology Workflow Service Improvement
 - Surgical Admit Process Improvement
 - Leader Standard Work Playbook



Nate Symonds, MBA

Background

- **Hometown:** Wenatchee, WA
- **Education:**
 - BA and BS in Nursing, Pacific Lutheran University
 - MBA, Western Governors University
- **Experience:**
 - ICU Nurse 5 years
 - GI Charge Nurse 5 years
- **Fun Fact:** I own a classic Honda scooter

Fellowship Preceptor & Projects

- **Preceptor:** Wade Hunt, President of Pulse Heart Institute
- **Projects:**
 - Urgent Care user optimization
 - Patient Transport Cross system alignment
 - Project Manager for System Data Integration project



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*

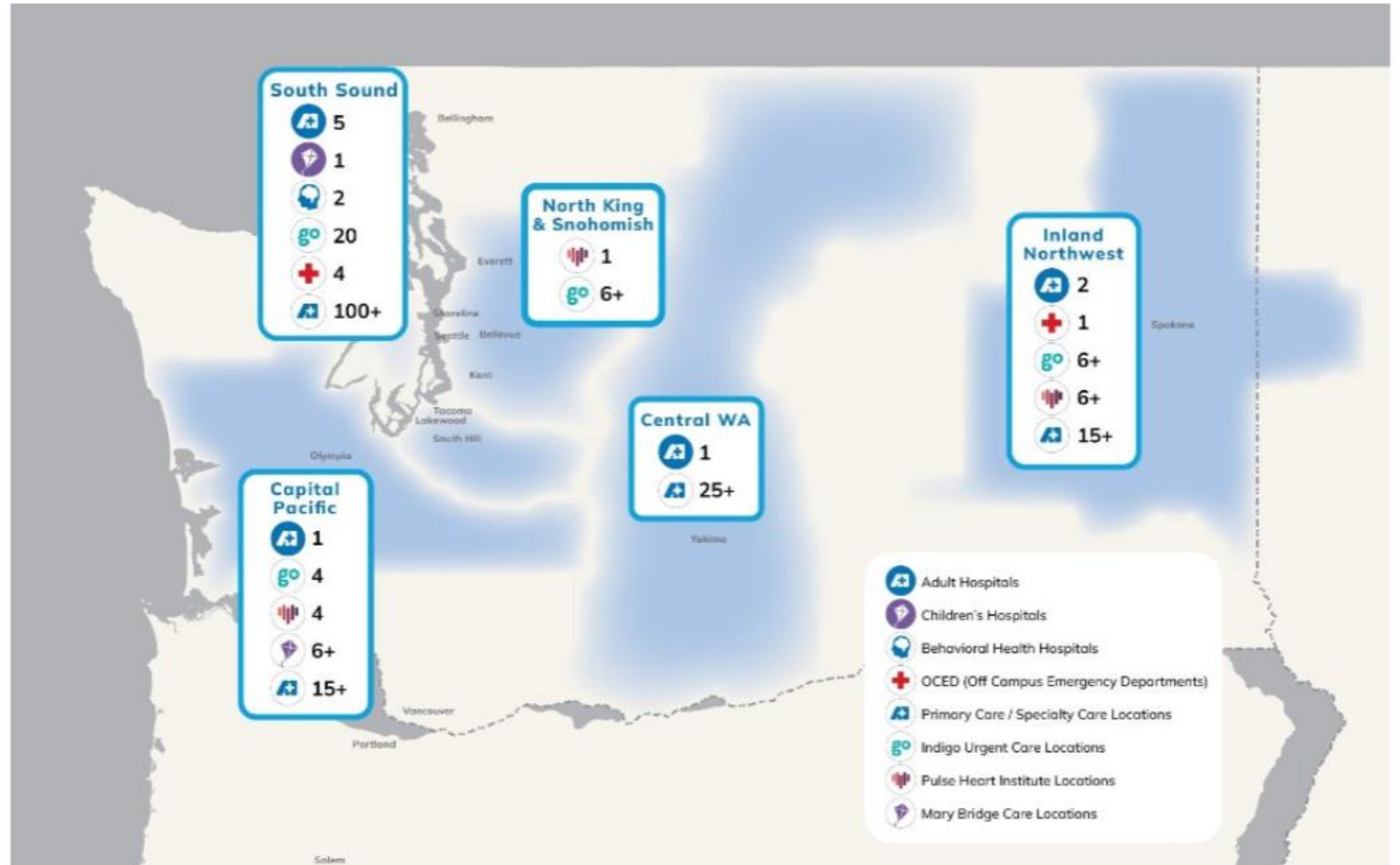


110 research investigators*



5,847 patient visits
for research studies*

MultiCare Health System



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

Culture

- Creating an environment of trust
- Cultivating an organizational commitment to life-long learning and performance excellence
- Embracing service excellence principles
- Striving to become a High Reliability Organization

*Mission in Motion, Values in Action
Always on a Journey*



Bill Robertson
CEO



Florence Chang
President



James Lee
EVP, Population-
Based Care, Chief
Financial Officer



Mark Gary
SVP, General
Counsel



Dori Young
VP, Foundations



**Marce Edwards
Olson**
VP, Chief Marketing,
Communications, and
Community Relations
Officer



June Altaras, RN
EVP, Chief Quality,
Safety & Nursing
Officer



Lisa Powell
SVP, Chief Human
Potential Officer



David O'Brien, MD
SVP, Chief Executive,
South Sound Region +
Chief Physician Officer



Alex Jackson
SVP, Chief Executive,
Inland Northwest
Region



Tim Lynch
SVP, Chief
Administration
Officer



Bradd Busick
SVP, Chief Information
Officer



Tim Holmes
President,
Behavioral Health



Jason Parks
President, Pulse
Heart Institute



Will Callicoat
President, Capital
Pacific Region



Jeff Poltawsky
President &
Market Leader,
Mary Bridge
Children's
Hospital & Health
Network



Ryan Fix
President, Retail
Health

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

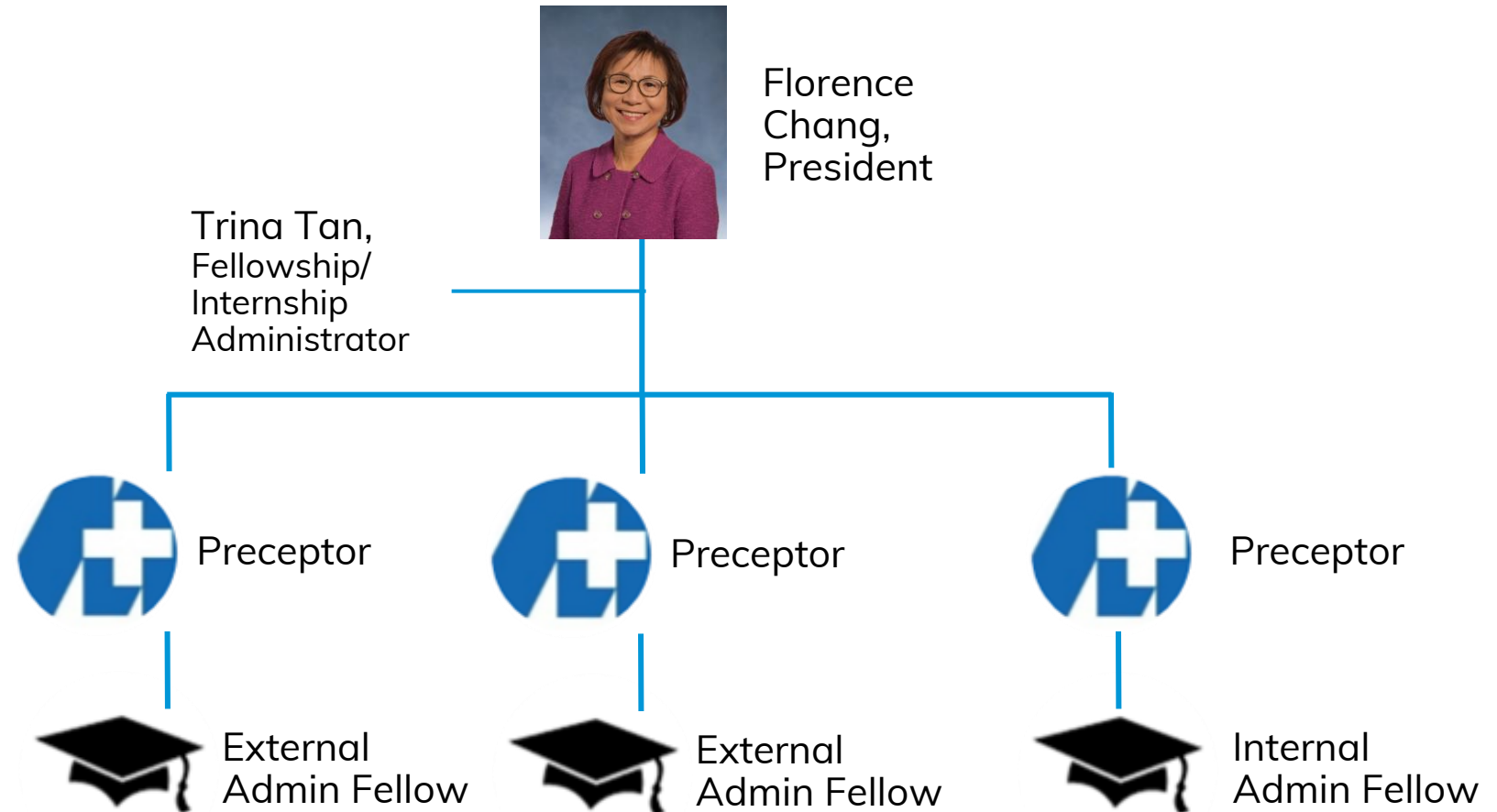
- Innovate access
- Transform care delivery
- Engage patients
- Redesign the business model



Expanding Access to Care and Services

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

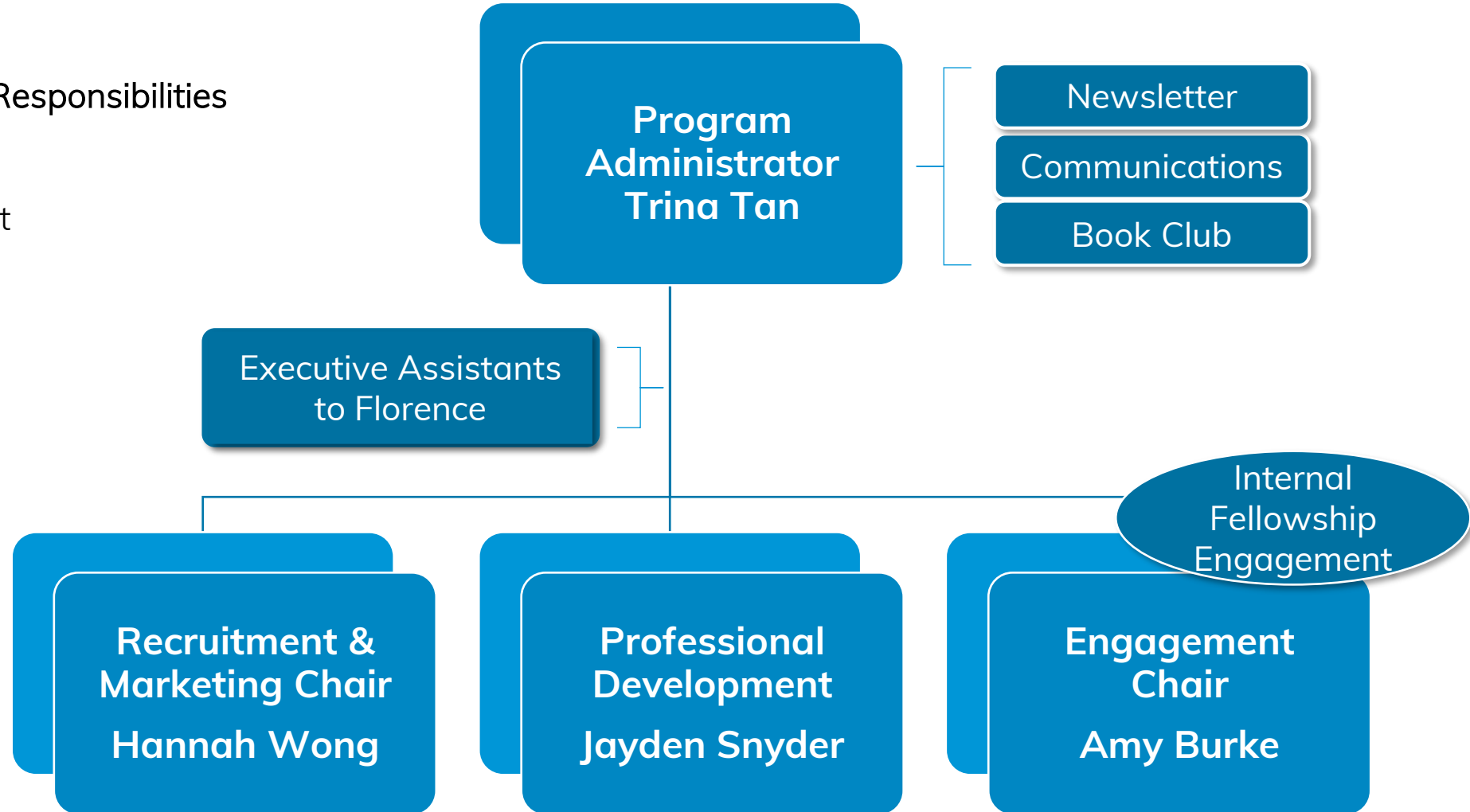
Fellowship Structure



Fellowship Committee

Program Administrator Responsibilities

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





Volunteering

Networking

Community Events

Engagement Chair

Experiences

MultiCare Events

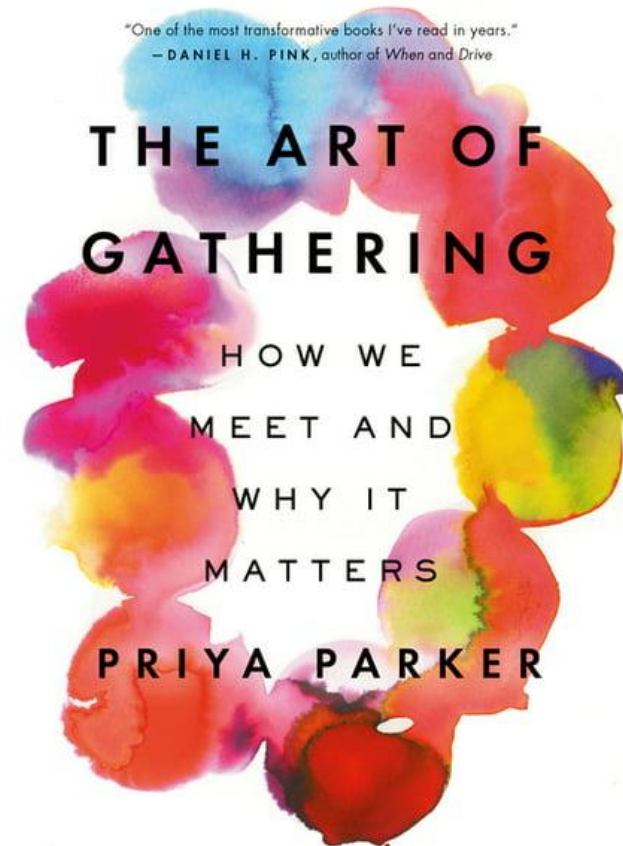
Team Building



the most luxuriant and the most extravagantly beautiful of all the
scenery I ever beheld in all my mountain-top wandering.
John Muir, conservationist, 1880

Professional Development

- Networking with senior executives
- Attend high-level meetings
 - System Executive Council
 - President's Council
 - Initiative Steering Committees
- Leadership development sessions
 - Leader and Manager Essentials
 - Speed of Trust
 - Unconscious Bias
 - High Reliability Organization
 - Leadership Legacy
 - Project Management
- Book club with previous fellows, interns, fellows, and preceptors



What makes our Fellowship Program unique?

Visible

- 75% projects, 25% shadowing
- Potential to work on system level, confidential projects
- Community outreach and involvement

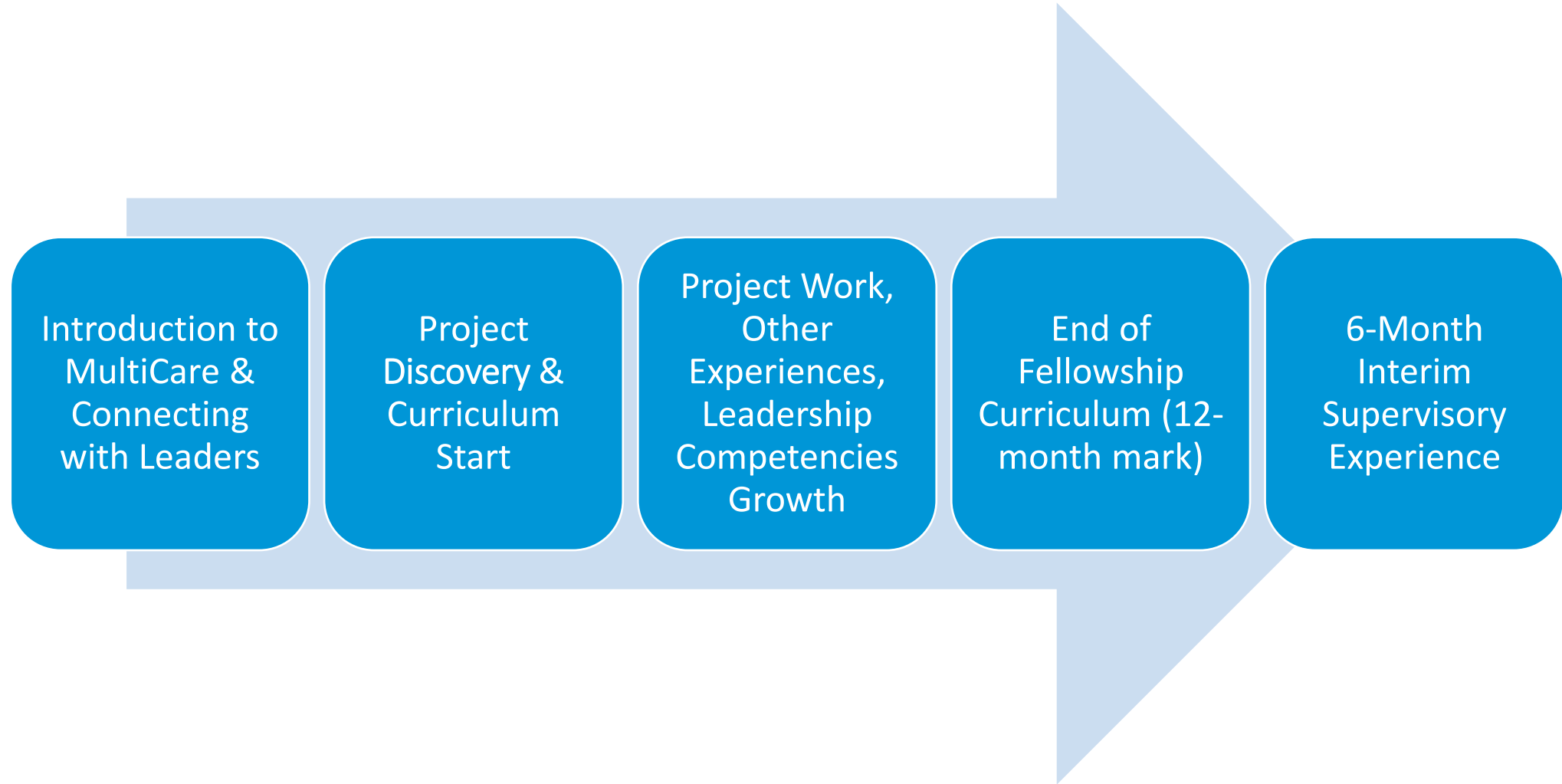
Comprehensive

- 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
- Individual development and mentorship

What do the 18 months include?



Program Goals

For MultiCare

- Develop **outstanding leaders** who contribute to important projects
- Enhance and expand the **culture of learning** at MultiCare
- Provide **mentoring 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 **networking and collaborative learning**

Fellowship Projects

Program and Project Management

- Co-led the population health Epic RISE, initiating 5 workstreams, leading Episodes of Care for diabetes and pulmonary hypertension
- Create project charter, staffing model, & operations plan for outpatient home therapy program. Project manager for the establishment of a Transition of Care Clinic
- Create process improvement initiative for confidential document disposal and document storage services

Operations

- Streamline urgent care investments into a standard model that maximizes customer & team engagement and sustainability
- Optimize workflow design to be replicated across clinic locations with a focus on provider and staff engagement, patient volumes, and patient satisfaction

Strategy & Business Development

- Create a direct-to-business strategy leveraging MultiCare's retail health services
- Scout and propose new Urgent Care sites with a comprehensive market analysis
- Led strategic planning efforts and supported the transaction of an ambulatory surgery center and Yakima Memorial Hospital

Enterprise Systems

- Support MultiCare Connected Care as it pursues participation in the Medicare Shared Savings Program
- Develop, create, and execute a quarterly unit-based skill lab and semiannual hospital skills-based fairs
- Partner with Tacoma General CMO to analyze data around care variation opportunities in the business unit

Fellowship Qualifications

- Master's degree —typically a MHA, MBA, MPH, MHSA, MSHA or MSN; Graduate students whose program requires a fellowship prior to graduation will also be considered; Coursework must be completed before the start of the fellowship. **Graduation date must be between 9/1/2023 – 6/30/2024.**
- *Note: We are unable to sponsor work visas for individuals participating in the Administrative Fellowship Program at this time.*

Fellowship Application Process

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

- Current Resume
- Cover Letter
 - Why you are interested in MultiCare and why you're the best candidate for the Administrative Fellowship
 - Please address this to MultiCare Administrative Fellowship Committee
- Statement of Purpose
 - Reasons for pursuing a fellowship and a career in health administration, and expectations for the fellowship experience at MultiCare
- 2 Letters of Recommendation
 - One academic and one professional
- Current Graduate Transcripts (unofficial accepted)

All documents must be in one PDF file.

Incomplete applications will NOT be considered

Fellowship Application Timeline

| Key Dates | |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| July 2023 | <ul style="list-style-type: none">Application is open now |
| September 22, 2023 | <ul style="list-style-type: none">Application due @ 11:59pm (PT) |
| October 2023 | <ul style="list-style-type: none">Phone interviews – early OctoberFinal interview – October 18, 2023Extend contingent offer to top candidates |
| June/July 2024 | <ul style="list-style-type: none">Fellowship start date |

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

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



Tacoma and Surrounding Areas

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



Outdoor Activities

- **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
- **Rails to Trails Hike/Bike 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

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

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



Entertainment



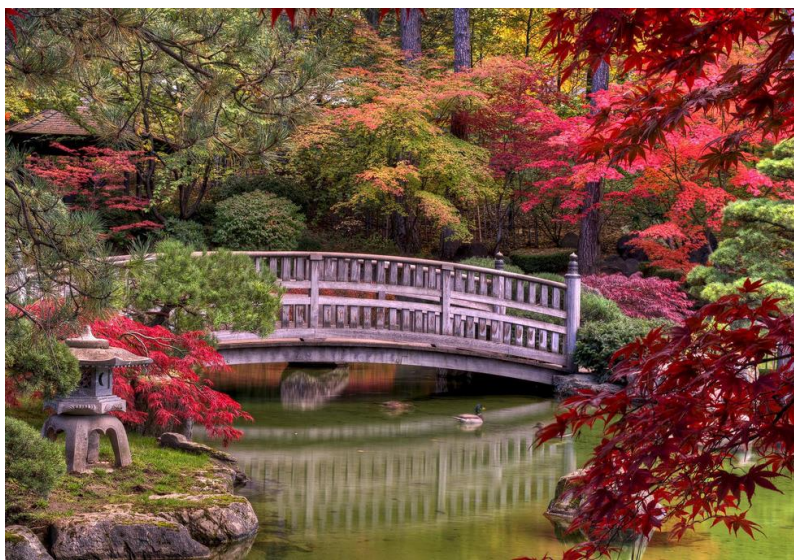
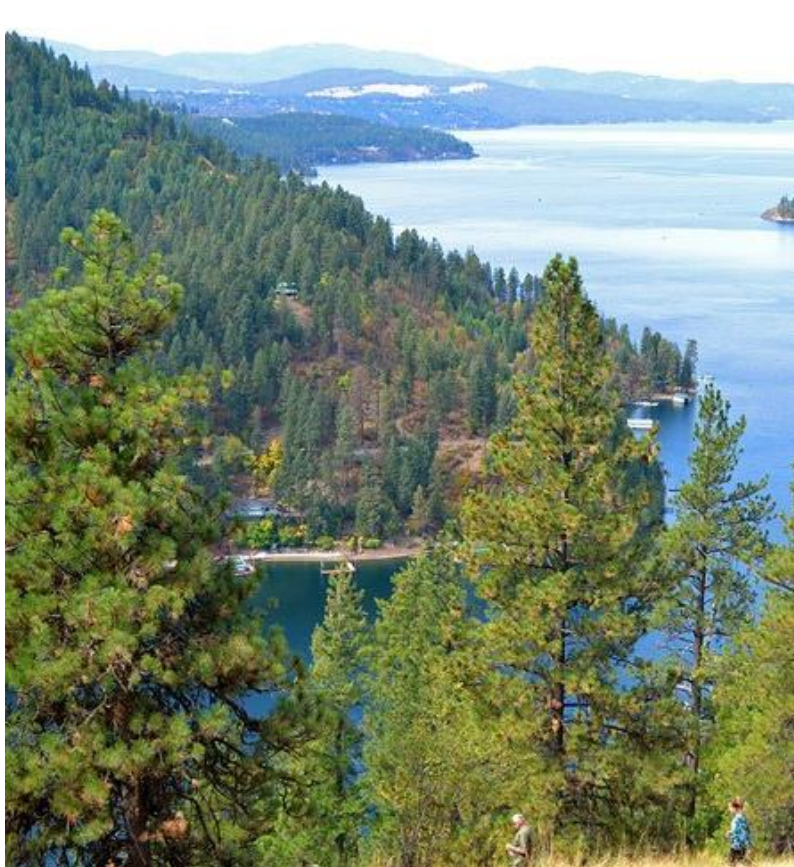
Cultural

- 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?

Thu Phan, External Administrative Fellow

Andrew Gener, External Administrative Fellow

Nate Symonds, Internal Administrative Fellow

Hannah Wong, Past Fellow & Recruitment Chair

Reach out to us at: AdminFellowship@multicare.org

Q&A

MultiCare 