From Walden University's Career Services Center, welcome
to today's webinar Career Opportunities in Healthcare Administration.

I'm Lisa Cook, senior director of career services and I
will help get started today.

We are pleased to have a very large student turnout as
well as two Walden faculty members and a Walden student
working in healthcare administration.

So with that let's go ahead and introduce our Career
Services team briefly.

The Walden social security center aspires to be a
cutting edge global career center preparing our learners
to navigate career transition over a lifetime.

To achieve this vision we educate coach and advise our learners -- (feedback)

I believe that we have someone on the line who --

because we're having quite a bit of background noise.

I'm wondering if that person could please mute their phone.

I'd like to hand it over to Dina Bergren who will be getting some information from today's audience.

>> Dina: Great.

Thank you, Lisa.

And welcome everyone.

I'm really excited about this webinar today.

We have a very large audience and great panelists.

So welcome, everyone, and if you are not on mute if you
can make sure that you are on mute during today's program to eliminate background noise.

Since healthcare administration is a very broad field, we'd like to first of all find out what is your primary career goals.

Please type your answer using the questions box on your control panel.

And I will take a minute to take a look at the responses.

So maybe you're transitioning into the healthcare field or maybe you're exploring new areas of healthcare. Maybe you're already in the field and you're seeking promotion or advancement opportunities, so what is your primary career goal.

All right.

We have responses coming in for our program.

To ultimately become a healthcare administrator, to run a hospital or a large program, to become a COO, the right fit for my skills and my needs, a director of nursing, becoming a healthcare administrator or manager for advancement.

So we have many people wanting advancement opportunities
to ultimately also become a director within a hospital.

Work into upper management and seek promotion and advancement opportunities, and again, to become a
So many different ways that you can get involved in the healthcare field and with that great feedback from all of you.

Let's go on to our agenda.

So we will discuss career trends and opportunities in healthcare administration and management today.

We'll also learn how to build professional networks and expertise to increase your marketability and ways to showcase your qualifications through resumes and during interviews.

And now I'd like to introduce our faculty contributor.

Joining us today is Dr. Mountasser Kadrie.

Dr. Kadrie is the program director of the master in healthcare administration program at Walden University.

He brings over 25 years in executive healthcare and renowned integrated health and academic systems.

He is active in professional associations including the American College of Healthcare Executives, the Medical Group Management Association, and the Association of American Medical Colleges.

Dr. Kadrie, would you like to share anything else about
your experience today?

>> Thank you, Dina.

Good afternoon or good morning everyone wherever you
are.

Thank you for being here.

I'm excited to be in this webinar, and I can tell you healthcare is really an awesome industry to be in, and I will share many ideas and news about healthcare industry and why it's going to be the future of the U.S. economy.

So thank you, Dina, again.

>> Dina: Great.

Thank you, Dr. Kadrie, and I'd like to also introduce our next faculty panelist Dr. Michael Corriere.

And Dr. Corriere is a contributing faculty member in the master's and healthcare administration program at Walden.

He's also the chief of management services at the National Institute of Health.

He brings over 20 years of executive healthcare experience in the public sector including Navy medicine and NIH.

He is actively a part of the Project Management Institute and the American College of Healthcare Executives.

Dr. Corriere, would you like to share any additional
information about your experience especially in the public sector.

>> Thank you.
And thank you everyone for joining us.

I'm excited to be here.

As far as the public sector you'll notice that I mentioned Navy medicine.

I was a healthcare administrator for over 20 years, and I served in various roles as an active duty Navy officer including earlier in my career as a CIO and later in my career as a CFO in Navy hospitals, and after retirement I'm now over at the National Institutes of Health, the National Heart, Lung and Blood Institute, which is one of the 27 institutes here in NIH in Bethesda, Maryland. And you can see my Orioles and Ravens so my Baltimore slant there.

Thank you.

>> And thank you.

Joining us later in the program is Ms. Sharon Roberts. She is a Walden University student who will share her career path in healthcare administration. And now I'd like to hand it over to Dr. Kadrie to discuss career trends.

>> Dr. Kadrie:  Thank you so much.

As you know, the healthcare industry is really growing
and booming these days.

Imagine in the next five or eight years we're going to

be talking about millions of jobs will be added.
As of 2014 the share of the healthcare industry in the economic activities the GDP about 19 percent.

Last year the total expenditure on healthcare services in the U.S. exceeded $3.3 trillion.

So healthcare is booming for multiple reasons, and we need graduates like you, managers, later leaders to be really managing and providing the right correct services to our customers, to our population, so the future growth is secured.

We have multiple reasons why the healthcare industry is growing and because of aging population, growth in population, new diseases and new development.

Please next.

So how is the healthcare industry changing.

There are multiple trends, forces, and initiatives.

First of all, we all know that healthcare cost is really escalating, and in the last ten years because of the aging population and new diseases, technology application, healthcare cost is really becoming a major concern for healthcare providers, policymakers.

We are also looking at aging population.

Right now we have about 48 million senior citizens and
Medicare by 2045 that number will double.

And we live longer and have more chronic diseases, so there is shifting and changing in the healthcare
industry.

There is also business, social, economic and global forces. You know, we see right now employers are pressing the healthcare providers to control costs, so find alternative ways to provide healthcare services. The technology and integration is really an awesome thing in healthcare, but also it can be having some adverse outcomes such as the cost, can we afford the technology in the healthcare delivery system. We are also looking at the new trends with regard to quality.

Patients, consumers, employers, even government policymakers, they are right now really focusing on the quality, transparency, and affordability aspect of the healthcare system.

That's why we see the new mandate, the affordable care act and the account for care organizations that focus on those quality transparency and affordability. The rise of healthcare consumer and consumerism.

This has a huge impact on the way healthcare has been delivered and it will be delivered.

Healthcare consumers are taking more proactive
engagement in the way they are, you know, wanting and demanding healthcare services.

How many of you -- how many consumers right now go to
healthcare visits and meet their physicians but first
they went and had done some homework and they reviewed
their diagnosis and they are looking at specific
treatment or medication.
We right now we see -- we take a look at the new
evidence based healthcare because right now we want to
make sure we deliver the most efficient, effective and
evidence based healthcare, medical care.
We want to deliver the best quality and in the most
affordable way or fashion.
With the new development in the mandates like the
affordable care act and the account for care
organizations, we are shifting healthcare delivery
system from the value based where we focused on, you
know, how many tests we have done and how many
procedures we have performed into a value based
healthcare delivery system where the providers, the
facilities and the consumers are really accountable and
for the value that we deliver to them.
The bottom line is our healthcare system is focusing
more on the prevention, primary care services and the
well-being and the life balance activities that
healthcare consumers need to have.

Next slide, please.

So we spoke about those changes impacting the healthcare
delivery system.

So employers are responding to those changes, and the leaders and the CEOs and the board of directors of many healthcare facilities whether they are in public or private sector, they really want to achieve the best outcomes for their organizations, for their patients, for their communities for the stakeholders.

Okay.

So we are really right now looking for graduates in healthcare who really have very important set of skills, and there are many skills.

I just wanted to list some of them and which can be really valuable for you to know and to consider.

One of the most important skill that healthcare leaders are asking us to do really share with our students is the communication and the interpersonal skills.

It is really important.

I talk to many CEOs, and I am active in professional associations, and I go to meetings, and they said, you know, we really need to train and we need really to equip our students with the best communication and interpersonal skills because healthcare is about
connections.

It's about reaching out to the patients and to different stakeholders.
Leadership, this is defined where healthcare right now is changing and changing in different ways, and we need leadership from our graduates to be aware of the need to lead and manage the change that is coming. Being able to fit within the organization and being flexible and multitasking.

As you can see, the potential to make more revenue in the healthcare system is limited because of the new regulations and the pressure on the reimbursement rates. So right now we need to have -- we need to use our resources efficiently and effectively.

One of the skills that healthcare leaders tell me that they would like to see is the graduates really can be problem solvers and they have the critical thinking skills and they can think outside the box and they really work in teams and they really develop alternatives to issues and to come up with solutions and practical solutions. Also what they are looking at at business management skills.

There are four competency skills that we need to have in our graduates is how to manage people, how to manage
budget, how to manage operation, and think strategically.

So you're looking at HR skills, financial skills,
operational skills, and strategic management skills.

Next Dr. Corriere will provide his feedback about the federal government options.

Thank you.

I'm sorry.

I think I need to talk about the healthcare settings.

So in the healthcare settings there are many different settings that our healthcare industry is offering. It's a vast industry and according to the U.S. census of 2013 based on my recent readings, there were about 18 million people working in the healthcare delivery system, and the expectation is about five more million jobs will be created.

So where are the areas in the healthcare setting that is really right now hiring. Hospital is still a magnet for many jobs. You know, but remember we are shifting care, delivery of care from the inpatient to outpatient. It's more affordable, more reasonable. There are long-term facilities. It's growing. It's booming because it's aging population and many of
the patients, you know, do not really need to stay in inpatient facilities so there is a need for long-term facilities.
Private physician practices.

It's being consolidated from solo practices to multi clinic physician practices.

Government and military sector, imagine that the VA system the different social programs that we have.

The pharmaceutical companies is really a growth area and because of the new demand for new medications and new discovery and new research.

Long-term facility even consulting companies are hiring healthcare graduates.

Federal government agencies, you know, the expansion of Medicaid program and the affordable care act and also the academic and medical research centers.

So there are many different settings that the healthcare system can really provide opportunity for you to really consider employment and career choices for you.

Thank you.

So right now Dr. Corriere will provide his feedback about the federal jobs.

>> Dr. Corriere: Thank you, Dr. Kadrie.

You hit on many great skills on those last two slides, and really I want to build upon what Dr. Kadrie talked
about as far as career trends.

He mentioned the public sector, the affordable care act.

Many public sector agencies are very interested in
hiring healthcare graduates, health and human services,
which not only includes NIH but center for Medicaid
Medicare services, FTA among other programs.
Now, what I want to mention is often when I talk about
opportunities in the federal government, everyone says,
well, that's just for veterans, and I want to dispel
that myth.
There are ways for students and recent graduates to
enter the federal government and using their degree.
So where do they find out about jobs, federal employment
jobs, usajobs.gov, and I'll mention the pathways
program.
If you're in school, look at usajobs.gov and search for
pathways interns.
They're in science and administrative roles.
And you can work while you're a student.
There are certainly recent graduate opportunities here
at NIH.
We just had -- we do it twice a year for pathways recent
graduates, and they're for graduates who the last --
their degree is in the last two years.
If it's a master's degree, then it's 3.0 cumulative
average and be for a GS 9 position.

One of the key things -- I put in USA jobs information

link for students and grads in this slide, but one of
the key things is you actually have to read the USA jobs
announcements.
You can't just look at the job title.
Within the description you'll see many of the skills,
teamwork skills, critical thinking, problem solving,
analytical reasoning, and analysis.
While the job title may not read healthcare
administrator, it may read program analyst.
It may read management analyst.
And then when you go and you read that a program
analyst, a health insurance specialist, a management
analyst and your types of federal organizations in
health and human services, those positions actually do
exactly what we work with students at Walden to build up
skills to be able to qualify for these kind of
positions.
There's also at NIH a summer internship program that
gives folks a chance to work with science and biomedical
researchers.
I mentioned before that I was in Navy medicine.
One of the nice things about Walden that I want to
mention is their accreditation.
With Walden's MHA accrediting -- since their program is accredited, you would -- graduates would qualify to enter the Army, Navy the Air Force as a medical service
corps officer and in all three of those services there's a healthcare administration track, and that's actually what I went through, so I think it gives you a chance to apply what you learned at Walden to not only general civilian federal employment which is available on USA jobs but also through the medical service corps in any of the three services.

Dr. Corriere, you currently are a high level administrator at a health management agency. Could you share how you transitioned from your prior career in nuclear security to working for the National Institute of Health.

Sure.

And this is a really exciting thing that somewhat builds off of what I just mentioned.

So when I retired from Navy medicine, I applied for a position as an operations researcher because of analytical reasoning, analysis, the same kind of skills that we work with students in Walden's MHA program were in a job announcement.

So I worked there for about 15 months after my retirement from Navy medicine, and the management
services chief position opened up at the heart lung and
blood institute and to give students some perspectives,
NIH is over 30 billion a year budget, and over 18,000
employees are here.

My one institute in and of itself has a $3 billion a year budget.

So these are pretty big organizations and really important organizations to advance healthcare.

So I was honored to be able to transition into this role in management services at NHLBI, and the way I did it really was through USA jobs, and I will acknowledge a lot of things you'll learn later about the importance of networking, LinkedIn, joining professional organizations, all those things certainly contributed to me finding out about the position and being competitive for the position.

>> Excellent.

Thank you so much, Dr. Corriere.

And now that we've explored career trends and opportunities, let's share some ways to tap into your network.

Dr. Kadrie, could you share with us why networking is so important.

>> Dr. Kadrie: Thank you for the feedback,

Dr. Corriere and Dina.
Great feedback.

I think it's great that our graduates have graduate a
degree and they have the skills and they have built
their resumes and their CVs, but also we need to focus on networking.

These days, you know, most of the jobs are, you know, acquired by networking, so you have to really expand your networking range, and you have to be connected with employers, potential employers, and societies, and that will expand your options and can really put your name forward, and you never know.

You might get a phone call from attending a meeting in your local area.

So I highly encourage you to take this networking as a serious step for your career advancement.

So right now let's get some feedback from our audience.

>> Great.

So type in your responses to share your favorite networking strategies.

So what has worked for you in the past.

What networking strategies really made a difference.

Or is making a difference in your job search or professional development or career management.

So I'm going to take a minute to see what responses are coming in from our audience.
So please type in your responses.

LinkedIn.

Many people are mentioning LinkedIn, and this is a great
way to network.

LinkedIn is the largest professional networking site and a great way to connect to individuals.

Career and job postings on websites, attending specialty conferences, so conference attendance where you get to meet other professionals, talking to friends who are in healthcare and staying in touch with prior managers, absolutely.

So keeping up those connections with former supervisors and colleagues.

Also handing out business cards, absolutely.

So having business cards available for networking purposes really makes a difference, and also getting others' business cards so you can stay in touch.

Volunteering to write articles for professionals groups. What a great way to build your brand and also connect with others.

Many times if you are presenting at conferences or writing articles, people will come to you for networking opportunities.

So be the go-to person.

This is a great idea.
Membership, absolutely, that's a great way to get involved.

And also volunteering at hospitals and clinics.
Great ways to meet healthcare professionals.

And also reaching out to classmates.

So we have so many individuals inside the Walden community and also consider your former bachelor's program or if you're in a doctoral program master's program.

So reach out to your alma mater.

And of course tap into the Walden community.

I found that networking at residency has allowed for new opportunities to further network.

For those of you in doctoral programs you have a residency that's also a great way to network.

And I network through a former manager.

I knew one of the employees in the actual department to update my current job.

So internal networking is really, really effective.

So find ways that you can connect with individuals from other departments if you're currently employed.

And we have many, many other comments coming in.

So thank you to everyone who has contributed to this discussion.

We will go on for the sake of time, and Dr. Kadrie,
could you share a few additional networking strategies based on your experience.

>> Dr. Kadrie: Sure.
There are many, and I think you mentioned the great ideas, you know, supervisor, coworker, volunteering.

You know, one of the things that I often do not see graduates do is when you achieve certification and your degree talk to your local HR department. Inform them of what you have achieved because they might later match you with a job within the organization itself.

They know what's going on. They know the needs of the HR issues in different aspects.

Specifically if you work for a large organization or system where there are always needs.

So always, always reach out to HR.

I remember when I got my MBA in 1995, I went straightforward to my HR.

I worked in a hospital in central California.

It's a big hospital, and I said I got my MBA and then three weeks later I get a call from a vice president within the university -- within the facility, and he said, I'd like to talk to you.

I just got your resume from HR, and I think we can have something for you.
So as you can see, my dear students, please take the opportunity to network.

You might want to also have a mentor, you know,
mentoring inside your organization or an external mentor can be a great, great help for you to do.

So I'd like to talk about some of the networking resources that can be available for you.

You have -- if you are in healthcare industry, if you are in the healthcare management, or if you're in other aspect, you must consider joining the American college of healthcare executives.

It's the premier association that employers are looking for.

I'm going to tell you my experience.

When I used to interview for positions and candidates, those who really have the ACHE membership or any professional association membership and they achieve membership or certification have impressed me, and I wanted to talk about with me because it takes commitment from you.

LinkedIn is really a great source for networking.

There are some other websites that you can really learn about resources, resume building, career one stop.

It's the one that I use.

I tell my kids to use it because she is in high school
right now, and she's preparing to apply for college.

There is association for talent development, td.org.

We have many students who are parents and they are busy,
but this website can help you achieve life balance and
best -- and working for best companies.
Also talk about familiesandwork.org, a great website
that can help you develop some skills and develop some
aspect for your career.

>> Excellent, Dr. Kadrie.

These are all great resources to tap into and great
thoughts on networking as well.
And with that I'd like to introduce our next speaker,
Walden University student Sharon Roberts.
She has joined us today to share her story in healthcare
administration and management.
And absolutely, welcome Ms. Roberts.
And Ms. Roberts is a Ph.D. management student at Walden.
She is also a project manager at the University Health
Network in Toronto, Canada.
And she brings over 25 years of experience in healthcare
administration, training, project management, and
consulting.
She is considered a healthcare change agent.
She is an organizational development consultant,
conference presenter, and author.
And Ms. Roberts, welcome, and we are very excited to have you here today to hear your story.

To help us get started, could you share how you
transitioned into healthcare administration and
management.

>> Thank you, Dina.

After I achieved my bachelor’s degree in commuter science and mathematics with a strong background in computer skills, I landed a job at KPMG.

And it was great working for the financial insurance industries.

However, when I got projects relating to healthcare, that’s when I found my calling, and I was more attracted to improving the organization to help patients because it was bottom line was their life, and that’s when I felt that I connected with that sort of calling.

So at this point I started to search for jobs in healthcare, and I transitioned my project management skills to the university network, and I landed a job as the site manager for one of the hospitals there, and by having that position, I was able to connect.

It was interesting talking about connecting.

I was able to connect to the entire organization because I did jobs that nobody else wanted to do, and I became the one stop shop, and I worked with the senior vice
president and the executive team to create change in the organization on several levels like pandemic planning, systems down time, things like that, and I became
knowledgeable not only about the stakeholders but also the processes and the organization itself.

And now I'm continuing my journey through my Ph.D.

>> Dina: That's great.

It sounds like networking really played a huge part in your advancement especially the internal networking that you were doing.

And what additional networking and professional development activities helped you advance in your career?

>> Well, definitely the conferences that I've attended certainly gave me exposure on a professional level, and I'm also a member of PMI, Project Management Institute, so that gives me exposure on the professional organizational level as well.

>> Dina: Great.

And I know you had also presented at several conferences.

Can you tell us a little bit more about that.

>> Sharon: So for example the pandemic planning project was really topical at the time where we were --

I think the world was experiencing an outbreak H1N1, and
I developed a program that could facilitate antiviral distribution to staff to protect them against the virus while they protect and treat patients.
And also redeployment of staff should there be the need to reduce service and just manage critical care in the hospital.

And that was considered the first of its kind in our environment.

So I was able to use the findings from the project and the processes that we developed and go to the conferences put on by Project Management Institute and use the conferences such as ehealth conference and international conference on the healthcare of workers and present our findings, and the project actually won Project Management Institute year award for southern Ontario chapter in 2007, so that was good.

>> Dina: Great.

And within your organization you have also become the go-to person, and currently you collaborate with many departments and give presentations.

Could you tell us a little bit more about that.

>> Sharon: So as a change agent and I guess the knowledge expert, I have been committed to doing jobs as I said that are pretty difficult, and it does take commitment and time, but also the opportunity to think
out of the box and be innovative, and I've led several jobs relating to IT like systems down time, preparing the down time procedures for the hospital and so forth.
But I’ve also had relationships and connections in the hospital in multiple levels.

I volunteer.

I do presentations.

I sit on multiple committees.

I chair multiple committees, and I work with cross-functional teams, and in that way that gives me the exposure but also gives me the opportunity to learn more about the organization from different perspectives, and that’s what I bring to the table.

And apart from attending conferences and so forth, I’m also working on publishing a book for my MBA thesis that has proved quite a topical presentation right now.

>> Dina: Great.

It sounds like you’re involved in many different professional development activities along with really taking initiatives within your organization.

And this has resulted in your advancement in the healthcare management and administration field.

And Ms. Roberts, what advice would you give Walden University students who are interested in the healthcare administration career?
I would say find a niche for yourself.

I know Dr. Kadrie mentioned fit.

That's important actually.
And the only way you can find a fit is to look at what's out there.

Create a broad perspective of the organization in healthcare itself and see where your skills can be of use and where you can excel.

It's hard to be in healthcare and not be passionate about this, and if you don't have that passion, it's going to be really, really difficult.

I would say if you recognize that healthcare is not only going to be growing but at some point in time you or your family is going to need the healthcare services, what would you like to see better.

What would you like to improve. And if you can offer your skills in that area, then that's where you need to be.

If you can also find a mentor to guide you along the way, that also will help because in fact I had the opportunity to have a mentor to guide me and get me out of the weeds so to speak and see the big picture and also to recognize that you have skills and those skills can make a difference in somebody's life.

>> Dina: Wonderful.
Thank you so much for sharing your stories today and for joining us on this program.

>> Thank you very much, Dina.
Dina: Absolutely.

And now I'd like to offer a view tips on how to showcase your qualifications for opportunities in the healthcare field.

Prepare for your next opportunity by creating strong application materials.

These materials need to highlight your strengths, achievements, experience and skills.

So remember that your resume is your marketing tool.

Maximize your chances of success by applying these strategies.

Take time to assess your skills, your strengths and your experience and review the key qualifications in the job posting for the position that you are targeting.

Research the employer, their mission, vision, website, departments, challenges they face, and also research the employees who work at the organization.

With this information, showcase your brand or what makes you stand out over other applicants, what makes you unique.

And incorporate industry keywords and buzzwords into your material.
Highlight your many accomplishments and transferrable skills, and finally remember to tailor your qualifications to the needs of your potential employer.
How do you bring these strategies into action.

Here is a sample resume for a clinical administrator position.

After our candidate assessed her skills, reviewed position requirements and researched her potential employer, she tailored her resume to reflect her unique brand as a collaborative and forward thinking healthcare management professional.

She also included key accomplishments such as positive community relations and healthcare providers, what would healthcare providers, and she incorporated keywords and buzzwords and her technical professionals served as the keywords there.

And she matched her qualifications to the skills required for this position such as project management multisite management research grants and others.

A complete version of this resume sample will also be available with today's archived recording for future reference.

And to view additional resume samples, this is our OptimalResume system.

OptimalResume is accessible through the Career Services
center website or you can go there directly at waldenu.OptimalResume.com.

You'll find them by categories such as business
management, healthcare procedures and others.

And review these samples will generate additional ideas on how to strengthen your materials.

In addition to creating your resume, you also want to prepare for the interview process.

Dr. Kadrie, could you share your best practices for successful interviews.

>> Dr. Kadrie: Yes, thank you.

Thank you, Sharon.

Thank you, Dina, for your feedback.

Your resume is the key to open the door for your interview.

And your interview is what matters.

There are many things that you have really to consider when you are being called for an interview.

Come prepared and know what the organization is all about and look at their website, look at the mission, the vision and the values and their long-term goals because you need to know where you are going to be if you are being accepted for this position.

Look and act in a professional way.

Absolutely.
You are working in a very professional place.

Give it your best shot.

First impression matters the most.
Stay positive.

Even if let's say you don't like your current job, your current boss or whatever, never ever trash or say negative about your current position.

I remember five month ago we were hiring, interviewing for someone, and he is one of a kind, and we have been looking hard for this person, very unique skills.

You know what he did?

He trashed his employer, and regardless of his background and degrees and training, all of us said no, we can't hire this person.

Be honest and discuss all aspect of the position, what you can do, what you cannot do.

So you really need to be aware that you can be a good fit for this position.

Magnify your values to the employer.

Sometimes, you know, resume does not speak everything.

And always, always after the interview send a thank you letter or e-mail.

Very short and sweet thanking them for the time they spent with you and asking them if they have any more questions.
So those are really best practices that I'd like you to consider when you are going for a job interview.

>> Dina: Dr. Kadrie, could you share a time when you
interviewed a candidate for a healthcare administration position and he or she really made a positive impression on you.

>> Dr. Kadrie: Absolutely.

I remember ten years ago when I used to work for a -- at Yale University, and we were hiring for a director of laboratory improvement.

The job requires an MHA program or an MBA, five years of experience, you know, skills in sig sigma and operation management and project management.

And the salary ten years ago was about $150,000 plus benefits so it was a good generous salary.

So we had many resumes, and we interviewed about ten.

One of them stood out.

She was really impressive.

So I ask her, you know, she went through the second interview, and we wanted to make a decision of whether we move her to the final interview with the CEO of the hospital.

So I ask her very tough questions in terms of technical skills, and I was looking for one area.

I said if she can give me the answer, that would be good
for me.

So not only she give me answers and she propose answers,

she also gave me alternatives, so she was thinking
outside of the box.

She was thinking about problem solving.

She was using critical analytical skills.

Those are the skills that I provided earlier in the webinar.

So we were impressed with this person, you know, and not only providing solutions but giving us alternative and guess what.

Because of her idea we really were able to use it, and it saved us millions of dollars.

Eventually she was hired, and she is very successful person right now.

>> Dina: This is a great example, Dr. Kadrie, and it sounds like she also did her research on the organization and was very prepared with questions as well.

Great.

Thank you so much.

And now I'd like to review a helpful tool to practice interview skills.

OptimalResume's interview prep function allows you to practice interviewing by holding mock interviews and
recording your responses to tough interview questions,
so utilize this wonderful tool that we have through
OptimalResume.
After you set up your account, you can also enter the interview prep feature, select your interview type and begin practicing your skills.

You can see here in this example the type selected is behavioral interview which includes questions about past behavior such as describe a time when you resolved a conflict with a coworker.

So practicing these types of behavioral questions can really help hone your skills.

Take advantage of the system, and now that we've discussed career trends, networking and showcasing your qualifications, let's go ahead and get some questions from our audience.

Please type in your questions for our panel today using your questions box, and Lisa will help us field some questions that are coming in.

And Lisa, do you -- absolutely.

Lisa, do we have any questions that are coming in right now?

>> Actually, we have quite a few questions coming in right now, so I'm going to try to pick the ones that are most common coming in. First question, how can I go
about applying for a job in healthcare management without any really experience.

Go ahead.
Yes, quickly I would like you to consider volunteering for some healthcare facilities. I live in Houston. We have many healthcare facilities, and I have students who would tell me I don't have healthcare experience. I would say do some volunteering first, and when you are good, they are really going to give you a chance maybe working part-time and sometimes full-time. I have referred three students to volunteering services in some facilities and right now they have full-time jobs managerial jobs. So there are options. Also network, network. Join membership in associations even if you don't have healthcare background you might meet someone and share your resume. They might see something in you. Remember healthcare industry is becoming like any other industry, they want people from different background to come to the healthcare industry to help them out and best practices. Great.
Thank you.

Are there any certifications that one should earn as they finish their MHA degree to be more competitive?
It depends what you would like to be.

If you are going to let's say focus on quality operational improvement, maybe the sig sigma the project management.

If you are in HR, maybe you want to focus on the HR certification.

If you want to be in finance, maybe you want to focus on some certification in finance.

But it's a great combination, great package when you have healthcare experience, graduate degree and certification.

I can share with you stories about people, students that I know that I referred to and they got certification after their MHA and their salary doubled right away.

So there is a huge demand for a graduate degree and a certification.

Great.

Thank you. Dr. Kadrie, you mentioned a number of fields that fall under healthcare administration opportunities like finance and HR.

This student asks, she's interested in community health education and community development. Would that fall
under healthcare administration.

>> What a great question.

So today I am in San Antonio attending a summit on a new
course called population health for our degree that will be launched very soon, and the focus has been on how we can get our graduates to be involved in community assessment projects.

Because of the affordable care act and the shift from individual to population health, there is going to be a tremendous opportunity for graduates in our program and from different programs to really involve in project that covers the needs of the community and the population needs.

So stay tuned.
You will see it.
Every single organization anywhere in the U.S. must do it because we are moving from an individual healthcare system into population healthcare system, and there is going to be many, many opportunities.

>> Terrific.

And one more question for Dr. Kadrie.

Is there a plan to start a doctor of healthcare management program at Walden? And if so, when would that start?

>> Thank you.
We have really started a program in the DHA healthcare,
it's already started and I'd like you to visit the
Walden website.
It is really a great program.

It's being launched as we speak and it is a complementary or a step higher than the DHA.

>> Great thank you.

Now I'm going to switch gears and go to Dr. Corriere because there are a couple questions about his military experience.

Do you have to be a certain age to go into the medical service corps?

>> It's actually not at the lower end.

It's usually at the higher end with age waivers when you begin, and it's somewhere in the 20s and I don't know off the top of my head.

But if you Google any of the services, medical service corps you'll see all the details and the key piece usually is the qualifying degree which Walden gives you.

>> Great. And then a second question.

Do military medical personnel need to go through boot camp and have overseas duty.

>> Very good question.

Actually it's not boot camp.

It's officer indoctrination school so it's far different
than boot camp.

And yes, unless they've gone through a military academic or ROTC program, there is an officer indoctrination
school, and yes, every couple years in the military regardless of service, we give the opportunity to move around the country and the world.

Personally I had the opportunity to serve as the CFO of our hospital in Naples, Italy.

People would say, oh, I really don't to want move overseas.

It's actually a really exciting and wonderful experience.

>> Thank you. And to let you know you have a fellow ravens and orioles fan, so I just wanted to share that.

I'm going to move to Sharon and just ask Sharon, do you have any advice for what someone might include in a resume when they don't have a lot of experience.

Any advice on that?

>> Well, volunteering definitely.

Not a lot of experience.

I -- oh, whatever accomplishments they've achieved at school, at university, that can stand out for them.

Clubs that they've joined, activities that they've participated in.

>> Great.
Okay.

Thank you.

And actually I think we're just about out of time, so
Dina, I'm going to hand it back to you to wrap up.

>> Dina: Great.

Thank you, Lisa.

We had so many great questions today and a very large audience.

And I will go ahead and conclude today's program for us.

First of all, I encourage everyone to visit the Career Services Center website, to access the OptimalResume system, to visit the archived webinars page where this program will also be archived, and take advantage of our quick start videos.

We have topics such as getting started with OptimalResume and interview strategies, topics on resume writing and many others, so check out the quick start.

And join LinkedIn groups to connect with healthcare professionals and students.

And here are three LinkedIn groups you may want to consider, and there are many, many more out there.

So join LinkedIn groups to stay connected.

We also have over 70 archived webinars related to job search and career management topics, and a few are featured here such as maximizing social media, strategic
volunteering, and navigating the federal hiring process
together with our job search support series.
And connect with us by joining us on LinkedIn, following
us on twitter and Facebook, watch videos on our YouTube channel and read student success stories on our blog.

And don't forget you can access career resources on our website and also ask questions by e-mailing Careerservices@waldenu.edu.

As we wrap up the webinar, we would like to leave you with this thought by Jane Goodall.

What you do makes a difference, and you have to decide what kind of difference you want to make.

We encourage you to be proactive in your career as you make positive contributions to the healthcare field.

I’d like to at this point thank all of you for joining us here today.

A very special thank you to all of our panelists,

Dr. Kadrie, Dr. Corriere, and Sharon Roberts.

[This text is being provided in a rough-draft format.

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