

Nov. 2014—Jan. 2015
Issue 3

Special points of interest:

- * Fellowship updates w/ Mike Hulefeld
- * Important Dates
- * Share your thoughts
- * Finance Fellowship/Jeff Saucier
- * Recruitment updates
- * Reflection from former fellow/Eric McMillen
- * Alumni Registration
- * 2015/16 Administrative Operations Fellows



A note from Mike Hulefeld, Chief Operating Officer and Fellowship Program Chair

We are inundated each day with television and policy naysayers predicting the worst case healthcare reform doomsday scenario – essentially, a foreshadowing of drastic reimbursement cuts, massive layoffs, and rationing of services for all. As leaders in healthcare, we are more than anxious about the future of our industry, and the overall quality and cost of care provided to our patients. Of course, we know change is inevitable and the old way of doing business is no longer sufficient. However, our anxiety tends to redirect our focus on what is bad rather than what is good in healthcare.

For example, the physicians and staff at Ochsner Hospital for Children recently gave Seth Turner, a boy who just turned 13 years old, a new chance at life. After waiting three years for a heart and having undergone a number of open heart surgeries since the time he was born, Seth received a transplant on June 14th. Although I won't venture to speak for the physicians and staff at the time of the transplant, I can safely assume that Seth's livelihood was their top priority. The facts of Seth's case are unique, but the high quality care that he received is common throughout the Ochsner System. From the diabetes patient who can walk without assistance because his blood sugar is under control, or the mother whose anxiety is lessened after receiving a same-day appointment for her baby with a high fever, these are the issues that represent the good in healthcare. In these times of constant change, I would remind you that we all chose the field of healthcare to make a positive impact in the lives of others. If we concentrate on providing the highest quality care to our patients, then we will readily meet any challenges facing us.

I would also like to acknowledge and welcome our new 2015-2016 administrative fellow class. You will find their pictures and biographies later on in the newsletter. These five future leaders were chosen from over 150 applications, 22 phone interviews, and 15 on-site interviews. We look forward to having them at Ochsner and expect that they will make an immediate impact.

Best wishes,

Mike Hulefeld
System COO, Ochsner Health System
Administrative Fellowship Chair

November 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 All Saints Day
2 Daylight Savings	3	4	5	6	7	8
9	10	11 Veterans Day	12	13	14 Katie Harrington's B-Day	15
16	17	18 Lecture—Shelly Monks—What it means to be an Academic Center 12-1pm Riddick Rm	19	20	21	22
23	24	25	26	27 Thanksgiving Day Steve Harris—B-day	28	29
30						

December 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Ethan Peter's B-Day	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16 Lecture-Erin Wray on Regula- tory Issue 12-1 Riddick Rm.	17 First day of Hanukkah	18	19	20
21 First Day of Winter	22	23	24 Christmas Eve Last day of Hanukkah	25 Christmas Day	26	27
28	29 Meredith Sarringhaus' B-Day	30	31	Life is a dance between making it happen and letting it happen. Arianna Huffington		

January 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7 Julie Henry's B-day	8	9	10
11	12	13	14	15	16	17
18	19 Jessica Behrhorst B-day	20 Amy Chauffe B-day	21	22	23	24
25	26	27	28	29	30	31 Finance & Supply Chain Fellowship applications are due TODAY!

Share your thoughts...

As we continue to grow our Fellowship Alumni Association membership and begin planning events, we would like you to share your ideas for future activities. Please send your ideas to fcampo@ochsner.org

Stay tuned for planned events coming soon!



Jeff Saucier,
System VP, Financial Planning and Analysis.
Finance Administrative Fellowship Preceptor

Finance Administrative Fellowship

Finance...you either love it or really dislike it, either way, you need someone who can crunch the numbers to stay in balance. Thank goodness for finance people! Well, our Finance Administrative Fellows are an important part of our organization as they bring so much value to the Ochsner family. The Finance Administrative Fellowship provides participants several opportunities to learn about healthcare while utilizing their finance background. The two year Fellowship program offers rotations that focus on core competencies related to medical operations in Decision Support, Revenue Cycle, General Accounting, and direct CFO interaction at several Ochsner locations. After completion of these rotations and departmental designated projects, fellows will have the opportunity to seek out projects that meet their personal career objectives. Professional development is a fundamental component of the fellowship program so fellows are assigned a preceptor who serves as a mentor throughout each rotation. These preceptors are a big part of the success of the program. The fellows are also provided Lean Training during their fellowship, allowing them to be Lean Green Belt certified upon completion. Many of these lean projects have financial components to assist in Ochsner's growth and continued success. In recognition of Ochsner's commitment to Serve, Heal, Lead, Educate, and Innovate, the program provides the fellows the opportunity to continue their education and develop their skills while assisting Ochsner with the market changes and increased cost of care to be a successful health care system for all. As a preceptor myself, I have the opportunity to work directly with the fellows and appreciate their eagerness to learn and grow within the Ochsner organization. Recruitment for the 2015-2017 Finance Fellowship is currently taking place and we look forward to the continued success of the program.

Jeff Saucier, Finance Fellowship Preceptor

FINANCE & SUPPLY CHAIN FELLOWSHIP

RECRUITMENT GOING ON NOW!

Applications are now being accepted for the July 2015 rotation for both the finance and supply chain fellowships!

The application deadline is January 31, 2015. Telephone and on-site interviews will follow in February, with final selection being made shortly thereafter.

If there is someone you know who may be interested in applying or may have questions regarding the application process, please have them email:

financeadminfellow@ochsner.org or supplychainfellowship@ochsner.org



Eric McMillen
CEO, Baton Rouge
Region

A Former Fellow Shares His Experience...

After graduating from LSU Medical Center in New Orleans with a Bachelor's degree in Rehabilitation Services and the University of Louisiana at Lafayette with an MBA, I had a tough decision to make. I was either going to stay in Management in my current role with Inpatient Rehabilitation hospitals or serve as an Ochsner Clinic Foundation Administrative Fellow. At this point in my career, I consulted with several colleagues and mentors for guidance including two former hospital CEOs who gave me some sound advice which I am still thankful for today. Ultimately, I chose to become an Ochsner fellow, and to this day, I know it was one of the best decisions I've made in my career thus far. When I thought of Ochsner, I thought of the best. I knew that was something I wanted to be a part of.

The Ochsner fellow program affords young healthcare professionals the opportunity to work alongside top-level leaders in a large, integrated healthcare system that is constantly growing, innovating and improving to best meet patient demands and needs in a complex and ever changing industry. Through my fellowship, I explored hospital operations, learned about the inner-workings of a provider owned health plan (OHP), worked with consultants to look at the future of provider owned health plans, and completed a project on reprocessing single-use devices, all the while focusing on financials, project management skills, and physician relations along the way.

As a fellow, I was given the opportunity to attend board meetings, learned how to best work with physicians, and gained a global perspective of the healthcare landscape. The Ochsner fellowship has also opened a number of doors for future growth and opportunities. Shortly after my fellowship, I served in director roles in both clinic and hospital operations at Ochsner Jefferson Highway. I then was given the opportunity to come to Baton Rouge and work as an Assistant Administrator at Ochsner Medical Center – Baton Rouge. This was a unique experience for me as I worked for the joint venture between Ardent Health Services (for profit) and Ochsner. In 2008, I became Chief Operating Officer before earning my current role of Chief Executive Officer for the Baton Rouge Region in 2012.

Ochsner has been extremely good to me in my career, and I highly recommend the Ochsner fellowship to anyone interested in joining a top-notch health system with outstanding physicians and a strong desire to be the best in all aspects of patient care.

Eric McMillen, CEO Baton Rouge

Don't Forget...Fellowship Alumni Association **Sign Up**

Stay Connected...Join the Ochsner **Administrative Fellowship Alumni Association TODAY.** The alumni webpage was set up to keep our fellows connected. Be sure to reach out to former fellows and spread the word to join. Fellowship Alumni events will be forthcoming!

<http://www.ochsner.org/fellowship-alumni/>

2015/16 Administrative Operations Fellows Announced



Razaa Ali
University of N.O.
Administrative Operations Fellowship—
Baton Rouge

Originally from Metairie, LA, Razaa graduated from Louisiana State University with a degree in Business Management and a concentration in Entrepreneurship along with a minor in Political Science. Razaa was a Magna Cum Laude graduate who was designated a Rucks Fellow, an honor that recognizes students with a GPA that is top ten among graduating students in the Management program. After earning his Bachelor's degree, Razaa completed his MBA at the University of New Orleans. Razaa is currently a hospital administration intern at Ochsner Baptist.



Ben Hughes
Tulane University
Administrative Operations Fellowship—
Jefferson Highway

A native of Paducah, Kentucky, Ben is a graduate of Millsaps College with an MBA and a Bachelor's Degree in Political Science. After graduation, Ben moved back to his hometown to work for his family's industrial contracting firm. He was also involved in opening a Durable Medical Equipment supplier. This experience ignited his passion for healthcare, and led to his desire to attend Tulane University in pursuit of a Master of Health Administration. He is currently a second-year MHA student at Tulane and is completing an administrative residency at Touro Infirmery and Louisiana Children's Medical Center.



Frances Dauterive
University of N.O.
Administrative Operations Fellowship—
North Shore

Originally from New Iberia, Louisiana, Frances moved to New Orleans to pursue a Bachelor of Science in Nursing from Louisiana State University. After receiving her nursing degree and licensure from LSU Health Sciences Center in May 2011, she began working in the Emergency Department at Ochsner Baptist in New Orleans. Frances continues to work in the Emergency Department while pursuing her MBA from the University of New Orleans.



Lauren Poist
The University of Alabama at Birmingham
Administrative Operations Fellowship—
Jefferson Highway

Born and raised in Alabama, Lauren graduated from the University of Alabama in Tuscaloosa where she double majored in Marketing and Management and specialized in Health Care Management. Lauren is currently pursuing both her MSHA and MBA at the University of Alabama at Birmingham (UAB). When she is not in class, Lauren is working at Atherotech Diagnostics Lab, a diagnostic testing and disease management company, as a graduate operations intern.



Lauren Gilley
The University of Alabama at
Birmingham
Administrative Operations Fellowship –
Jefferson Highway

Originally from Mobile, Alabama, Lauren graduated from Vanderbilt University with a degree in Economics and a minor in Corporate Strategy. Lauren is currently a MSHA student at the University of Alabama at Birmingham (UAB). Over the past year, Lauren has completed two internships at Blue-Cross and BlueShield of Alabama and at Children's Medical Center Dallas in the Finance Department.



The 2015/16 Administrative
Operations Fellows will begin
their fellowship in July, 2015.