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JHAWK forecast

The Jayhawk Healthcare Administrators Working for Kansas student organization promotes leadership, marketability, relationships, and knowledge for students pursuing a career in health services administration through personal and professional development activities.

2007-08 School Year Begins: Orientation a Success

by Dorothy Hughes

On Tuesday, August 14, the Department of Health Policy and Management held an all-day orientation for new MHSA students.

Sessions during orientation included opening remarks from Department Chair Dr. Michael Bleich; a welcome from Dr. Allen Rawitch, Vice Chancellor for Academic Affairs and Dean of Graduate Studies; followed by a summary of the role of the Program Director and student advising given by Dr. Robert Lee.

After a short break, students had the opportunity to hear about the structure and design of the health policy and management curriculum and course sequencing from Dr. Michael Fox and Adam Keener. Dr. Averett then gave a presentation on ethical and behavioral standards. Since the MHSA program is preparing students to become executive-level leaders, it was important to state to them on their very first day the standards to which they must hold themselves.

Rebecca Brown then walked the students through a session on Dykes Library and how best to use library resources to advance scholarship.

After receiving their student I.D. badges, students heard from Dr. Mary Kinnamon about professional writing standards and the use of Endnote. Dr. Michael Grasso then briefed students on various elements of information technology used in the MHSA program, including GroupWise, ANGEL, and Elluminate. To round out the day, KUMC Student Services spoke to the group about campus resources available to them.

Finally, JHAWK made a short presentation to the new students about how the organization can serve both as a professional development tool and a social outlet.

Following orientation, JHAWK hosted students—both new and old—at Jaywalkers for happy hour refreshments.

The Starfish and the Spider

By Michael Bleich, Ph.D., RN, CNAA, FAAN

WELCOME FROM THE HEALTH POLICY AND MANAGEMENT DEPARTMENT CHAIR

One of the delights of summer is the opportunity to catch up on reading. One of the wonderful surprises I uncovered was in finding the book, The Starfish and The Spider: The Unstoppable Power of the Leaderless Organization written by Ori Brafman and Rod A. Beckstrom. Of the many messages conveyed in this book one stood out as key: the traditional hierarchical organization is shifting and new organizational forms are emerging. Healthcare institutions are spider-like in their hierarchies with rigid and complex rule structures – from communications to billing/reimbursement structures, to care delivery and decision-making. Even efforts at 'shared governance' are fraught with rules and structures in their attempt to promote added voices to organizational culture. The starfish organization is one where there is almost a seamless 'dance' that occurs between the members, where fluidity and simple rules predominate and are held in check and balance. Like a starfish, when one 'branch' is injured, the web of communications rapidly sets forth new activity to rebuild and reconnect the system.

As we begin the school year, I would like to challenge us all to honor the 'structure' that governs and guides the academic culture, but to act with the fluidity and nimbleness of the starfish! As a growing department – with some 30 new students – we have opportunities to test new teaching modalities, to create new partnerships in the healthcare community, and to reconnect with our alumni on September ___ when we acknowledge our 25th year of existence as a program! The hybrid academic structure will serve us all well – faculty, alumni, and students alike – as we engage in testing new models of service deliver and administration.

The fall, our new curriculum will go through the review process for implementation in 2008. We look forward to sharing the design of this curriculum after getting additional feedback from our advisory group, which includes many of our alumni. If all goes as planned, more information about the PhD program will be announced during the next academic year, as resources are gathered and developed to successfully launch this program. Anticipate more information about the formation of Public Health programs in the next academic year as well! There is much activity going on in the Student Center, 5th floor offices!

As this goes to press, I would like to officially welcome our returning students back to campus and welcome the following new students to the University of Kansas Department of Health Policy and Management:

Kevin Arnhold
Emporia State: Economics
Kelly Balch
University of Missouri – Columbia: Journalism
Marty Baumbach
MidAmerica Nazarene: Management and Human Resources
Richelle Beckman
HIM/MHSA "bridge" student
Rohit Chander
DAV College: International Business/Commerce
Deepanjali Dummi
University of Kansas: Health Information Management
Joseph Edouard
Hawaii Pacific University: Human Resource Management
Rachel Feldman
HIM/MHSA "bridge" student
Danielle Forbis
University of Missouri - Columbia: Biological Sciences
Joshua Gall
Kansas State University: Accounting
Stacy Harper
University of Kansas: Psychology
MHSA/JD joint degree student
Michelle Horne
University of Phoenix: Business Management
Sonia Jegede-Uwagie-Ero
University of Portsmouth: Medical LaboratorySciences
Professional degree: LLM, Temple University Law School
Laura Jones
Creighton University: Health Administration and Policy
Erica Kloehn
University of Wisconsin - Milwaukee: Biological Science; Clinical Lab Science
Dan Larson
Emporia State University: Biology Education
Ayesha Mehdi
Walsh College: Business
MHSA/JD joint degree student
Phranil Mehta
University of Pune: Pharmacy
Linda Nagel
Wichita State University; DeVry University: Business Management; Technical Management
Amany Qaddour
University of Kansas: Human Biology; Psychology
Kelsi Remmert
HIM/MHSA "bridge" student
Neha Sharma
University of Kansas: Human Biology
Tami Sherley
Washburn: English Literature, Political Science and German
Professional degree: JD, Washburn University School of Law
Alison Starks
University of Kansas: Social Work
Sam Sweeten
Kansas State University; University of Kansas
HIM/MHSA "bridge" student
Jason Switzer
Wayland Baptist University: Management
Angela Tallant
Kansas State University: Finance
Melissa Wolken
Kansas State University: Psychology
Chad Yeager
University of Kansas: Nursing
HP&M/Nursing dual degree student
Di Zhang
JiLin University/Lambton College: Business Administration

Featuring the HIM/MHSA Bridging Program

by Claire Lockwood

If I were asked three years ago to explain my educational goals, I would have said, "block off your morning and let's meet for breakfast, lunch, and coffee to follow." I started off with aspirations to be a nurse or dietician. A few months later I redirected myself and decided on journalism or mass media. Once I decided writing was my weak point, I switched and chose a general education degree, also known as B.S. in lots of areas. Since I wasn't going anywhere with that degree other than realizing I was good at gym, another semester went by and I switched a final time.

It was the Health Information Management program at the University of Kansas Medical Center in Kansas City (KU Med). By this time it was April of my sophomore year and my parents were feeling this strange urgency to get me through college in four years. They made the trip from out-of-state and we met with an advisor. I walked out of the meeting knowing this was what I wanted to do, seriously.

I applied and was accepted for the following fall semester. I was learning an immense amount of information and I oddly enjoyed going to class. The classes fulfilled my interests in healthcare and business, but I still felt a void with my education and I decided I wanted to do an advanced degree. As I was trying to figure out how to take care of the void I stumbled upon the Health Information Management / Master's of Health Service and Administration (HIM/MHSA) bridging program. I did my research, looked around at other schools and programs across the country and decided to stay at KU Med. I applied and was accepted. The bridging program offers a bachelors and masters in five years on a full-time basis. Students start taking graduate classes in conjunction with the HIM classes their senior year of the HIM program.

I'm graduated May 2007 with my bachelor's in HIM, and I am in my second year of the masters program. I will graduate next year with and have plans to follow my passion of creating change in our healthcare system and assisting individuals to be more informed about their care.

In addition to being a full time student, I serve as the Planning Officer for JHAWK. I focus on coordinating events and oversee activities that assist individuals in learning opportunities outside of the classroom. I currently have my State of Kansas Insurance Agent license and worked for American Family Insurance before arriving in Kansas City.

If you would like to find out more about the bridging program, go to http://www.him.kumc.edu/pdfs/BSHIMbridge.pdf or the masters program in the Health Policy

What is ACHE?

As its website states, "The American College of Healthcare Executives is an international professional society of more than 30,000 healthcare executives who lead hospitals, healthcare systems, and other healthcare organizations. ACHE is known for its prestigious credentialing and educational programs and its annual Congress on Healthcare Leadership, which draws more than 4,000 participants each year."

ACHE's primary publications are its journals, the *Journal of Healthcare Management* and *Frontiers of Health Services Management*.

Visit www.ache.org to learn more.

Learning by Doing… and by Observing the Experts

by Amy Hochman

My internship opportunity was with Susan Yeager, the Chief Learning Officer for Saint Luke's Health System (SLHS). I chose a non-traditional approach, and did an "on-site" internship at my place of work at Saint Luke's Hospital. My experience began early in February on a part-time basis and is being carried out over the course of a year to meet deadline requirements on my chosen project.

For my internship project, I was charged with the task of researching knowledge management and evaluating organizational-level models that could be implemented for the Health System. At the beginning of the project, I was directly involved with the Malcolm Baldrige Award application process. The Award requires that organizations demonstrate effective knowledge management, so it was important that I have a thorough understanding of the basic applications. I was continuously presenting my findings to the SLHS leadership and modifying the model as new research and input was obtained.

After the final model was established, I was responsible for creating a system-wide implementation plan. Part of the implementation involved creating a database to store valuable Health System resources and information. I researched various information technology solutions and met with several consultants and project managers to highlight our specific needs.

The database is now created and functional. At this point in the project, I am going to each entity in the Health System and presenting my research, the model, and the database to the executive councils and various interest groups (Human Resources, training teams, directors, etc.) What is exciting is that this project will touch every individual in the organization, as each member will have access to the database. I was very fortunate to be able to follow this project through from start to finish, and to work with a mentor that provided so many valuable lessons. The internship has allowed many great networking opportunities, as well as a better awareness of the resources at SLHS. Further, I have been exposed to many areas that have captured my interest and provided direction for my future career in health care.

Upcoming JHAWK Events

Saturday, September 8
JHAWK at the K
Tailgating begins at 4pm
Tickets available from JHAWK officers for $13
Game time is 6:10pm
Contact jhawk@kumc.edu if you would like to RSVP
or if you have any questions!

Saturday, September 29
BBQ at Paul's House

More Information to Come!

Upcoming Speakers
Dates and Times To Be Announced

Gail Agrawal, JD, MPH
Dean and Professor, KU School of Law

Shelley Gebar, RN, MPH
Chief Operating Officer, KU Physicians Inc.
Chief of Staff to the Executive Vice Chancellor, KU Medical Center

Lee Norman, MD, MHS, MBA
Vice President and Chief Medical Officer, KU Hospital

Health in the Election

The Kaiser Family Foundation conducted a poll this month about health care in relation to the 2008 election. Here are some key findings:

- People surveyed believe health care is "the most important problem for the government to address" (27%), second only to Iraq (42%).
- When asked "Which one of the following health care issues would you most like to hear the presidential candidates talk about," 50% of respondents answered "reducing the costs of health care and health insurance."

Read more at www.kff.org/kaiserpolls/upload/7691.pdf

Alumni Happy Hour Schedule for Fall 2007

September 6 @ Tanner's Bar & Grill
10146 West 119th Street, Overland Park, KS (119th & 69 Highway)
http://www.tannersbarandgrill.com/locations.php

October 4 @ Jaywalkers
39th & Rainbow, Kansas City, KS (across from KUMC)
http://www.jaywalkersbar.com/

November 1 @ Dave & Busters at Village West
1843 Village West Parkway, Kansas City, KS
http://www.daveandbusters.com/Locations/Default.aspx?Loc=0049

December 6 @ Gilhouly's
39th & Bell, Kansas City, MO
http://search.cityguide.aol.com/kansascity/bars/gilhoulys/v-111826447