UPMC Pinnacle
Courtney Miller, MHA Candidate Class of 2021
START WITH A WIN
AGENDA

- Introduction
- Residency Objectives
- UPMC Pinnacle
- Residency Overview
- Relevance of MHA Classes
- Lessons Learned
WHO AM I?

West Chester University
Class of 2019
B.A. Communication Sciences and Disorders
Psychology Minor

Proud Dog Mom
RESIDENCY OBJECTIVES

- Regularly attend executive meetings
- Add value to multiple projects
- Gain exposure to various departments
- Build sustainable network within UPMC Pinnacle system
- Understand COVID-19’s impact on the UPMC system
RESIDENCY OVERVIEW

SHADOWING
- Emergency Medicine
- Surgical Services
- Patient Experience
- Anesthesia
- Pediatrics
- Marketing
- Hospital Operations
- Environmental Services
- Regulatory Compliance
- Quality
- Community Health Initiatives
- Pinnacle Foundation
- Labor and Delivery
- Information Technology
- Nursing
- Diversity & Inclusion
- Business Analytics
- Physician Recruitment
- Supply Chain

PROJECTS
- Service Profile / Gap Analysis
- Outdoor Features Proposal
- Labor & Delivery unit – Anesthesia model
- ED Observation – Patient’s perspective
- ED Comments / Demographics Analysis
- ED Press Ganey / Demographics Analysis
- Assembled various Market Analyses
- Future Residency Structure
- ED “Roadmap”
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LABOR & DELIVERY UNIT – ANESTHESIA MODEL

Goal: Reduce complexities and maximize efficiency within the Anesthesia model used in L&D at UPMC Pinnacle Harrisburg

PROJECT DESCRIPTION

- Add 1.0 FTE CRNA to Labor & Delivery
- Skills Development Program
- Privileges

PROJECT JUSTIFICATION

- Quality & Safety
- Cost – Effective
- Workforce
- High volume

*Anesthesia call = epidural, general, spinal

*Highlighted hours are above average anesthesia calls

*Regional Skills Record
EMERGENCY DEPARTMENT OBSERVATION / DATA REPORT

Goal: Identify opportunities for improvement, identify use of best practices, and offer a fresh perspective into patient experience

FINDINGS/OBSERVATIONS:

- Few minorities complete the survey
- Females complete survey more often
- “Lack of Courtesy” & “Lack of Communication” are biggest complaints
- Lack of Accountability
- Nurse retention
- Unappealing/outdated visual aids

IMPROVEMENT IDEAS:

- Adding a personalized “roadmap” for patients entering ED
- Explore potentially having incoming ED nurses sign a contract to stay in department for certain amount of time
- Hardwire best practices
- Update visual aids
RELEVANCE OF MHA CLASSES

HPA 447
Health Care Finance

HPA 897
Managing Healthcare Operations

HPA 520
Intro to Health Services Organizations and Delivery

HPA 854
Population Health & Quality Mgmt. in Health Services Orgs
LESSONS LEARNED: ADVICE FOR 1ST YEARS

- It’s never too early to learn Excel
- Get To Know Others
- Say Yes
- Say Thank You
- Any experience is good experience
- Document daily tasks

CUPMC HEROES: WORK HERE

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THANK YOU!

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