Introduction

Mount Aloysius College
Bachelor of Science, Business/ Health Administration – 2019
Associates of Science, Medical Imaging - 2017

UPMC Altoona
Preceptor: Michael Corso, VP- Operations
Agenda

- Residency Objectives
- UPMC Altoona Description
- CT Biopsy Process Improvement
- HVI Market Assessment
- Facility Projects
- Relevance to MHA Courses
- Advice to the 1st year students
Residency Objectives

1. Gain a deeper understanding of operational intricacies within a hospital

2. Develop insight on leadership styles and managerial approaches

3. View the process of problem recognition, stages of approach and data gathering, and analysis of possible solutions or next steps

4. Opportunity to be in conversation for strategic growth

5. Complete projects as assigned/compile and analyze data
UPMC Altoona

- 350 + Bed Hospital
- Tertiary Care Center
- Level 2 Trauma Center
- Full-service hospital in central PA
  - Everything except burns, intricate neonatal care, and transplants
- Regional referral hub for surrounding smaller locations
1. **Problem**: Consistent late starts

2. **Stakeholders**: Patients, Imaging, Same Day Surgery

3. **Goal**: Improve the process to consistently start procedures on-time

4. **Action:**
Original BPM

Patient arrives to SDS → 0-5 mins
SDS checks in patient → 0-5 mins
Patient is brought back to holding area → 45 mins
Patient has labs drawn/ IV started → 0-5 mins
Blood draw is sent to the lab → 30-? minutes
Wait for lab results → 15-30 mins
PAs, techs, nurses click refresh waiting for results to be posted → 5-10 mins
Lab returns → 0-5 mins

Entire process = 2.5 hours
*Starting about 30 mins late

Procedure starts → 10-20 mins
PA walks to CT, upon arrival, begins consent process → 0-5 mins
Once patient arrives, CT calls the PA → 45 mins
Wait for patient to arrive at CT → 15-30 mins
CT calls SDS to put patient on transport queue → 5-10 mins
After results are noticed, CT is notified → 0-5 mins
BPM Redesign - Outcome

Entire process = 2 hours
*Starting roughly on-time
HVI Market Assessment

**Situation**: Our HVI presence in Blair and surrounding counties was unknown.

**Stakeholders**: Senior leadership at UPMC Altoona, Corporate and Altoona HVI leadership, HVI medical staff, and ARHS leadership

**Goal**: To determine our presence in the surrounding market, competitors, and opportunity for growth in HVI.

**Action**: 
Outcomes

• Determined our presence in the surrounding market

• Strategic Plan development
  – Develop SWOT analysis
  – HVI Summit
  – Begin taking steps in developing our HVI presence
Facility Projects

- Building purchase justification
- Specialty relocation
- Room Refresh
Relevance to MHA Courses

Hospital Operations
Organizational Behavior
Finance
Project Management
Advice to the 1st year students

1. Get comfortable with being uncomfortable

2. Don’t be afraid to ask questions

3. Remember that perspective is not a one-way view
Thank you,
Questions?