

# THE QUARTERLY CONNECT

UPMC'S ADMINISTRATIVE FELLOWSHIP PROGRAM

Issue II

## #MyTalent, International Administrative Fellowship

The UPMC International Administrative Fellowship Program is a two-year leadership development program for graduate level students with a passion for international health care management. The first year is spent at UPMC in Pittsburgh working closely with various executive directors following a rotation system and participating in numerous projects and initiatives of strategic importance for UPMC. The second year is spent in Italy where participants can employ the skills and knowledge acquired at UPMC.

**Imma Ottaiano**, manager, Operations, UPMC Salvator Mundi International Hospital, and **Giorgio Giliberti**, manager, Customer Experience, ISMETT, offer two different perspectives as one concludes their fellowship experience in the United States and the other is just getting started.

Imma recently completed the first year of her fellowship. "My time in Pittsburgh was certainly the most valuable personal and professional experience I have had so far," said Imma. "I hope to fully support Salvator Mundi International Hospital and UPMC Italy in their growth, development, and success in the Italian health care sector."

Giorgio recently embarked on his fellowship program in the United States. "I'm really happy to be part of the UPMC Fellowship Program. It is a program of the highest caliber that shows the strategic direction of the UPMC Italy Group," said Giorgio. "I expect to learn new skills and gain valuable knowledge that can be replicated in our hospitals. I am confident this program will significantly contribute to my professional and personal growth."



**Imma Ottaiano**, manager, Operations, UPMC Salvator Mundi International Hospital



**Giorgio Giliberti**, manager, Customer Experience, ISMETT

The Quarterly Connect is a quarterly newsletter that details current events of UPMC's Administrative Fellowship Program for alumni and executive-level leadership.

UPMC Enterprises, UPMC Health Services Division, UPMC Insurance Services Division, and UPMC International Services Division

**UPMC**  
LIFE CHANGING MEDICINE

# Recruitment Efforts: UPMC Administrative Fellows Across the Globe

UPMC's Administrative Fellowship Program recently accepted applications for the newest class of administrative fellows. We are excited to announce that we exceeded our applicant numbers from last year and have had a record high in comparison to competing health systems with 106 applicants. Recruitment Season is an exciting time for the fellowship, where current fellows travel across the country to promote UPMC and the fellowship.

We began locally, networking with Carnegie Mellon University and the University of Pittsburgh, and then expanded to North Carolina, New York, and Minnesota meeting with a number of MHA, MBA, and MPH programs. It is always an enjoyable time connecting with new students and highlighting the great things UPMC's Administrative Fellowship Program offers. From involvement of executive level leadership all the way to personalized career coaches, UPMC's Administrative Fellowship Program stands out amongst others.



## OUT AND ABOUT IN THE COMMUNITY



UPMC administrative fellows, fellowship alumni, and administrative residents enjoying camaraderie and sportsmanship at the Pirates game, fostering team spirit beyond the workplace.

UPMC administrative fellows, fellowship alumni, and administrative residents enjoying a beautiful day outside at Point State Park.



UPMC administrative fellows, fellowship alumni, and administrative residents participated in the Walk for Children's in the summer.

## Congratulations, Graduates



On Aug. 9, graduates of the 2023 UPMC Administrative Fellowship Program were celebrated during the annual graduation ceremony. **Joel Yuhas**, president, Health Services Division, in addition to other executive leaders from across the system attended.

The UPMC Administrative Fellowship provides its graduates with foundational strength to begin their careers at UPMC and beyond. The opportunities are limitless. **Brian Rowe**, is now serving as a senior product manager with UPMC Enterprises post-fellowship. **Pete Adams** is now a director of Surgical Services at UPMC Magee-Womens Hospital. **Kyle Benson** is now a director of Operations at UPMC Williamsport. Payton Isner will continue his career with Devoted Health as a clinical operations manager. Tricia Kehl will be relocating and exploring job opportunities post-fellowship.

## STREAMLINED ROTATIONAL COMPETENCIES

In addition to welcoming our first-year fellows this July, we also revamped our rotational competencies. UPMC's Administrative Fellowship Program continues to set itself apart from others given the strong rotations its preceptors provide for fellows. It also ensures that we are meeting the evolving demands of leadership and that we remain in alignment with the mission of UPMC. We are pleased to announce that we have aligned our rotational competencies with the CAHME standards for accreditation. This will allow preceptors to more prescriptively give feedback to our fellows – better preparing them for success in their managerial roles.

## UPMC Summer Resident Program

Over the course of the summer, 27 extended and summer residents, 21 from the Health Services Division and six from the Insurance Services Division, enthusiastically immersed themselves in their respective roles across various departments and divisions of UPMC, contributing fresh perspectives and innovative ideas to the organization. Through hands-on experiences, collaborative projects, and mentorship, they gained practical insights into the community and UPMC. They shared their experiences by giving a final presentation to their peers and preceptors. Administrative residents worked on a variety of projects that included data analysis, space utilization optimization, and the establishment of various programs to improve patient care.

The administrative residency program serves as a pipeline to the UPMC Administrative Fellowship Program. In the current cycle, we've seen a 30% application and interview rate from our residents for the UPMC Administrative Fellowship Program. Additionally, among our cohort of eight first-year administrative fellows, five of them have previously completed either the summer or extended administrative residency.



# Making an Impact Across UPMC

Administrative fellows across the UPMC system are working on high-level projects that are making a profound impact on safety, quality of care, patient experience, operational excellence, and employee engagement and wellbeing. Continue reading for some of the exciting improvements fellows have made across the UPMC system.

**Pete Adams**, 2023 Fellowship Graduate – Pete developed and implemented a communication flow embedded in the electronic health record (EHR) for the surgical service team at UPMC Magee-Womens Hospital to communicate a patient's discharge medication preferences to the outpatient pharmacy in real time. This eliminated paperwork for the patient and their family, which created a more efficient process and improved patient satisfaction.

**Kyle Benson**, 2023 Fellowship Graduate – Kyle conducted an analysis of the foot and ankle service line to improve access, increase volumes, and match appropriate caseloads for physicians. This improved access to care for patients and supported physicians so they can best serve their patients.

**Payton Isner**, 2023 Fellowship Graduate – Payton developed and implemented a UPMC Medical Assistant On-The-Job training program. He partnered with the state of Pennsylvania and PA CareerLink to secure a grant for hiring, training, and retaining 40 full-time medical assistants, specifically individuals from lower-income communities to remove barriers and increase opportunities for that population. This program helps to improve staffing and ensure better patient care.

**Laura Bourn**, Second Year Fellow – Laura created a data tool to view and automatically update space optimization across all of women's health practices. This was a strategic initiative that allowed physicians to be scheduled at appropriate sites and overall improved patient access.

**Leah Franklin**, Second Year Fellow – Leah acted as interim senior practice manager of UPMC Children's Hospital Specialty Services and addressed issues such as understaffing, suboptimal workflows, and outdated policies. She completed six optimization projects, hired and onboarded staff, and conducted a staff recognition event in her time in that role. This improved the efficiency of the clinics and optimized daily operations to ensure that excellent care is being provided for our patients.

**Dana Harvey**, Second Year Fellow – Dana developed and implemented the upgrades of lactation spaces on UPMC Shadyside and Presbyterian campuses. She received a grant from the Beckwith Foundation to ensure each space has comfortable seating, better access, and state-of-the-art Mamava Pods. This creates a safe and healthy environment for employees and bolsters our recruitment and retention efforts.

**Immacolata Ottaiano**, Second Year Fellow – Imma developed and launched a Patient and Family Advisory Council (PFAC) at UPMC Magee-Womens Hospital. This PFAC is one of a few across the system and will help identify and address the diverse needs and barriers of our patient population while working to bridge the gap, improving the overall perception of care delivered, especially among our minorities communities.

**Chesna Panicker**, Second Year Fellow – Chesna initiated Schwartz rounds at UPMC Shadyside, which is a grand rounds style event that focuses on a case or theme related to the emotional impact of patient care team members' experience in order to share experiences, ask questions, and discuss. This improves employee engagement and wellbeing by forming connections and creating an open environment to share common challenges and experiences.

**Jessica Vattiprolu**, Second Year Fellow – Jessica evaluated and created a standardized, optimal surgery scheduling and authorization process to be utilized across all physician offices. Not only did this improve surgery scheduling efficiency but also made for effective utilization of operating room time.

**Paige Borst** and **Lysia Gehris**, First Year Fellows – Paige and Lysia presented, alongside **Aaron Horsfield** and **Dan LaVallee**, to a group of eight undergraduate nursing students and one faculty member from Birmingham City University (BCU) in the United Kingdom (UK) who were visiting the University of Pittsburgh Nursing Program. The purpose of this presentation was to educate and inform the nursing students from the UK about the U.S. health care system, specifically relating to the payer and provider aspects. The presentation also included a brief overview of UPMC in addition to the work that the organization does with our Center for Social Impact.

To connect with UPMC Administrative Fellowship Leaders, email [adminfellowship@upmc.edu](mailto:adminfellowship@upmc.edu).