

Welcome!

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

Favorite Ice Cream?
Please answer in the chat

MultiCare 



Administrative Internship Program

2025 Application Cycle

Informational Webinar

MultiCare 

Agenda

Introduction – Current Fellows

Overview of MultiCare Health System

Internship - Program Structure

Internship - Application Process

Q&A

2024 – 2025 Fellows



Claire Helligso, MSW, LICSW
University of Pennsylvania
Internal Administrative Fellow



Logan Walton, MS, CCC-SLP
University of Washington
Internal Administrative Fellow



Laura Nguyen, MPH
Colorado School of Public Health
External Administrative Fellow

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



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 also have an identical twin!

Fellowship Preceptor & Projects

- **Preceptor:** Tim Lynch, SVP Chief Administrative Officer
- **Projects:**
 - Inpatient Rehabilitation Admissions Process
 - Behavioral Health Network Strategy
 - Expanding capacity for Hospital at Home program
 - Establishing supply chain services for Radiology sites



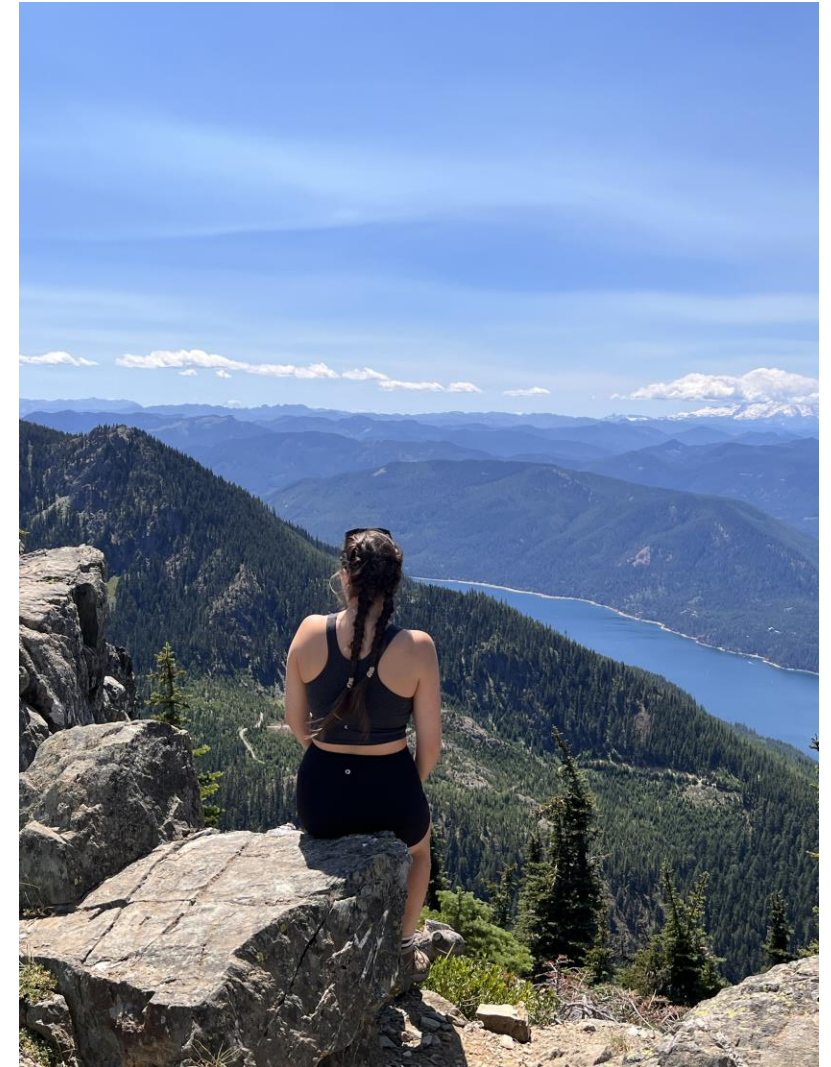
Claire, MSW

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 Wide PeriOp Strategy
 - Regulatory Postings Life Cycle at Good Samaritan Hospital
 - Employee Safety Program
 - MMP Pharmacy Rx Capture
 - MCC GUIDE



Committed to Our Community

MISSION:

Partnering for healing and a healthy future

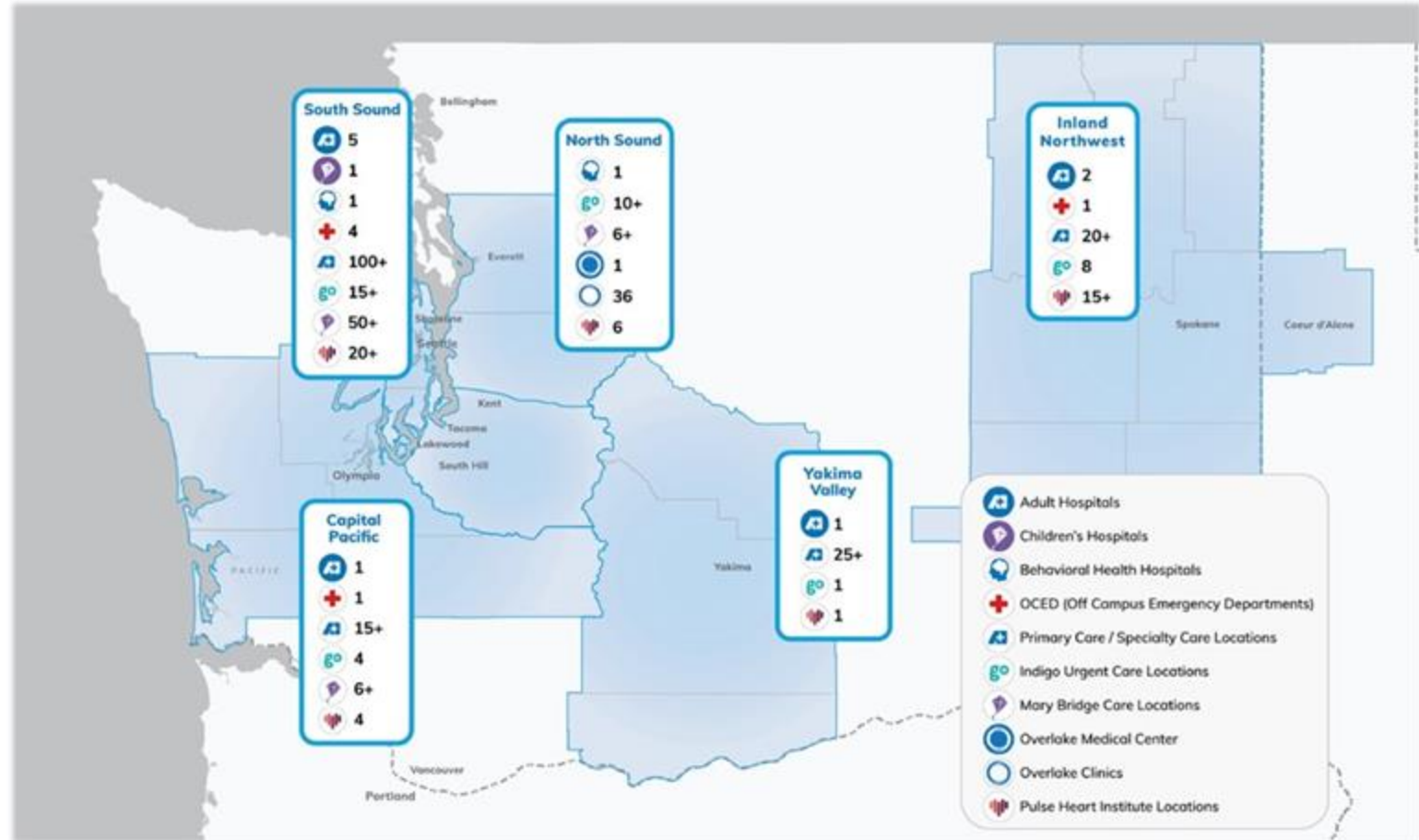
VISION:

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



We believe care is better local – in our patients' homes and communities

MultiCare by the numbers



13 hospitals*



300+ primary care, urgent care & specialty care clinics



2,926 beds*



27,000+ employees



2,300+ employed providers



11,841 babies born



100,589 hospital admissions



644,651 ED visits



92 research investigators



2,579 patient visits for research studies

\$4.9 billion 2023 revenue

Bond Ratings: A (Standard & Poor's) and A+ (FitchRatings)

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

Leadership Team



Bill Robertson
Chief Executive Officer



Florence Chang
President



Mark Gary
SVP/ Chief Legal Officer



James Lee
EVP Population Based Care
and CFO



June Altaras
EVP & Chief Nursing Officer,
President AMC



Dr. David O'Brien
EVP Chief Physician
Officer



Alex Jackson
SVP Chief Exec
INW & Central WA



Tim Lynch
SVP Chief Administrative
Officer



Bradd Busick
SVP Chief Information
Officer



Lisa Powell
SVP Chief Human
Potential Officer



Dori Young
VP, Foundations of MultiCare



Marce Edwards
Chief Marketing and
Communications Officer



Tim Holmes
SVP – Chief Exec E.
Pierce, S. Pierce, S. King,
Capital, BH



Jason Parks
President, MultiCare
Capital Partners



Ryan Fix
President,
Retail Health



Jeff Poltawsky
President, MBCH and
Peds Network



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

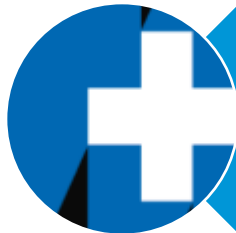
Internship Structure



Florence Chang, President



Trina Tan, Fellowship /
Internship Administrator



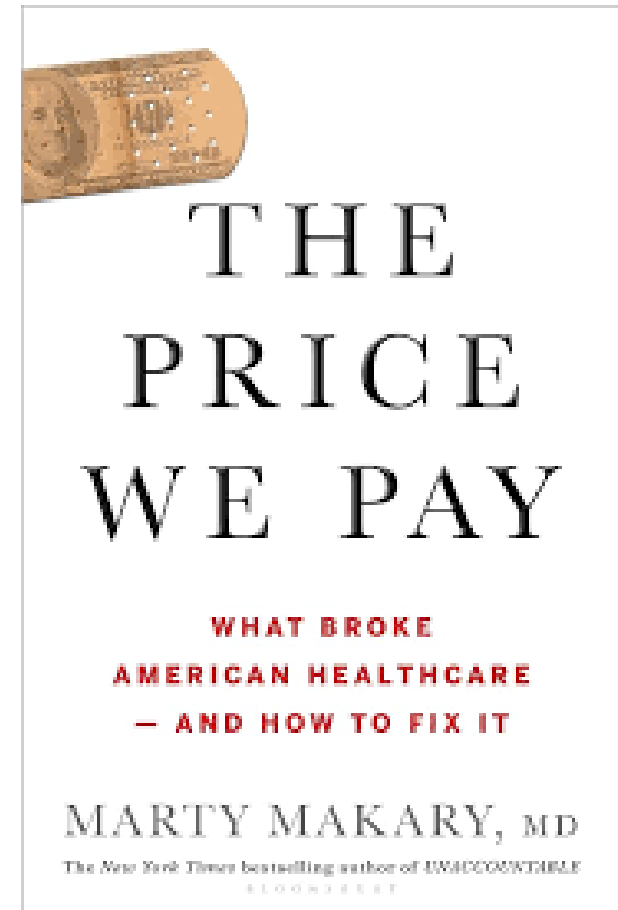
Preceptor



Intern

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
 - Unconscious Bias
 - High Reliability Organization
 - Project Management
- Book club with previous fellows, interns, fellows, and preceptors



What Makes MultiCare's Internship Unique?

Visible

- 60% projects, 40% shadowing
- Potential to work on system level, confidential projects
- Attend executive meetings

Comprehensive

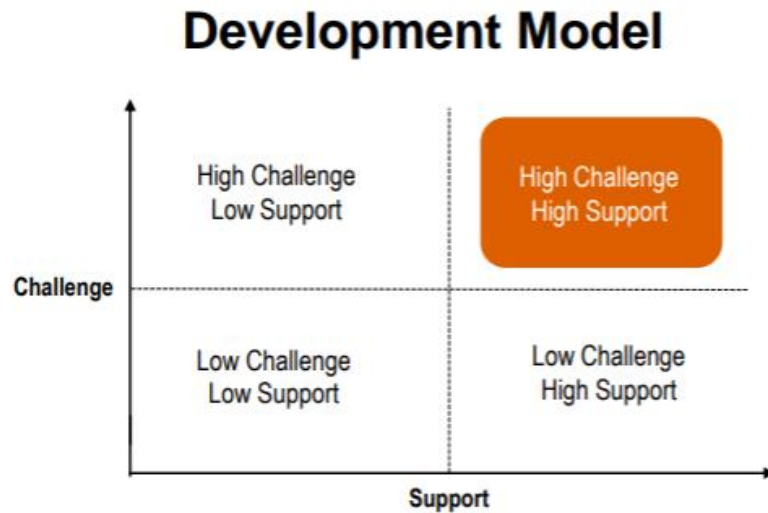
- Learn core leadership competencies
- Projects span across the continuum of care
- Market-relevant opportunities that link to emerging industry trends

Tailored

- Exploration of interests is strongly supported & encouraged
- Autonomy and opportunity to personalize the experience
- Individual development and mentorship

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

Program Goals

For MultiCare

- Develop **outstanding leaders** who contribute to important projects
- Enhance and expand the **culture of learning** at MultiCare
- Provide **mentoring opportunities** from senior leaders
- Raises national recognition of MultiCare for masters-level healthcare administrators
- Increase the **diversity of leadership** at MultiCare

For Interns & 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**

Previous Internship Projects

- System-wide brand and assessment of outpatient facilities
- Developed business case for Neurogenic Bladder, Kidney Stone Center and Covington General surgery expansion
- Developed plan for centralized telemetry services spanning both MHS regions
- Identified Volunteer Services as a pipeline and developed a workforce newsletter
- Established Indigo's Tik Tok presence & developed, filmed, and edited video content for staff recruitment
- Built presentation used to introduce and train physician leadership
- Conducted observations in a hospital OR to identify opportunities to reduce waste
- Identified barriers from ED Discharge to Inpatient Admission and make recommendations for increased throughput
- Imaging data analysis for performance evaluation
- AI imaging implementation

Administrative Internship Experience Example

2024 PSR Administrative Intern: Thomas Lee
2024 Preceptor: Jill Taylor AVP Imaging Services

Deep Resolve Implementation

- Gathered and analyzed data on MRI scan times
- Worked with vendor Siemens on solutions
- Presented findings to senior leaders

CT Tech FTE Proposal

- Led anonymous staff survey
- Created SBAR with recommendations
- Handed off at end of internship

Imaging Data Analysis

- Collected and analyzed data in excel. Created presentable views.
- Worked with system leaders and developed a systems thinking approach

Key Takeaways



Ask Questions



Be Curious



Don't Be Afraid

Internship Application Process

Our application is linked on our website through MultiCare's job portal

Consolidated into a single PDF document:

- Current Resume
- Cover Letter
 - Why you are interested in MultiCare and why you are an excellent candidate for the Administrative Internship
 - Focus on your academic and work experiences as well as why MultiCare.
- 2 Letters of Recommendation
 - At least 1 Academic (Program Director or Professor)
- Current Graduate Transcripts (unofficial accepted)

Incomplete applications will NOT be considered

Internship Application Timeline

Key Dates	
Late November	<ul style="list-style-type: none">Application opened
January 10 th , 2024	<ul style="list-style-type: none">Application due @ 11:59pm (PT)
Week of January 20 th – 24 th , 2025	<ul style="list-style-type: none">Virtual first round interview
Week of January 27 th – 31 st , 2025	<ul style="list-style-type: none">Virtual final interviewExtend contingent offer to top candidates
June 2025	<ul style="list-style-type: none">Internship start date



Tacoma and Surrounding Areas (PSR Region)

- Population: 223,968
- 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



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

Common Internship Questions

- Is this a paid internship? Yes
- How many applicants do we accept? Up to 2
- Does completing the internship guarantee a position after? No
- What are the typical business hours each day? Is there a set daily schedule?
- What does an exceptional candidate look like?
- What do you wish you would've known during your application process- any advice for us going through the process?
- Who typically serves as preceptors and how often do interns meet with them?