Career Opportunities in Healthcare Administration

Faculty Presenters:
Mountasser Kadrie Ph.D., M.H.A., CMPE., CAF
Michael Corriere, Ph.D., PMP

Student Panelist:
Sharon Roberts, PhD Management Student

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The Career Services Center Team

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What is your primary career goal?
Agenda

- Discuss career trends, opportunities and the importance of your degree
- Build your professional network and expertise
- Showcase your qualifications
NAME: Mountasser Kadrie Ph.D., M.H.A., CMPE., CAF
TITLE: Program Director, Master Healthcare Administration, Walden University
INTERESTS: Reading, outdoor activities, traveling.
EXPERIENCE: 25 years of executive healthcare experience at (world renowned integrated healthcare and academic systems)
PROFESSIONAL ORGANIZATIONS: ACHE, MGMA, AAMC
NAME: Michael Corriere Ph.D., PMP
TITLE: MHA Contributing Faculty, Walden University
        Chief, Management Services, NHLBI, NIH
INTERESTS: Sports (Orioles, Ravens), Swimming, and Reading
EXPERIENCE: 20+ years public sector (Navy Medicine and NIH)
executive healthcare experience
PROFESSIONAL ORGANIZATIONS: PMI, ACHE
Future Growth

• Employment for health services managers (healthcare administrators) is expected to grow by 23% between 2012 and 2022. (Bureau of Labor Statistics)

Healthcare Industry is Changing....

Pressing issues facing the healthcare delivery system include:

• Escalating costs and consolidation
• Demographic shifts, trends, and aging population
• Business, socioeconomic, and global forces
• Technology integration and proliferation
• Demand for quality, transparency, and affordability
• Rise of health consumers and consumerism
• Evidence-based health and medical care
• New chronic diseases and the rise of disease management
• Shift from volume to value-based healthcare delivery system
• Prevention, well being, and life-balance
Your Degree in Healthcare Administration

• Majority of healthcare organizations and their leaders want to achieve the best outcomes for their organizations, patients, and their stakeholders.

• When considering hiring healthcare professionals, these organizations look for the following skills:

  ✓ Communication and interpersonal skills (verbal, written, oral, digital literacy, etc.)
  ✓ Leadership
  ✓ Adaptability and organizational fit and alignment
  ✓ Flexibility and multitasking

  ✓ Critical thinking
  ✓ Problem solving and analytical reasoning and analysis
  ✓ Thinking outside of the box
  ✓ Teamwork skills
  ✓ Business management skills
Healthcare Settings

- Clinical and hospital settings
- Long-term care facilities
- Private physician practices
- Government and military sector
- Pharmaceutical companies
- Health insurance companies
- Long-term care facilities
- Professional societies
- State and federal agencies
- Academic and medical research centers
- Consulting firms
Federal Government Options

• Federal Employment
  – www.usajobs.gov

• Pathways Program
  – Interns (Summer and Permanent) in science and administrative roles
  – Recent Graduates in administrative roles
  – www.usajobs.gov/StudentsAndGrads

• NIH Summer Internship Program (SIP)
  – Work with leading scientists in biomedical research
  – www.training.nih.gov/programs/sip

• Military Medical Service Corps Officer
  – Army, Navy, Air Force
Why Networking Matters

The secret is out and it is this: *most jobs are not advertised*, so you'll need to engage in networking and expand your network contacts so important individuals who may know you will consider you for career employment opportunities. (Tyler, 2009)
Share your favorite networking strategy!
Expand Your Professional Network

- Stay connected with former supervisors & co-workers
- Join professional associations in the healthcare field
- Volunteer for interesting organizations that provide valuable services
- Go the extra mile, communicate with management, critique your craft, challenge yourself, and stand out

(Tyler, 2009)
Build Your Network Using These Resources...

- American College of Healthcare Executives: www.ache.org
- LinkedIn: www.linkedin.com
- Career One Stop: www.careeronestop.org/ResumesInterviews/Interviews/GetReady.aspx
- Association for Talent Development: https://www.td.org
- Working Mother (see sections on work-life balance and best companies): www.workingmother.com
- Families and Work Institute: www.familiesandwork.org
Career Story: Sharon Roberts

**EDUCATION:** PhD Management, Leadership and Organizational Change - Walden University

**TITLE:** Project Manager at University Health Network (Toronto General Hospital), Toronto, Canada

**EXPERIENCE:** Healthcare change agent, organizational consultant, trainer, presenter, and author. 25+ years’ experience in training, project management, and IM/IT consulting.
Tailor Your Resume to the Position

- Assess your skills and strengths
- Review the job posting
- Research the employer
- Communicate your brand
- Incorporate keywords
- Highlight accomplishments
- Match your qualifications
Communicate Your Qualifications

Showcase your “brand”

Highlight key accomplishments

Incorporate keywords/buzzwords

Match your qualifications

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CAREER PROFILE

Collaborative and forward-thinking healthcare services management professional with fourteen years’ progressive experience in the nonprofit healthcare industry. Expertise in data management and presentation, policy analysis, staff training, governmental regulations, and community resources. Proven record of cultivating positive community relations with healthcare providers and referral sources. Graduate coursework completed in organizational development and leadership, health policy, and financial management.


PROFESSIONAL HIGHLIGHTS

Clinical Administration
• Project Management – Implemented large-scale healthcare administration projects including standardizing compliance monitoring and streamlining processes for a two-thousand client database.
• Growth Management – Developed growth strategies that improved quality of healthcare for at-risk populations within the community; launched an on-site pharmacy that reduced transportation barriers.
• Multi-Site Management – Coordinated the development and expansion of a rural out-patient clinic; led Assertive Community Treatment Teams.
• Communications – Create policy and procedural manuals; source documents including consent forms, correspondence, and emails; facilitate interdepartmental communications improving overall productivity and efficiency; strengthen community relations with healthcare providers.
• Research and Grants – Co-wrote and coordinated grant proposals, and awarded contracts for the last seven years.

Benefits Administration
• Client Appointment Compliance – Implemented and maintained an overall clinic no-show rate of less than 10% for the last seven years.
• Leadership – Provided government compliance guidance to administrative and healthcare staff of twelve.
Resume:
OptimalResume Samples

View Samples by Category:
- Healthcare Administration
- Management
- Healthcare Practitioners

https://waldenu.optimalresume.com
Interview Best Practices

• Come prepared with thorough research and thoughtful questions
• Look and act professionally
• Keep it positive: resist making hasty judgments or criticizing anyone
• Be honest and discuss all aspects of the position
• Magnify your value to the potential organization
• Send a thank you letter/email after the interview
Use OptimalResume for Interview Prep

https://waldenu.optimalresume.com/
Questions?
Career Services Center

Quick Answers

I'd like information about...

Looking to advance in your career? Transitioning to a new job? Enhancing your professional development and network? We're here to help you navigate your career journey! We encourage you to set goals and assume active stewardship of your career progress from the very start of your academic program.

The Career Services Center offers

- paths to self-knowledge;
- resources for job opportunities and career information;
- resume and curriculum vita tips;
- guidance on networking and branding;
- strategies to help you prepare for interviews and land the job

Career Services Website Tour

Click to watch the video

(4 min 14 sec) Transcript [pdf]

http://careercenter.waldenu.edu/
Join LinkedIn Groups

**Healthcare Professionals, Administration, Services**
- **Healthcare** Professionals Networking Group
- Worldwide...!! .....Doctors, Medical Services, Clinical Service, Patient Care, ...
- Very Active 101 discussions this month • 12,320 members
  - 83 in your network • Similar

**Hospital Administration and Healthcare Executive**
- The Hospital Administration & Healthcare Executive group is a networking group dedicated to leaders in healthcare. We ...
- Active 41 discussions this month • 24,376 members
  - 171 in your network • Similar

**Healthcare Administration Students & Mentors**
- [Subgroup]
- Healthcare Administration Students and Executives group for students to ask questions and for any current executives to ...
- 3 discussions this month • 1,774 members
  - 10 in your network • Similar

...and many more!
### Job Search Support Series

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### Maximizing Social Media to Proactively Manage Your Career
- **Date:** 9/16/14
- **Instructors:**
  - Dr. Amy Puderbaugh
  - Jessi Howard
  - Dr. David Porter

### Strategic Volunteering for Career Success
- **Date:** 10/23/13
- **Instructor:** Denise Pranke

### Navigating the Federal Hiring Process
- **Date:** 3/14/12
- **Instructor:** Bill Brantley
Connect with Career Services

Access Everything from Our Website:
http://careercenter.waldenu.edu

E-mail: careerservices@waldenu.edu
“What you do makes a difference, and you have to decide what kind of difference you want to make.”

—Jane Goodall
Thank You for Participating!

[Image of a woman holding a globe]
Upcoming Webinars

• Social Entrepreneurship
• Midlife Job Search
• DBA Career Paths
• Skills Cafes: Resumes, CVs, Career Research, Interviewing, LinkedIn, Networking for the Underconnected