

The Healthcare Programs Newsletter

*Concordia University Irvine:
Undergraduate & Graduate Healthcare Programs*



Note from the Director & Assistant Director

To our MPH, MHA, and Healthcare Management Students,

As we wrap up the Spring 2021 semester and jump into the Summer, we wanted to say a very important THANK YOU to each and every one of you for being a CUI student. We so enjoy watching you grow and learn during your educational journey with us, and we are grateful for your flexibility during this challenging time. Know that we are here for each of you and we see how hard you are working. We appreciate you and feel blessed to be able to work with you!

Have a great Summer!

Sincerely,
Dr. Cathi Sinardi & Melissa Hinrichs

Articles in this issue:

- Spring Graduates
- Healthcare Interviews with members of the Healthcare Programs Community
- ACHE College Bowl
- Events
- Connect with us!



Spring 2021 Graduates

Congratulations!



Bryce Mulkey

Master of Healthcare
Administration
Spring 2021



Kirsten Van Holt

Master of Healthcare
Administration
Spring 2021



Josef Wisniewski

Master of Healthcare
Administration
Spring 2021



Reanna Benton

Master of Healthcare
Administration
Spring 2021



Tee Chau

Master of Healthcare
Administration
Spring 2021



Sheila Anaya

Master of Healthcare
Administration
Spring 2021



Ashley Davis

Bachelor of Arts,
Healthcare Management
Spring 2021



Kayce Deleon

Bachelor of Arts,
Healthcare Management
Spring 2021



Brandi Agans

Bachelor of Arts,
Healthcare Management
Spring 2021



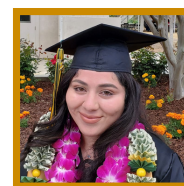
Erica Mae Bonilla

Bachelor of Arts,
Healthcare Management
Spring 2021



Miranda Verduzco

Bachelor of Arts,
Healthcare Management
Spring 2021



Kory Chan

Bachelor of Arts,
Healthcare Management
Spring 2021

Healthcare Spotlight Interviews



Debbie Dannemeyer, MAS, RN-BC

Chief Nursing Officer-Ambulatory, Service Line Leader, Kaiser Permanente-Orange County
MHA Advisory Board Member

What has been your role in COVID-19 testing and vaccinations at Kaiser?

"I had significant roles with both testing and vaccinations.

With COVID-19 testing, starting in March of 2020, we had to develop workflows for nursing, receptionists, greeters, documenters and others, creating a drive through testing site from scratch. Educational materials and skills validation approaches needed to be developed and implemented to a group of nurses, which were primarily management to start with. Planning was fast and furious, we ensured that we were engaging all key stakeholders, and we implemented with rapid improvement cycles in mind. We carefully thought through personal protective equipment, patient and workforce safety, communication, instructions to the patient, signage for the drive through lanes, security, traffic flow, staff training, scheduling, management oversight and more. We started slow, improved every day and were able to manage the high volumes of the 3rd surge in the winter, though there were many tough days with long lines.

With COVID-19 vaccinations, I was the administrative leader for deploying the COVID-19 vaccination program starting on December 18th of 2020. Our planning cycle was a mere two weeks prior to the opening of our first vaccination center. We quickly recognized that it would take an army of experts to work through the myriad details that were required to open up a vaccination center, everything from cold storage management, creating an appointment schedule, making educated guesses on the volume that we could manage, working with regional IT experts to create an automated appointment scheduling system, creating nursing, receptionist, and greeter workflows, ensuring vaccine safety, workplace safety, personal protective equipment, creating and training on emergency management of anaphylaxis, while at the same time managing massive interest from health care workers both in our own organization and in the community. At one point we had our internal phone number, intended for our own health care workers, distributed to social media. Because vaccinations were available to the community, this resulted in overwhelming the phone lines, and our current staff unable to manage over 800 phone messages asking for appointments.

We often describe this time period in our organization as flying the plane as we were building it. Over the first many weeks of implementation, we had daily debriefings, frequent readjustments, what was true in the morning, may have been changed by the afternoon. It required flexibility, adaptability, and certainly a sense of humor. Within the space of three months we opened five vaccination centers, and when we turned this work over from the startup team to the maintenance team, we had administered over 120,000 vaccinations."

How has your work as a healthcare administrator been impacted throughout the last year?

"The past year was one crisis after another, which gave us an opportunity, as leaders, to show calm and strength, to exercise patience, flexibility, and strong communication. Transparency in keeping our teams updated was critical. We held manager and leadership meetings to keep our frontline managers and leaders up to date, we held town halls to keep our staff and teams up to date. We surfaced all questions and concerns from our managers and staff members, so that we could answer them to the best of our ability at the time. As you know, at the beginning, instructions were changing daily. We ensured that we communicated as accurately and honestly as possible and that everything that we did was centered on protecting the staff and in keeping our patients safe. I am grateful to have contributed to leading through this crisis and now, creating and leading a new healthcare landscape toward recovery."

What advice or guidance would you have for students or recent graduates entering the workforce or searching for a job as the fight against COVID-19 continues?

"The skills we look for in candidates with a healthcare administration background include demonstrated ability to collaborate, adaptability, commitment, initiative and creativity in addressing challenges, as well as foundational skills of written and verbal communication and data analysis."

Healthcare Spotlight Interviews



Todd Kane, EdD, MBA, MEd, MScIT

Assistant Professor of Public Health and Healthcare Management
Concordia University Irvine

Courses Taught in the Healthcare Programs at CUI:

Dr. Kane teaches many courses throughout the Undergraduate and Graduate Healthcare Programs at Concordia, but a few of his favorite courses are:

- MHA 512: Healthcare Strategic Planning and Marketing
- MHA 516: Human Resources Management
- MHA 601: Capstone Practicum in Health Service Management
- MPH 515: Principles of Health Behaviors
- MPH 540: Leadership and Organizational Management in Health Services

How has COVID-19 impacted your role as a professor in the healthcare programs?

"COVID-19 has provided some unique challenges in that some of our students have been impacted personally and professionally by the pandemic. Some students have found themselves working more, especially those in the healthcare professions currently, and some students have been financially impacted as a result of losing their jobs. Additionally, some students have struggled with time management. These challenges have necessitated us as instructors being supportive in our work with students and others.

COVID-19 has also provided tremendous opportunity to explore the dynamic nature of healthcare, the everchanging environment, and the real-world impact on healthcare organizations both clinically and administratively.

While this has been a difficult time, it has also been a time of learning and professional growth."

What have you been up to this last year?

"On January 12th, 2021 I successfully defended my dissertation in pursuit of my doctorate of education in higher education leadership."

What advice do you have for current students and recent graduates as they begin to enter their careers in healthcare?

"There is no better time to complete a degree in our healthcare programs. The need is tremendous. Regardless of sector, we need students who are well-informed, compassionate, and willing, and able to serve. Students who stay up to date on the reading, abreast of current challenges and trends will be blessed with tremendous opportunity."

Healthcare Spotlight Interviews



Keya Gupta, MHA '22

- *Programs and Outreach Coordinator at the Down Syndrome Association of Orange County*
 - *Manage marketing, campaigns, fundraisers, and programs to provide services for families who have children with Down syndrome*
- *Fund Development Associate at Catalyst Family Inc.*
 - *Manage a donor portfolio, monetary and in-kind gifts, and write state and foundation grants*
- *Intern in the Patient Experience Department at UC Irvine Medical Center*

How has COVID-19 affected your current role in healthcare/education/etc.?

"As a future healthcare professional, the pandemic has opened my eyes to the potential that our healthcare system has to positively affect as many of our communities as possible. There are new opportunities for healthcare professionals everywhere, as the healthcare industry realizes that it has the potential to make larger impacts."

What have you been up to this last year?

"This year I have been on a motivated drive to accelerate my professional development. I joined the Student Council for the Healthcare Executives of Southern California as a Student Rep for Concordia University, and have also been focused on completing the credit requirement for the FACHE certification. I also recently became an Intern at UC Irvine Health, in the Patient Experience department, focusing on improving patient experience holistically in the Emergency Department. I also work full-time in early childhood education funding and program development for communities with Down syndrome."

Describe your role on the Student Council for Healthcare Executives of Southern California and share what the purpose of the Student Council is.

"On the Student Council for HCE So Cal, I am on the Communications Committee. We create marketing material for our events and are starting to work with the larger HCE So Cal Board on their communications/marketing strategies. The purpose of the Student Council is to create a voice for our graduate students who are in MHA programs in Southern California, educate our fellow academic colleagues on the importance of joining."

What advice do you have for current students (undergraduate and graduate) as they make their way through the Healthcare Programs at CUI?

"First of all, I'd like to personally thank the Healthcare Programs faculty including Dr. Sinardi, for paving the way for us students. As for advice, I'm still and always learning but I'll share what has helped me. Use all of the resources given to you by your program and professors. Everyone is dedicated, extremely helpful, and goes out of their way to make sure that you are on the right track - which is an amazing and unique characteristic of CUI. All in all, you can't go wrong with going the extra mile, asking questions, making connections, and getting involved."

2021 American College of Healthcare Executives (ACHE)

Statewide College Bowl



The College Bowl is an annual academic contest for graduate students enrolled in healthcare programs in the ACHE/HCE Higher Education Network. Students use their creativity and knowledge of healthcare administration to solve real and complex issues faced by healthcare executives and their organizations. Teams are judged by their analysis, solutions, and overall presentation. This year's case study was provided by Cope Health Solutions.

For the first time ever, a team from Concordia's MHA program participated in the College Bowl. Team members Reanna Benton, John Tecuautzin, Gabriela Garduno, and Keya Gupta competed against seasoned teams from graduate schools all over California, including USC, CSLA, CSULB, CSUN, Loma Linda, and SDSU. They worked assiduously on the case while remaining committed to their academics. The faculty and staff of CUI are so proud of these students for rising to the challenge and doing an incredible job analyzing and presenting the case!

What inspired you to participate in the College Bowl?

"I wanted to be part of a hands-on experience that pushed the boundaries of what the MHA program has taught me, so I could see how I could apply those strategies in a realistic situation." - Keya G.

Advice for future students who are interested in participating in the College Bowl?

"For the future, it is important to be organized, have a mentor/professors who can help guide you in the right direction, and make sure every important topic is covered in your analysis and presentation." - Keya G.

What advice do you have for current students as they make their way through the healthcare programs at CUI?

"Keep yourself motivated and love what you do." - Reanna B.

What were a few key takeaways from participating in the College Bowl?

"The College Bowl is a great experience, for those who want to work on professional development, gain hands-on experience, practice public speaking, and keep what you're learning in working memory. College Bowl is also a wonderful way to keep up the college spirit, represent CUI, and their MHA program." - Keya G.

"Be confident on what you know and how you'll approach it." - Reanna B.

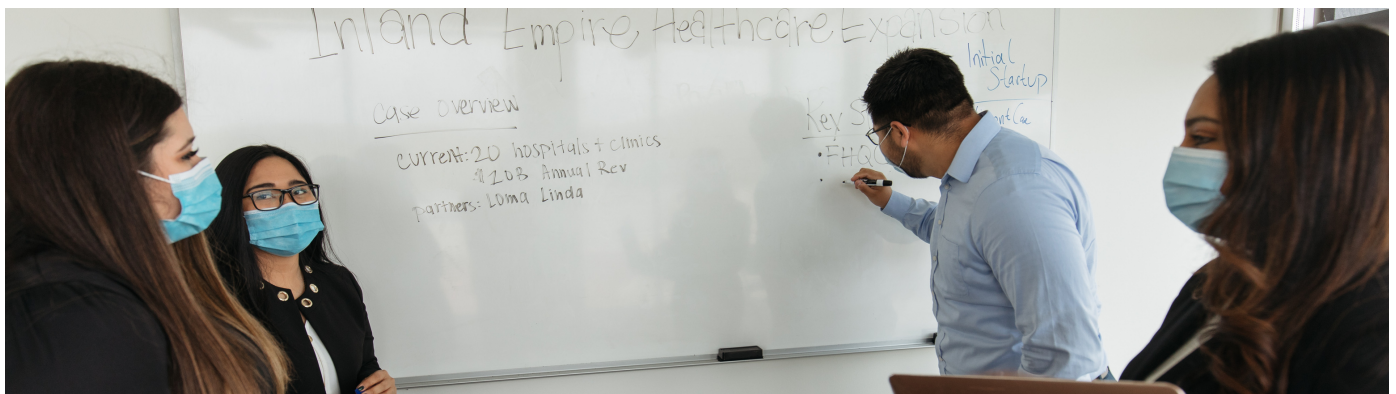
What challenges did you face and how did you overcome them?

"All of us work full time and are in the MHA program as well, so delegating the brainpower to add this to our plates may have been the hardest thing. It was really easy to get along with everyone, and getting on calls to work on the case ended up being a great break for me from a long day." - Keya G.

How did you formulate your team & What was your favorite part about working with this team?

"I was approached by another team member to participate and thought it would be fun way to showcase what we know." - Reanna B.

"We ended up being really good at analyzing different parts of the case, and that was great because we were able to put everything together quite quickly." - Keya G.



Events



Burritos & Beta
CUI Healthcare Programs Networking Event
January 9th, 2021



Heart Walk 2021
American Heart Association
April 9, 2021

Graduation Events for the Classes of 2020-2021
May 6-8, 2021



Connect with us!

Catherine Sinardi, EdD, MFT

Director & Associate Professor, MHA, MPH, & BA
Healthcare Management
Catherine.Sinardi@cui.edu

Melissa Hinrichs

Assistant Director & Academic Advisor,
Healthcare Programs
Melissa.Hinrichs@cui.edu

Danica Dotson, MHA

Graduate & Adult Admissions Counselor,
Healthcare Programs
Danica.Dotson@cui.edu

Kiersten Natzic

MHA Accreditation Assistant & Program Support
Kiersten.Natzic@cui.edu

Todd Kane, EdD, MBA, MEd, MScIT

Assistant Professor of Healthcare Management
and Public Health, Resident Faculty
Todd.Kane@cui.edu

Click the logos below to
access the following websites
& social media pages!



Healthcare
Programs
Resources



Find us on
Facebook



CUI Connect

LinkedIn



CONCORDIA
UNIVERSITY IRVINE

HEALTHCARE ADMINISTRATION