

## Reflections from our 2022 Cohort on their MHA 5900 Integrated Learning Experience-Summer of 2023

This is an integral part of our program and allows students to work with partners, ideally in the healthcare industry for eight weeks and finish deliverables as defined by the partner. Our partner list has grown since this last cohort completed the class by 3 to 5 additional partners.

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**STUDENT COMMENTS:** I do believe that this assignment can be extremely impactful for students to have. I unfortunately did not have any previous or current working experience in the healthcare field, which makes this assignment slightly more difficult to do. However, the administrators have made the assignment adjustable enough to fit my current job of coaching collegiate volleyball and helpful for others who are coaching to understand how important healthcare administration is in all aspects of athletics. This assignment has helped me learn a lot about how I can use my healthcare administration degree to create an environment in college athletics where athletes feel heard and valued. The care required for athletes is most important for peak performance and as a coach it is my responsibility to make sure each athlete has a positive experience.

CM

### **ILE COMMENTS: TREVECCA NAZARENE**

**Student: Chloe McDaniel    Contact: Emily Moore**

**Chloe is very professional and intelligent. She will succeed in whatever she puts her mind to. This was an unusual Integrated Learning Experience, as she did have to come up with her own deliverables, which she did and they have been an asset to our program. Chloe will climb the ranks of wherever she begins her career**

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**STUDENT COMMENTS** The Integrative Learning Experience (ILE) has prepared students in numerous ways for future leadership positions. My communication skills have been significantly improved through frequent interactions with team members, faculty, and industry professionals. Collaborating on various projects and proposing initiatives to the Board Members has taught me to articulate ideas clearly and facilitate discussions with assurance. In addition, the ILE has instilled in me a sense of resourcefulness and adaptability by requiring me to confront real-world problems and find creative solutions with limited resources. The experience of expanding my LinkedIn network and conceptualizing social media strategies has honed my networking and strategic planning skills, which are indispensable in a leadership position. The ILE has been a transformative experience, providing the skills, knowledge, and experiences necessary to excel as a future healthcare administration leader.

RW

### **ILE COMMENTS: CLARKSVILLE MGMA**

**Student: Riley Walsh**

## **CMGMA Contact Greg Smith & Blake Hendrickson**

**Riley could not have done a better job for us. He created social media channels, set up a LinkedIn Company Page, sent invitations out and helped us grow our membership. He also took the old membership list and went through it and updated and sent invitations to upcoming meetings with a QR code for ease of registration. Although his time is up, he has felt the need to continue to help. Since Riley joined us in the ILE our monthly meetings went from 6 to 22 to 31 in August!**

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**STUDENT COMMENTS:** This ILE experience was one of my first professional experiences leading a project and it was an amazing and eye-opening experience. I met and worked with individuals from different areas whom have given me a lot of knowledge and wisdom about the military medical field. I believe that a project such as this one has put me on the right path for taking on the responsibility of a leadership role in the healthcare field. I had to step out of my comfort zone and speak with individuals that work in areas that I wasn't familiar with, but it allowed me to create a program that will help my community in many ways. Creating a sense of unity was important to make sure that everyone involved felt like what they were doing mattered. I look forward to my next leadership experience and will use the knowledge and wisdom in my future healthcare role.

WB

## **ILE PARTNER COMMENTS/ ARMED FORCES WELLNESS CENTER-FORT CAMPBELL /SPONSOR- MARITZA PEARL -DIRECTOR HEALTH EDUCATOR : Student: William Britt**

**Mr. Britt played an important role in the development of our Performance Improvement (PI) project the "Weight Loss Initiative (WLI). The purpose for developing this PI project was to write out the guidelines that will outline the procedure set forth by Primary Care Clinics (PCC), Pharmacy, Armed Forces Wellness Center (AFWC), Nutrition Clinic, Registered Dietitian (RD), Bariatric Surgery and Behavioral Health. Mr. Britt was tasked with helping us develop and promote readiness for better health outcomes through health education, and health assessments. Mr. Britt was tasked to do this by implementing the AFWC advanced technology, individuals and group coaching, physical activity exercise prescriptions, behavioral adaptation and other beneficial lifestyle modification to reduce BMI, increase fat free mass and decrease obesity.**

**Mr. Britt was a great contributor to the team by defining the projects' purpose. He quickly began developing what procedures the AFWC would take part in to ensure adherence with Tricare mandates prior to starting weight loss pharmaceutical therapy. He was a vital contributor in figuring out how many Body Composition analysis (BodPod) would need to be conducted to include Resting Metabolic Rate analysis, and the amount of health coaching sessions our patients/clients would need. He also developed excel spread**

sheets to help us track client progress. Mr. Britt was able to work autonomously and with very little supervision. He is very courteous, respectable and competent. He was a vital team member in establishing guidelines for the weight loss initiative to include developing behavioral modification in order to maintain a stable weight management for a long period of time. I look forward to having Mr. Britt work on future projects with us.

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**STUDENT COMMENTS:** How did this ILE prepare me for a leadership role? This ILE experience prepared me for a leadership role by serving as a continuous example of why a leader should have mounds of patience as a characteristic. A leadership role does not just include leading by example and showing how to do but involves getting things completed through others. Getting others to do these things does not just involve brute force or a dictator-like style but requires patience and persistence. It means giving others the time and grace to get those activities completed, which of course is a lesson in patience. It has also served me in preparing for my next role in helping to home in on what I do appreciate and what I don't necessarily have the inclination to pursue. It is helping to shape what the different avenues available may contain in a real-world environment with real everyday situations that I may be faced with. Seeing and experiencing these situations allows me to weigh out the pros and cons and evaluate different scenarios. Taking the time to stop and reflect, and using this real-world experience, to evaluate what it is that I want to pursue. What do I want for myself in my next role, what is it that I do want to achieve or accomplish, and which avenue to pursue will be the best fit for me and my family.

AR

**Student:** Amy Heisserer Rodriguez

**I HAVE NOT BEEN ABLE TO CONNECT WITH SPONSOR...**

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**STUDENT COMMENTS:** I feel that the integrative learning experience (ILE) helped me in a variety of ways to prepare for leadership roles. I was able to understand how each role in healthcare makes up an important piece to the puzzle of the organization. Furthermore, I assisted with many occupational roles of various leadership types. Leaders are not simply the individuals that hold the highest authority; There is a leader in everyone. This experience taught me that anyone, at any level of official authority can teach someone valuable skills pertaining to daily tasks in a healthcare environment. My learning did not reach a halt at daily obligations, however. I was taught how to exercise my interpersonal relationship skills and decorum with colleagues, providers, and patients. I was also able to experience how one omission of information, miscalculation, or an inaccuracy of data input can create a negative wave effect for numerous individuals or the entirety of the organization. Unlike working in one of these job roles, this integrative learning experience granted a much larger grasp of how each individual department has their own rules and leadership philosophies with relation to the organization's mission, values, and vision.

LS

## **ILE PARTNER COMMENTS /DENISE GREENE/ TENNESSEE ORTHOPEDIC ALLIANCE**

**Student: Lauren Schmidt:** Lauren had a slow start but may have been TOA's fault. She was timely with meetings, deliverables, and spent time with many of their department heads. She did gain an understanding of how a small mistake can mushroom into an impact on many departments. Denise complimented Lauren and said she would do well.

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**STUDENT COMMENTS:** The ILE has effectively prepared me for future leadership roles by involving myself in diverse experiences and participating in skill development. Firstly, collaborating with the Coker group exposed me to new work environments, enhancing my adaptability and understanding of healthcare as an industry. Although I possess healthcare expertise, I now have a better ability to appreciate the interplay of business elements like strategy, operations, and finance in a healthcare setting. Moreover, I have exercised problem-solving abilities, including brainstorming, and exploring various solutions for complex multifaceted problems. The corporate environment also forced me to get out of my comfort zone and be confident attending or participating in meetings and speaking with executives. In summary, the ILE equipped me for leadership by broadening my perspective and adaptability, empowering me to navigate various industries skillfully. My exposure to diverse business facets, coupled with problem-solving skills, has improved my ability to analyze challenges comprehensively. The corporate environment served as a crucial learning ground, shaping my leadership capabilities for the future

KA

## **ILE PARTNER COMMENTS/ COKER GROUP/ BRANDT JEWELL:**

**Student: Katherine Anderson**

**Katherine was on top of things quick, caught on quick and was allowed to follow senior consultants to meetings on ongoing projects. Given important deliverables and Brandt Jewell, her direct contact expressed his thrill with her and wants to be back in the program and would consider hiring Katherine or others like her.**

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**STUDENT COMMENTS:** Every organization is different and made up of its own processes and systems. The ILE has helped prepare me by knowing what to look for in an organization and how to recognize easily when there is an issue or how it needs to be solved. The assignments over the summer were very detailed and specific to describe one's organization and objectives. The deliverables can easily describe what the organization needs and does not have. For future leadership roles, I will be able to identify issues early on, provide suggestions and feedback to improve productivity, and most importantly listen to what my team members have to say. I feel unheard, as well as my team in my occupation due to the lack of changes to be made in our system. Those with experience will need to be utilized and assist others by allowing shadowing to avoid the virtual training which can be discouraging. I also feel as if team members should be

given their props frequently and rewarded overtime to show appreciation from one who works in management

TC

**ILE PARTNER COMMENTS HEALTH CONNECT AMERICA-DESIREE GRIFFIN**

**Student: Tianna Coleman**

**Tianna is an awesome worker. She finished all tasks and looked for more. Her work is stellar, and we were so glad for the 8 weeks.**

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**STUDENT COMMENTS:** This ILE project has prepared me for leadership roles in the future. It gave me the opportunity to be a leader/in charge of my coworkers and work alongside my manager. This project was not an easy thing to get started. It taught me patience and how to deal with team members who are beginning to lack this quality as well. The ILE assignment has helped me to prepare for future leadership roles by teaching me organizational skills and time management. It gave me an opportunity to learn my strengths and weaknesses as a leader. Due to this, I know what I need to improve in the future to help my team and myself better.

LH

**ILE PARTNER COMMENTS /KEN MA/ CARE CONTINUITY WORKING WITH ST. THOMAS ASCENSION**

**Student: Lakiyra Holt**

**She currently works for us and has done extremely well/ uses platform fluidly handles patients almost single handedly and has reduced re-admissions, which as you know is a big plus for Hospitals. She works with both St. Thomas West and Midtown.**

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**STUDENT COMMENTS:** My ILE prepared me in ways to be able to step out in the professional world. No there weren't many deliverables or due dates, but we always had to plan for a lot of people in the Foy. I was working in three positions as leads and expectations. I was a supervisor for the summer camp and had to help plan the events and cover for the kids. I'm over all Undergraduate Assistants and I must plan team bonding events and make sure they are properly prepared to run the front end. Lastly, I have been an administrative assistant for David Davenport. I schedule all appointments and events for and have USO coming for their family event on August 5th.

KL

**ILE PARTNER COMMENTS FROM DAVID DAVENPORT**

**Student: Kennedy Lester**

David expressed dissatisfaction with the way the course started, as he commented he asked her to think about what she wants to do in the future and how he could help. There was very little if any feedback from the students. He did say they completed one project but there was nothing tangible or concrete he received from the results. He did say it was also a learning experience for him and he would try to change to a more proactive role and would be interested in the future of being a sponsor.

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**STUDENT COMMENTS:** Throughout the Program, I have engaged in a variety of tasks designed to enhance their learning experience and provide hands-on exposure to real-world consulting projects. These tasks include reviewing Coker Group's content and services, examining client deliverables and analyses, and recreating specific analyses utilized in project examples. By actively participating in these activities, I have developed an understanding of the methodologies and techniques employed by Coker Group consultants. One of the highlights of the Internship is the opportunity to contribute to an active client project. I have developed leadership skills by working closely with the consulting team, reviewing analyses and notes, participating in team meetings, supporting the development of recommendations, and conducting relevant research.

KW

#### **ILE PARTNER COMMENTS FROM COKER GROUP/BRANDT JEWELL**

**Student: Kyra Wilder:** Per Brandt, it took Kyra longer to get started, as his initial plan was to have Katherine and Kyra to work together. Brandt backed off and mentored Kyra and she grew greatly from this type of attention and experience. She worked a lot on analytics for an ongoing project for them and in the end, Brandt felt she had almost caught up with Katherine in her comprehension of what The Coker Group does.

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**STUDENT COMMENTS:** What I learned from this project is what we all learn as adults. Even if you know something is wonderful and it will do so much good, one person is only so big in their own world in comparison to larger entities, especially ones that span several states like insurance companies or even Tennova, our local hospital. I was asking so many different people for assistance with answers for something that wasn't of import to them. It doesn't matter that it's important to me, and that I know eventually something could come of it. I took on a project that is big enough to be a ten- or twenty-person team project alone. I had everything planned out but no data to input in order to follow through.

TG

#### **ILE PARTNER COMMENTS FROM JOLANN BALDWIN**

**Student: Teala Goff:** Teala was great and had worked for me previously. I did not have to help her, as she finished the deliverables very easily/ Student affairs would be willing to work with us in the future.