Final MHA Comprehensive Reflection

Austin Peay State University

MHA 6100-W1B: Capstone Course

Dr. Melissa Kates and Dr. Gregory Moore

December 8, 2022

Final MHA Comprehensive Reflection

1.   Reflect on the Leadership Development courses. Comment on the timing of the courses. Did you feel they were progressive? If so, comment on how that did or did not contribute to your personal leadership development. If you feel they were not progressive in nature, please share how that could be more emphasized. Also share any key concepts or approaches that resonated with you from those courses.

I do feel like the leadership courses were progressive. The first two were like a review for me, but I think that they provided a good foundation. Also with the first two courses, they were related back to healthcare situations which was helpful. I particularly liked the last three courses. The highlights of the third course were project management and the official and unofficial leadership discussions. The fourth and fifth leadership courses then were more focused on reflection and improvement on our own leadership growth. I also was happy to see the assignment selections in the last leadership course included topics that would help students prepare for the workforce. A negative with the courses would be that I feel like the first two courses blended together, and their objectives got lost in each other. A final concept that I feel was important was the focus on interprofessional teams. This is a necessary topic for healthcare leaders to be aware of since it is likely that they will deal with this daily.

2.   Provide constructive feedback on the program and curriculum as a whole – what did we do well? What could we do better?

I would have still been very interested in the MHA program at APSU if it would have been one extra semester longer. I feel like this would have alleviated the coursework in some of the more strenuous courses if they could have been slightly more spread out and strategically

rearranged. This could also be beneficial in the fact that we could have had more comprehension in the courses. I also feel like it would have been valuable if we could have had more of a focus on handling financials. Dr. Moore's class provided a great overview, but I do not feel like I could effectively handle a larger budget coming out of the program unless I found an internal mentor to assist me with it. Another thing is that the program has made me very knowledgeable on the healthcare system and has provided me with valuable skills, but I am not sure what work looks like "on the inside" for a healthcare administrator. It might be beneficial to try to construct a list of current healthcare leaders who would be willing to allow students to shadow them for a previously decided-upon amount of time.

Overall, I do feel like the program gave me the necessary skills to enter the healthcare administration field at a beginner level. I was provided the tools to comprehend what was occurring at the many levels of the healthcare industry to help guide me better in my role. I also feel like I would be able to find a good starting point for something I was not well-versed in because of the program. Another positive tool was the stress on teamwork and how to effectively deal with others in a team setting and in the everyday work environment. I have learned in healthcare that usually, one of the biggest issues that you have to deal with is ensuring effective communication and organizing everyone to work together seamlessly. This also ties into our group work for the program. Working with others is such a large part of healthcare that maybe we could have had even more group assignments. This includes rotating group members so that we could experience working together with others. I would honestly not be thrilled about this as a student, but I feel like it would be received better if there was an instructor-generated peer review form for every group project. There could even be reflections tied into a leadership class about how members could have responded better to group members who were lagging or

struggling. Finally, I feel like the on-campus requirements were a vital part of the program and should remain a part of the MHA program.

3.   Please share thoughts on the on-campus requirements – did they or did they not contribute to your experience in this program?

I think that the on-campus requirements were a vital part of this program. All of the cohort was not able to get to know each other as well as they could over the time period of an entirely on-campus program. However, it was uplifting to put faces and names together and get to know everyone a little better with the discussion board portions of the class. I feel like an additional meeting would have been beneficial about halfway through the program to reconnect. This might have been useful in group work because classmates would have felt more responsibility in completing their group work if they knew the cohort members better. With that being said, I understand that a good portion of the cohort is coming from a distance, and the program would not be as appealing to them if there were an extra in-person meeting. Overall, it allowed us to connect with each other and create a great support system. I also like how the new cohort was provided an opportunity to come to the meetings.

4.   Please comment on the final capstone course – was it a true cumulation of what your experiences were in this program? What recommendations do you have for the course?

I enjoyed the group work and the final case study presentation of the capstone. I believe working with a group on something was important because it aligns more with what will be occurring in the position out in the work force. I feel like instructor-generated peer reviews would apply to this as well. However, since it is the capstone, the group peer-generated review is essential so that the group member understand what they expect of each other since it is one of

the most important group projects. The posters did help highlight our individual growth, even though I really dislike talking about myself.

I also feel like the capstone did not highlight as much of the knowledge we learned over our program's entirety as it could have. Maybe it would be helpful to do fewer group progress reports so that more knowledge assessment assignments can be done. This could maybe be approached by breaking down the program knowledge into different sections. Then possibly creating shorter papers (two to three pages) or PowerPoint presentations for each of these sections to better highlight our individual knowledge and progress. This part would likely be received better by students if the instructions and approach for it were well-defined. Of course, in true Dr. Kates' fashion, mention that there are no strict borders so that you can observe what the students come up with!

5.   Provide any final comments on how the program did and did not prepare you for whatever is next for you or any additional thoughts not captured by the previous questions.

The previous questions likely covered almost all of my thoughts about the program. I would like to stress the importance of perhaps offering the shadowing possibility. It could be built into the program. Another option would be for it to be an opportunity to take advantage of before, during, or shortly after the program for students accepted into the program. Hopefully there are industry partners who are willing to take on the task and the chance to better prepare future healthcare leaders in their local area. Overall, I appreciate the opportunities that this program has provided me. I am thankful that it was an option for me to continue my education with APSU in my future endeavors. The knowledge and insight that I have gained through the program and working with my peers will undoubtedly be useful to me in the future.