

Welcome!

While we wait for others to come in, we will start with
an icebreaker question...

Where is your favorite vacation spot?

MultiCare 



Administrative Internship Program

2024 Application Cycle

Informational Webinar

MultiCare 

Agenda

Introduction – Current Fellows

Overview of MultiCare Health System

Internship - Program Structure

Internship - Application Process

Q&A

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

2023 – 2024 Fellows



Thu Phan, MHA
Tulane University



Andrew Gener, MHSA
Georgetown University



Nate Symonds, MBA
Western Governors University

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
 - Standardizing Cardiothoracic surgery (both robotic and non-robotic) at Tacoma General Hospital
 - 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 '86 Honda Spree

Fellowship Preceptor & Projects

- **Preceptor:** Wade Hunt, President of Pulse Heart Institute
- **Projects:**
 - Virtual Cardiology Care
 - Transport Optimization
 - Project Manager for System Data Integration project



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
 - Cancer Institute



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*

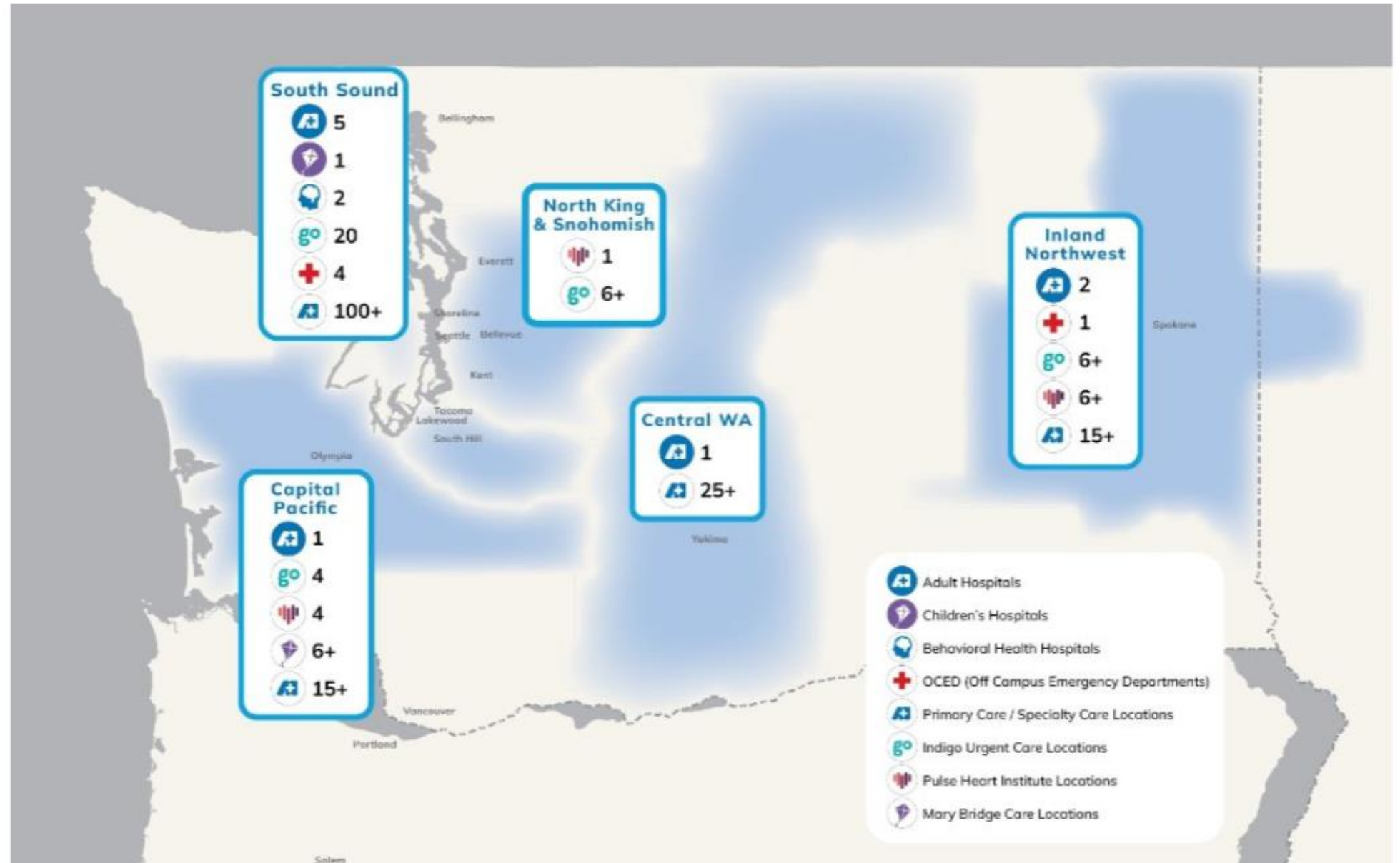


110 research investigators*



5,847 patient visits
for research studies*

MultiCare Health System



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
EVP 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
SVP Chief Exec. E.
Pierce and S. King
Regions



Wade Hunt
President, PulseHeart
Institute



Will Callicot
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

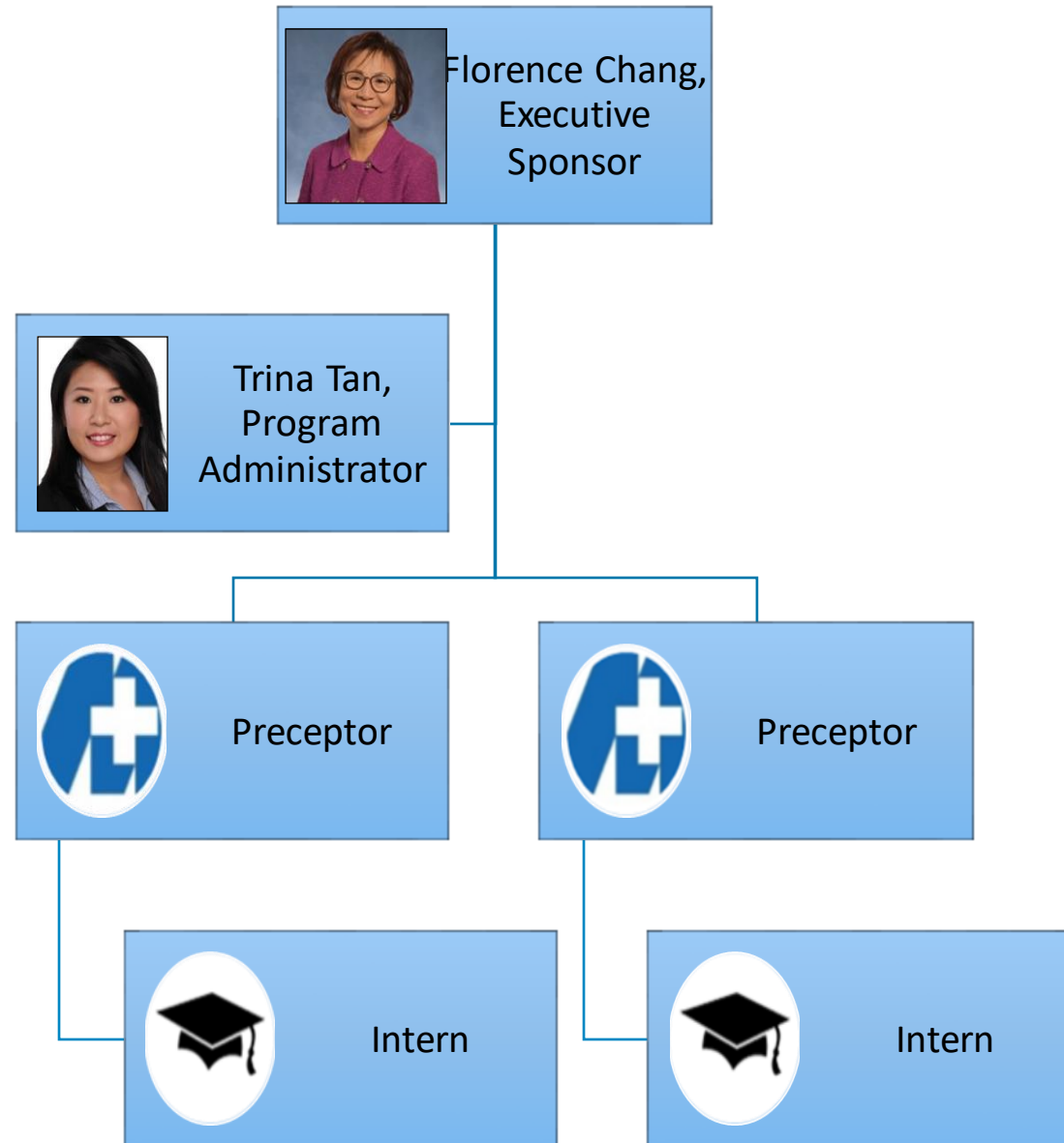
- Innovate access
- Transform care delivery
- Engage patients
- Redesign the business model



Expanding Access to Care and Services

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

Internship Structure





Volunteering

Networking

Community Events

Engagement

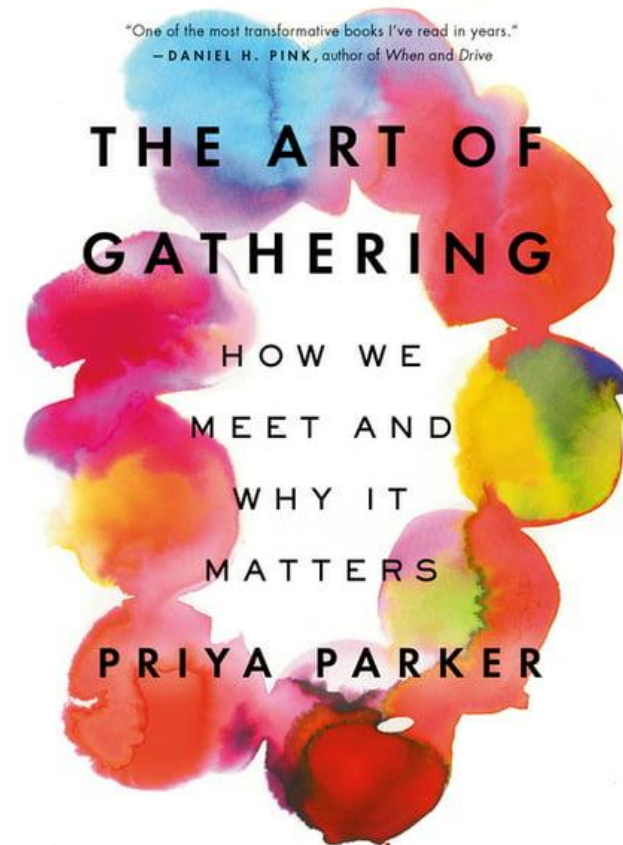
MultiCare Events

Experiences

Team Building

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 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

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 internship
- Access opportunities for **networking and collaborative learning**

Previous Internship Projects

- **Drove virtual health use cases** through various service lines throughout the organization
- **Conducted value stream mapping** for the hysterectomy process across the organization and recommended opportunities to ensure a win-win-win outcome for the patient, organization and staff
- **Analyzed urgent care provider staffing**, ensuring alignment with staffing matrix and appropriate coverage
- **Developed business case** for Neurogenic Bladder, Kidney Stone Center and Covington General surgery expansion
- **Developed plan for centralized telemetry services** spanning both MHS regions
- Made recommendations to **improve ED throughput** based on identification of barriers from ED Discharge to Inpatient Admission
- Developed recommendations to **grow general surgery market share** in South King County

Administrative Internship Experience

2023 Summer Internship Experience Highlight

Projects	Purpose	Responsibilities	Learnings
Advance Primary Care facility in Spokane Valley	As an extension to current primary care model with collaboration, to provide quality care to meet evolving and diverse needs for patients with medically and socially complex health issues	<ul style="list-style-type: none"> Created outreach communication platform for Primary care physicians and APPs for smooth transition for patients entering the new service line Marketing and branding Site visit 	<ul style="list-style-type: none"> Learned to be thoughtful in conveying information appropriately to have a positive and lasting impact Importance of engaging stakeholders and having their perspective

Shadowing	Executive Meetings
<ul style="list-style-type: none"> OR at Deaconess hospital Endoscopy suite Nursing Supervisor Patient access Sterile Processing Department Nursing units Case management Pharmacy Supply Chain Wound care clinic Infection Prevention Cipher rounding EVS ED 	<ul style="list-style-type: none"> Senior Executive Cabinet Core Leadership INW Chief Executive Council INW Regional Huddle INW Hospital Group MOR Rockwood Clinic MOR Safety Event Review Quality and Safety Steering committee Productivity Steering Committee INW Employee Townhall Nurse Executive Safety Huddles- Deaconess and Valley Hospital



Observations about MultiCare



People like to stay at MultiCare which really speaks about its culture



Collegial learning environment



Adaptive leadership



Very aligned to its mission, vision and values

Internship Application Process

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

Application Materials must be compiled in ONE complete PDF document that includes:

- Cover Letter
 - Please address this to MultiCare Administrative Internship Committee
- Resume
- 2 Letters of Recommendation
 - At least 1 Academic (ex. program director or professor)
- Unofficial graduate transcript: Master's degree – typically a MHA, MBA, MPH, MHSA, MSHA or MSN

Note: We are unable to sponsor work visas for individuals participating in the Administrative Internship Program at this time.

Disclaimer: Please ignore any automated interview requests from Olivia at this time.

Incomplete applications will NOT be considered

Internship Application Timeline

Key Dates	
November 20th, 2023	<ul style="list-style-type: none">▪ Application is open!
January 5th, 2024	<ul style="list-style-type: none">▪ Application due @ 11:59pm (PST)
Week of January 15th – 18th, 2024	<ul style="list-style-type: none">▪ Phone interviews
Week of January 22nd – 26th, 2024	<ul style="list-style-type: none">▪ Virtual final interviews▪ Extend contingent offer to top candidates
May/June 2024	<ul style="list-style-type: none">▪ Internship start date

[Administrative Internship Program Overview](#)

[Multicare - Admin Intern - Tacoma WA](#)

[Multicare - Admin Intern - Spokane WA](#)



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

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

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



Entertainment



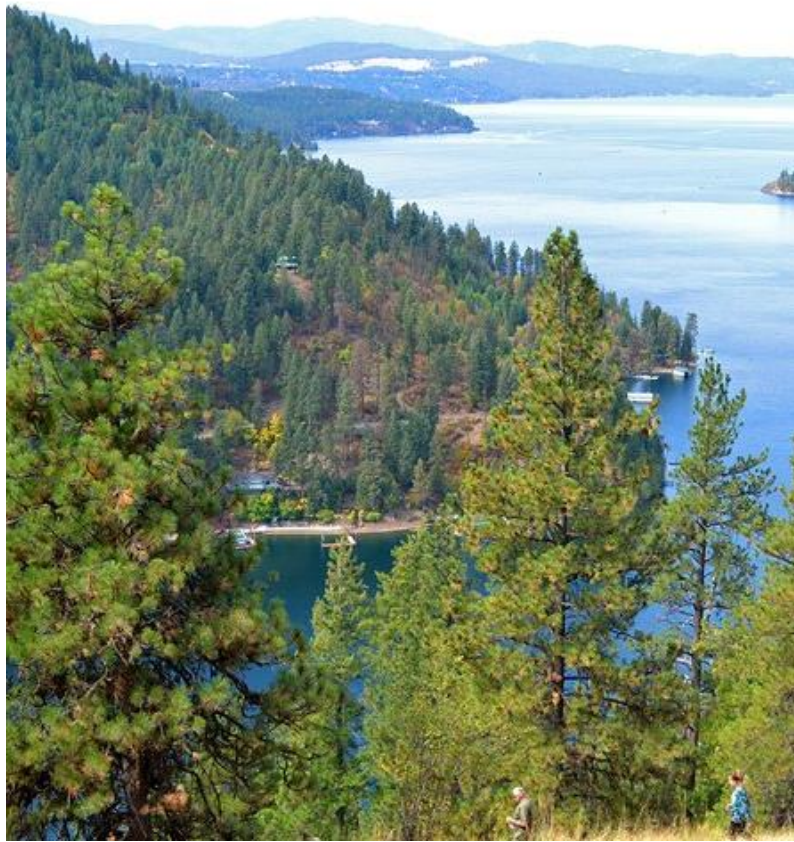
Cultural

- 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

Trina Tan, Program Administrator

Hannah Wong, Past Fellow & Recruitment Chair

Reach out to us at: AdminFellowship@multicare.org

Q&A

MultiCare 