



HEALTH SERVICES ADMINISTRATION

GRADUATE PROGRAM
CLASS OF 2021 | RESUME BOOK



CONGRATULATIONS CLASS OF 2021

**XAVIER UNIVERSITY
HEALTH SERVICES ADMINISTRATION**

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Letter from the Chair

Dear Reader,

It is with great pleasure that we present this Class of 2021 resume book about our full-time students in the Xavier University Graduate Program in Healthcare Administration. Once again, we present outstanding young talent eager to become part of your healthcare organization.

As you may know, Xavier is one of only seven elite MHSA programs in the country that still requires the 8-12 month administrative residency. Most other programs have gone to a 90-day or summer residency, but we feel that one of the hallmarks of our MHSA degree is the opportunity for students to practice what they've been learning in a real-world setting for a longer period than that. Ours is a scholar-practitioner three-year program; the first two years comprise the scholar, or didactic portion, and the third year is the practice portion.

Residency sites are of key importance to our program and to these students. Residency preceptors and others in their organizations stand ready to take these residents under their wings, to let them experience the daily world of healthcare administration, and to give them opportunities not only to learn but also to contribute meaningfully within their organizations.

Our Xavier MHSA program is highly valued and esteemed across the country and is nationally ranked among the top 30 programs. While partial credit for that comes from faculty efforts here at home-base and from the strength of our alumni accomplishments, considerable credit goes to our residency preceptors and the outstanding learning experiences provided for our students.

The students whose resumes are contained in this book will be formally applying to residency opportunities in fall 2019. **Please contact Dee Ellingwood, the MHSA Associate Director for Practitioner Experience**, with questions about the residency program or for contact information for individual students. Mr. Ellingwood can be reached at ellingwoodd@xavier.edu or 513-745-3719. Thank you for partnering with Xavier.

Very sincerely yours,



Dr. Nancy Linenkugel, OSF, DM, LFACHE, MHHA '80
Chair, Department of Health Services Administration
Director, Graduate Program in Health Services Administration

Department At-a-Glance: SCHOLAR/PRACTIONER PROGRAM

GRADUATE PROGRAM IN HEALTH SERVICES ADMINISTRATION (since 1958)

Master's Degree (MSHA)	<ul style="list-style-type: none"> • Xavier University's Graduate Program in Health Services Administration is in its 61st year and is one of the oldest programs in the country. • 2016 inaugural winner of the CAHME/Ascension Award for Excellence in Healthcare Leadership Development • 2017 inaugural winner of the CAHME/Canon Solutions America Award for Sustainability in Healthcare Management Education and Practice • National inaugural winner (2019) of the CAHME/Wharton Research Data Services "Best Paper for Empirical Research Award" • One of 97 programs in the USA accredited by CAHME (Commission on the Accreditation of Healthcare Management Education) • One of two programs in Ohio accredited by CAHME (XU and Ohio State) • Ranked #2 among the Top 30 Master's Programs in Healthcare Administration in 2018 and ranked the #1 healthcare administration program in Ohio in 2018 • One of seven elite MSHA programs in the country that still requires the third year 8-12 month administrative residency • 72% of Graduates get job offers at their residency sites (latest figures available Class of 2018) • 100% of Graduates are employed within 90 days of Graduation (latest figures available Class of 2018) • 24-30 full-time and 6-8 part-time students are accepted each year • Offers concurrent MBA degree with XU's Williams College of Business
Course of Study	<ul style="list-style-type: none"> • MSHA Coursework includes: Accounting, Finance, Epidemiology, Clinical Processes, Strategic Planning, Strategic Management, Marketing, Economics, Health Policy, Ethics, Law, Information Technology, Professional Development, Quantitative Methods, Quality Improvement • Year #1 – Fall and Spring Semesters of Coursework; Summer Internship • Year #2 – Fall and Spring Semesters of Coursework • Year #3 – Administrative Residency of 8-12 months; Graduation (May).
What differentiates the XU GPHSA program	<ul style="list-style-type: none"> • Academic rigor and high standards—students must maintain a B average to remain in the program • Practitioner opportunities—one summer volunteer internship in a healthcare organization; paid administrative residency of 8-12 months (\$43,400 average for Class of 2019) • Practitioner Faculty • Student Professional Society for memberships in ACHE, HFMA, MGMA, etc. • Over 1,600 Alumni, many of whom remain connected with the program through an active Alumni Association, living out the Jesuit philosophy of giving back to their profession and to their communities

Advisory Community

Our HSA Advisory Community, consisting of the HSA Advisory Board, GPHSA Alumni, HSA Faculty, HSA Preceptors, Internship Mentors and HSA Students, provides ongoing stakeholder input regarding the health industry in order for Xavier's HSA degree programs to remain current and effective.

GRADUATE PROGRAM – ADVISORY BOARD

Peter Bardwell, FAIA, FACHA, Advisory Board Chair and Executive-in-Residence, MHSA, Principal, Bardwell + Associates, LLC

Charles Baverman, Adjunct Professor and Executive-in-Residence, BSHSA

Andrew Blankemeyer, '12M, CEO, Beacon Orthopaedics

Rick Browne, PhD, Director, Bachelor of Science in Health Services Administration, Xavier University

Florentino Buendia, '92M, President, Xavier University Health Administration Services Alumni Association, Payment Innovation Programs Director, Anthem

Barry Cesafsky '80M, President & CEO, CES Partners, Ltd.

Katie Chaffee, Senior Vice-President, Cerner Corporation, retired

Dwight "Dee" Ellingwood, Teaching Professor, Xavier University, MHSA Associate Director for Practitioner Experience and MHSA faculty representative to the Board

Paul Hiltz, '80M, FACHE, President and CEO, Mercy Hospital – Mt. Airy, retired

Joyce Huber, Executive-in-Residence; Manager, Healthcare Management & Medical Services, General Electric, retired

Beth Hughes, '89M, Executive-in-Residence, Murer Consultants

Michael Hurlburt, Chief Ambulatory Strategy Officer and President, Ambulatory Ventures, LLC, Executive-in-Residence, BSHSA

David Levine, Client Account Lead, ACCUMEN, Inc.

Sr. Nancy Linenkugel, OSF, DM, LFACHE, '80M, Chair, Department of HSA, Director, Graduate Program in HSA

Peter Mallow, PhD, Assistant Professor and Director, MS-HECOR, Xavier University, MS-HECOR Faculty representative

Tom Murray, FACHE, '76M, Executive-in-Residence, Xavier University and Surveyor, Joint Commission International

John Rogers, FAIA, FACHA, Architecture Consultant, President, American College of Healthcare Architects

Susan Rolih, PhD, Senior Vice President, RA/QA, Meridian Bioscience

Craig Self, FACHE, System Vice President, Business and Market Development, Premier Health

Bradley Sexauer, FACHE, Chief Marketing Officer, Kailash Biosciences

Pam Shannon, MEd, Executive Director, St. Aloysius

Calvin T. Wright, FACHE, '08M, Associate Vice President/Chief Procurement Officer, MD Anderson Cancer Center

Stephanie Young, BSHSA, CEAL '15B, Executive Director, Serene Suites

Principal Faculty



Sr. Nancy Linenkugel, OSF, DM, LFACHE, Chair, Master's Program in Health Services Administration; Director, Department of Health Services Administration. Doctor of Management, The Weatherhead School of Management, Case Western Reserve University. MHHA, Xavier University Class of 1980. Graduate courses: Professional Development. Other academic duties: pre-residency advisor.



Rick Browne, PhD, Director, Bachelor's Program in Health Services Administration. PhD, Indiana University (Counseling Psychology). Undergraduate courses: Introduction To American Health Care; Internship Preparation; Foundations of Health Care Laws and Ethics; Health Care Management. Graduate courses: Ethical Issues in Health Care. Other academic duties: undergraduate advisor.



Dee Ellingwood, MS, Teaching Professor. MS, Economics, University of Utah, Salt Lake City, Utah. Graduate courses: Managerial Concepts in Healthcare Organizations; Strategic Management and Marketing Strategy for Healthcare Organizations; Capstone. Other academic duties: MHSA Associate Director for Practitioner Experience; faculty coach, National Association of Health Services Executives (NAHSE) Case Competition.



Lin Guo, PhD, Associate Professor. PhD, (Industrial Engineering), University of Cincinnati. Research: Early hospital readmission and quality; success factors of ethics committees in health care; avoidable hospital conditions and utilization issues for stroke patients. Graduate courses: Quantitative Methods for Health Care Management; Quality Improvement Techniques in Health Care Management. Undergraduate course: Quality Management and Performance Improvement. Other academic duties: residency advisor.



Edmond Hooker, M.D., DrPH, Professor. M.D., Eastern Virginia Medical School; DrPH, University of Kentucky. Research: Health care quality and clinical emergency medicine. Graduate courses: Clinical Processes for Health Care Administration; Applied Epidemiology. Other academic duties: MHSA Associate Director for Accreditation; residency advisor, undergraduate student advisor.



Thomas J. Ruthemeyer, MBA, CPA, Teaching Professor. MBA (Management), Xavier University. Graduate courses: Management Accounting; Corporate Finance; Financial Management of Health Care Organizations, Capstone. Undergraduate courses: Health Care Finance. Other academic duties: residency advisor.



France Weaver, PhD, Assistant Professor. PhD, Health Policy and Administration, Concentration in Health Economics, The University of North Carolina at Chapel Hill. Graduate courses: Health Economics, Healthcare Policy and Policy Analysis. Undergraduate courses: Health Policy. Other academic duties: residency advisor.

ADJUNCT MHSA FACULTY

Christopher Boue, MBA	Arvind Joshi, MBA
Donald Brannen, PhD	Jeffrey Lyons, MBA
Aimee Cordrey, JD	Peter Mallow, PhD
Spencer Hale, MHSA	Lisa Taylor, JD
Gayle Heintzelman, MED	Karen Tepe, MBA, MHA, CHPS

EMERITUS FACULTY

Albert A. Bocklet, PhD, Emeritus Assoc. Professor
 Robert Hankins, PhD, Emeritus Assoc. Professor
 Jack Reamy, PhD, Emeritus Assoc. Professor
 Kenneth Rothe, PhD, Emeritus Assoc. Professor
 Ida C. Schick, PhD, FACHE, Emeritus Professor

Elizabeth Bjork

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/elizabeth-bjork-552415126

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

Master of Business Administration

Expected date of graduation:

May 2021

University of Connecticut, Storrs, CT

Bachelor of Science, Physiology and Neurobiology

May 2018

EXPERIENCE

CareStar

Cincinnati, OH

Administrative Services Coordinator

May 2019–Present

- Organized and assembled Request for Proposal Responses.
- Facilitated the new hire process with the HR team.
- Assisted the clinical team by making calls to physicians for patients to receive home care services.

University of Connecticut, Dept of Chemistry

Storrs, CT

Undergraduate Research Assistant

January 2018–2019

- Researched protein interactions through computational chemistry and molecular dynamic simulations to find optimal conditions for BSA exfoliation.
- Created bi-weekly presentations for my P.I.
- Presented my findings to my P.I. and research team at the end of every semester.

MEDLife

Lima, Peru

Student Volunteer

January 2016

- Assembled mobile health clinics in various towns to provide medical care to those in need.
- Recorded patient information including measuring height, weight, and blood pressure.
- Shadowed primary care physicians, gynecologists, and dentists.

SKILLS

Proficient in Microsoft Excel, Word and PowerPoint

Conversant in Spanish

ACCOMPLISHMENTS

Awarded \$1100 for Healthy Homes Block by Block, an organization that provides health services to the medically underserved in Cincinnati, OH.

COMMUNITY INVOLVEMENT

Alpha Beta Epsilon, *August 2015–May 2018*

UConn Lion's Club, *August 2015–May 2018*

Big Brothers Big Sisters, *August 2015–May 2016*

HONORS

MHSA Community Service Liaison, *November 2018–Present*

Service Chair: MEDLife, *May 2016–January 2018*

Standards Committee: Alpha Beta Epsilon, *January–May 2018*

Human Resources Chair: Alpha Beta Epsilon, *May 2017–January 2018*

Lucas Tyler Bustelo

Xavier University Master of Health Services Administration Class of 2021

EDUCATION	Xavier University, Cincinnati, OH Master of Health Services Administration Master of Business Administration Expected date of graduation: <i>May 2021</i>
	University of Missouri, Columbia, MO Bachelor of Health Science Health Science <i>May 2018</i>
EXPERIENCE	LifeCenter Cincinnati, OH <i>Community Relations Intern</i> <i>April 2019</i> Assisted the Community Relations Department in organizing and working events that engaged and educated the public on the importance of organ donation and registration. Assisted in the implementation of Lean initiatives throughout the organization.
	CVS Pharmacy Columbia, MO <i>Pharmacy Technician</i> <i>November 2017–March 2019</i> Greeted customers, assisting with their questions and issues on the phone and in person both in and out of the pharmacy area while maintaining customer/patient confidentiality. Research and resolve dosage conflicts, potentially harmful drug interactions, insurance issues and other matters to ensure patient safety/wellness and build customer loyalty.
	University of Missouri Hospital Columbia, MO <i>Intern, Dept. of Administration</i> <i>August 2017–December 2017</i> Worked under the Administration Fellowship and assisted with projects, analyzed data and met deadlines. Projects completed include: balancing the Orthopedic Institute's budget, researched Centering Healthcare implementation for the Women and Children's Hospital, analyzed the logistics of a potential partnership between the hospital and Enterprise rental cars.
	Advanced Puerto Rico Cataño, PR <i>Administrative Intern</i> <i>May 2015–August 2015</i> Researched current demographics, and trends in their service Market to project for a future expansion. Worked under the Head Nutritionist researching on what is the best measurement and type of lipid to be used for parenteral nutrition according to national guidelines. Made a cost and benefit analysis of all the products offered.
	SKILLS Proficient in Word, Powerpoint and Excel Fluent in Spanish

Sara M. Friedmann

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/sara-friedmann

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

The Ohio State University, Columbus, OH

Bachelor of Science, Exercise Science

Provost Scholarship Recipient

May 2018

HEALTHCARE EXPERIENCE

Cincinnati Children's Hospital Medical Center

Cincinnati, OH

Administrative Assistant- Nephrology

May 2019–Present

Facilitate new patient encounters, schedule appointments, and establish contact with parents and families.

Support Attendings and Fellows within the department; maintain department budgets and track payment authorizations.

OSU School of Health and Rehabilitation Sciences

Columbus, OH

Administrative Assistant

October 2017–August 2018

Coordinated all advising appointments for students in five undergrad and three graduate majors.

Handled informational/ clerical needs for the department, including all diploma, honors, or awards for graduations in the fall and spring.

OSU Wexner Medical Center

Columbus, OH

Intern

January 2018–May 2018

Educated overweight patients at the Martha Morehouse Medical Plaza with personal and group exercise plans, diet advice, and healthy behaviors.

Analyzed weekly billing reports; organized and reviewed over 200 patients' medical records for a program-wide performance review.

American Red Cross

Cincinnati, OH

Intern

May 2017–August 2017

Performed administrative duties for the Volunteer Services- IT department.

Developed a Volunteer Recruitment project for three Ohio River Valley counties to increase outreach and volunteer numbers.

VOLUNTEER EXPERIENCE

OSU College of Exploration Ambassador & Peer Mentor , August 2016–May 2018

Spoke on behalf of OSU to incoming students at admission events interested in the undecided/exploratory major. Led a group of 30 students each week in different activities, addressing each major at OSU.

Stefanie Spielman Breast Center, January 2017–May 2017

Developed a new physical therapy program for chemotherapy patients; focused on low weight bearing exercises to improve strength.

SKILLS

Certifications: EPIC experience, HIPAA certified, CPR certified

Computer: Proficiency in Microsoft Office, Adobe, other software programs

Graham Hawley

Xavier University Master of Health Services Administration Class of 2021

EDUCATION	Xavier University, Cincinnati, OH	
	Master of Health Services Administration Expected date of graduation:	May 2021
	Ohio University, Athens, OH	
	Bachelor of Science in Health Services Administration	April 2017
HEALTHCARE EXPERIENCE	TriHealth	Cincinnati, OH
	<i>Corporate Administration Intern</i>	May 2019–present
	<ul style="list-style-type: none"> Work alongside corporate and hospital leadership throughout the health system on a wide scope of projects 	
	CareStar, Inc.	Cincinnati, OH
	<i>Administrative Support Services Project Manager</i>	November 2018–present
	<ul style="list-style-type: none"> Project Manager for \$2.5 million business development proposal Project Manager and Clinical Content Lead for Physician's Use of Opioids Continuous Medical Education Training Program RFP response Created formal report on organizational clinical education expansion opportunities for CareStar's President resulting in pursuing five opportunities. 	
	Quantum Health	Columbus, OH
	<i>Care Coordinator</i>	September 2017–April 2018
	<ul style="list-style-type: none"> Served plan members as an expert on their individual health plan. Gain experience with entire claims payment process resolving claim denials working with both the member and provider. Spoke with thousands of members and providers gaining insight to issues throughout the healthcare system. 	
	Hocking Valley Community Hospital	Hocking Hills, OH
	<i>Intern</i>	January 2017–April 2017
	<ul style="list-style-type: none"> Updated and replaced old inpatient guide. Arranged and carried out meetings with each department director and C-Suite member to collect information for the new inpatient guide. Gained experience through exposure to all hospital and foundation board meetings. 	
OTHER EXPERIENCE	R&G Landscaping	Pittsburgh, PA
	<i>Owner & Operator</i>	April 2011–January 2017
	<ul style="list-style-type: none"> Grew profit between 2015 and 2016 from \$25,000 to \$60,000 through successful marketing strategies and high percentage of sales closures. Projected profits of over \$70,000 for 2017 and sold client base for \$9,500. Managed 35 weekly grass cutting accounts and 70+ on call customers. 	
MISSION TRIP	Haiti H2O	June 2014
	<ul style="list-style-type: none"> Exposed first hand to third world poverty during weeklong stay in Plain Martin, Haiti. Worked with teams of Americans and Haitians to build a community church and residency for Pastor. 	

Jacob C. Hopgood, MPH

Xavier University Master of Health Services Administration Class of 2021

<https://www.linkedin.com/in/jacob-hopgood-520549153/>

EDUCATION	Xavier University, Cincinnati, OH	
	Master of Health Services Administration	
	Expected Date of Graduation:	May 2021
	Baylor University, Waco, TX	
	Master of Public Health	
	Date of Graduation:	May 2017
	Bachelor of Science in Education	
	Date of Graduation:	May 2015
EXPERIENCE	TriHealth	Cincinnati, OH
	Corporate Administrative Intern	April 2019–Present
	<ul style="list-style-type: none"> Organizing CPC+ data for 42 primary care sites. Creating and implementing system-wide survey to track student intern hours. Participating in Patient Family Advisory Council meetings for primary care clinics. 	
	Xavier University	Cincinnati, OH
	Grad Coordinator – Student Wellness Advocacy Group	September 2018–Present
	<ul style="list-style-type: none"> Supervising eight undergraduate peer educators. Planning and implementing peer education programs for Xavier students. Training students for peer educator certification through BACCHUS. Serving as a member of Xavier University’s Student Wellbeing Committee. 	
	Baylor Scott & White	Cedar Hill, TX
	Physician Office Representative I	March 2018–August 2018
	<ul style="list-style-type: none"> Scheduled and verified patient appointments; accepted payment for services. Received and directed patient phone calls. Assessed 70-90 patients’ insurance information daily. 	
	Baylor University	Waco, TX
	Graduate Teaching Assistant	August 2015–May 2017
	<ul style="list-style-type: none"> Taught four sections of Health and Human Behavior for four semesters. Created 15 Powerpoint lectures and updated them each semester. Received exemplary instructor evaluations from student each semester. 	
	Providence Healthcare Network	Waco, TX
	Patient Transporter/Patient Care Technician	November 2015–May 2017
	<ul style="list-style-type: none"> Transported patients to various inpatient departments. Provided basic care to 15-30 patients per shift. Received superior performance ratings during all employee evaluations. 	
PROFESSIONAL AFFILIATIONS	American Public Health Association , member	2017–Present
	American College of Healthcare Executives , member	2018–Present

Cayla M. Hurst

Xavier University Master of Health Services Administration Class of 2021

EDUCATION	Xavier University, Cincinnati, OH	
	Master of Health Services Administration	
	Expected date of graduation:	May 2021
	MHSA Graduate Scholarship Recipient	
	Master of Business Administration	
	Expected date of graduation:	May 2020
	University of Kentucky, Lexington, KY	
	Bachelor of Public Health	May 2018
	Health Communication Certificate	
EXPERIENCE	OrthoCincy Orthopaedics and Sports Medicine	Edgewood, KY
	<i>Administrative Intern</i>	May 2019–present
	Produced a cost analysis on current uniform model and proposed model. Completed Insurance assessments for current equipment. Merged Internal Audit forms and made electronic versions. Conduct and track turnover rate reports for all locations.	
	Sexual Health Promotion Lab University of Kentucky	Lexington, KY
	<i>Research Assistant</i>	May 2017–present
	Conduct research and provide training to improve the sexual health of individuals and couples using a holistic wellness approach.	
	American Campus Communities – The Newtown Townhomes	Lexington, KY
	<i>Community Resident Advisor</i>	April 2016–October 2017
	Leasing agent: provided tours and office management	
PUBLICATIONS/ PRESENTATIONS	Karle, E., Hurst, C., Mark, K. (n.d.). An In-Depth Examination of HIV-Negative Black Women in Long-Term Serodiscordant Relationships with HIV Positive Men.	
	Accepted to present at The Society for the Scientific Study of Sexuality Conference Publication in progress	
COMMUNITY SERVICE	UK HealthCare: Markey Cancer Center	Lexington, KY
	<i>Community Outreach Volunteer</i>	September 2017–May 2018
	Programmed community events for school health program and health checkups for members of the community	
PROFESSIONAL ORGANIZATIONS	American College of Healthcare Executives	
	American Association of Healthcare Administrative Management	
	Healthcare Financial Management Association	
SKILLS	Proficient in Institutional Review Board (IRB) forms	
	Proficient in SPSS, Microsoft Office (Word, Excel, PowerPoint)	
	CPR & First Aid Certified	

Ericson Esegboria Imarenezor

Xavier University Master of Health Services Administration Class of 2021

EDUCATION	<p>Xavier University, Cincinnati, OH Master of Health Services Administration Expected date of graduation: <i>May 2017</i></p> <p>University of Illinois at Urbana-Champaign, Champaign, IL Bachelor of Science, Molecular and Cellular Biology <i>May 2016</i></p>
EXPERIENCE	<p>CareStar Cincinnati, OH <i>Administrative Services Coordinator</i> <i>April 2019–present</i> Ohio Home Care Lead on Intake Assignments Working on Revenue Cycle, H/R, and Marketing processes. Helping to identify RFP listing for business development.</p> <p>St. Mary's Hospital Decatur, IL <i>Scribe</i> <i>August 2016–May 2017</i> Scribed under the direction of a licensed practitioner for 12 hours per shift. Documented history, physical exams, results, procedures, and physician consults. Located and obtained patient's past medical history, previous charts, past results, and recent studies.</p> <p>University of Illinois at Urbana Champaign Champaign, IL <i>Undergraduate Researcher in Bio-Engineering</i> <i>August 2014–April 2015</i> Conducted angiogenesis research under a MD/PhD Student. Looked for function, binding effects, and rates of specific regions in VEGF and PDGF receptors.</p>
SKILLS	CPR Certified, Microsoft Office; Python Computer Programming; R & R Studio English; Intermediate in Spanish; Conversational in Esan
ACCOMPLISHMENTS	Coordinated housing, activities, and service projects for 50 students in seven cities over nine days across the United States. Successfully managed a \$2,000 budget for professional activities, pledge events, and initiation for Alpha Chi Sigma.
COMMUNITY INVOLVEMENT	Served over 2000 people and built latrines for families in Honduras Medical and Dental Brigade, Honduras, <i>May 2015, 2016</i> ER Volunteer, Presence Covenant Medical Center, <i>June 2014–April 2015</i> ER Volunteer, Franciscan St. James Hospital, <i>June 2013–August 2013</i>
HONORS	Vice President of UIUC's Alpha Chi Sigma Chapter, <i>Spring 2016</i> Co-President of UIUC's Students Today Leaders Forever Chapter, <i>Fall 2015–Spring 2016</i> University of Illinois Dean's List, <i>Spring 2013, 2016</i> University of Illinois President's Scholarship, <i>2012–2016</i> Vice President of UIUC's Alpha Chi Sigma Chapter, <i>Spring 2016</i> Co-Pres. of UIUC's Students Today Leaders Forever Chapter, <i>Fall 2015–Spring 2016</i>

Alexis D. Kent

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/alexiskent

EDUCATION	Xavier University, Cincinnati, OH	
	Master of Health Services Administration	<i>Expected May 2021</i>
	Master of Business Administration	<i>Expected May 2021</i>
	University of Wisconsin-Madison, WI	
	Bachelor of Business Administration- Management & Human Resources	<i>May 2018</i>
EXPERIENCE	Beacon Orthopaedics & Sports Medicine	Cincinnati, OH
	<i>Health Administration Intern</i>	<i>May 2019–present</i>
	<ul style="list-style-type: none"> • Perform case costing analyses for 15 CPT codes to detect unprofitable procedures. • Work with website design company to develop new, custom physician webpages. • Log all implants placed by surgeons to track cost and reimbursement for numerous procedures in order to negotiate appropriate pricing with vendors. 	
	SSM Health St. Mary's Hospital	Madison, WI
	<i>Unit Secretary, Neonatal ICU</i>	<i>June 2016–July 2018</i>
	<ul style="list-style-type: none"> • Maintained a line of communication between the patient and medical staff by answering 50+ phone calls daily, scheduling appointments, transcribing physician's orders, and ordering necessary medical tools. • Ensured patient satisfaction by assessing patients' charts and assuring medical treatment is following insurance plans. • Admit and discharge patients daily by working directly with medical professionals and understanding patient needs. 	
	BrightStar Care	Janesville, WI
	<i>Home Health CNA</i>	<i>May 2015–August 2016</i>
	<ul style="list-style-type: none"> • Engaged with clients in a friendly and professional manner, while providing and aiding with any personal care to meet their ever-evolving needs. • Worked directly with higher healthcare professionals to communicate the needs and medical records of the patients. 	
SKILLS	CNA Certified; CPR Certified; First Aid Certified Experienced with Microsoft Office: Word, Excel, PowerPoint Proficient in Medical Software: EPIC	
COMMUNITY INVOLVEMENT	Alzheimer's Association Volunteer, 2018–present	
	OneSight Volunteer, 2018–present	
	Habitat for Humanity Volunteer, 2015–2017	
	Badger Volunteers, 2015–2016	
HONORS	MHSA Scholarship Recipient, 2018–present	
	MHSA Advisory Board Scholarship Recipient, Fall 2019	
	National Society of Collegiate Scholars, 2014–present	
	UW-Madison DECA Finance Co-Chair, 2015–2016	
	<ul style="list-style-type: none"> • Fundraised more than \$1,500 each semester 	
	USA Triathlon National Championship Qualifier, 2015 <ul style="list-style-type: none"> • 21st Place Overall 	

Laurelle Kinga Bakienga

Xavier University Master of Health Services Administration Class of 2021

<https://www.linkedin.com/in/laurelle-kinga-bakienga-29a81a132/>

EDUCATION	Xavier University, Cincinnati, OH	
	Master of Health Services Administration Expected date of graduation:	<i>May 2021</i>
	The Colorado College, Colorado Springs, CO	
	Bachelor of Science in French and International Affairs	<i>May 2018</i>
HEALTH ADMINISTRATION EXPERIENCE	Bon Secours Mercy Health	Cincinnati, OH
	<i>Professional Development Intern</i>	<i>May–August 2019</i>
	Researched and collected information on Medical Provider Burnout and Well-being. Participated in the implementation of a health and well-being virtual space for Medical Providers. Organized and interpreted data regarding the recruitment and retention of Medical Providers.	
	Denver Rescue Mission	Denver, CO
	<i>Clinical Intern</i>	<i>July–August 2017</i>
	Managed Administrative duties such as doctors and patients scheduling and filling of medical information into database. Assisted patients for examinations, recorded vital signs and test results, and administer over the counter medication and any prescribed treatments. Maintained safety and sanitation of environment prior to patient's admissions and treatments.	
	Africa Agenda	Denver, CO
	<i>Public Health Research Intern</i>	<i>May–August 2015</i>
	Analyzed different topics related to the Ebola outbreak in different countries in Africa. Researched how the disease affected the economy of those countries. Informed and clarified the public on the spread of Ebola.	
SKILLS	Computer Skills: MS PowerPoint, Word, Outlook, MS Excel, Scribe Language: Fluent in French Memberships: American College of Healthcare Executives (2018–present), Phi Sigma Lota (2018)	
LEADERSHIP	Vice President of Graduate Student Association, April 2019–present Certified Peer Health Educator, August 2019–present Gate Millennium Scholars, August 2014–May 2018	

Taylor E. Lazas

Xavier University Master of Health Services Administration Class of 2021

<https://www.linkedin.com/in/taylor-lazas-2ba10115a>

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

University of Kentucky, Lexington, KY

Clinical Leadership and Management, Health Advocacy

May 2018

WORK EXPERIENCE

TriHealth

Cincinnati, OH

Corporate Administration Intern

May 2018–present

Assisted PCMH Program Administrator with collection and calculation of data for TriHealth physician practices.

Worked with the Director of Peri-Operative Services at Good Samaritan on a project to increase efficiency in the operating room.

Responsible for creating a survey to distribute to system wide volunteers in order to obtain feedback on their experiences.

Morning Pointe

Lexington, KY

Nursing Assistant

February 2017–August 2018

Worked second and third shift as a nursing assistant on the memory care unit assisting patients with daily tasks

Kindred Healthcare

Louisville, KY

Human Resources Coordinator

Summer 2016

Responsible for career fairs, the Employee of the Month Recognition Program; scheduling the company's "Quality Through People" meetings; and the corporate wide diversity program initiatives

Kindred Healthcare

Louisville, KY

Executive Intern

Summer of 2015

Reported directly to the CEO of the hospital. Participated in weekly board meetings, senior leadership meetings, and daily departmental operational activities.

VOLUNTEER

UK Healthcare

Lexington, KY

Volunteer

2015–2017

Assisted the Staff Development Specialist with a specialty bed trial designed to alleviate the development of decubitus ulcers

Worked at the information desk to assist patients, vendors, and visitors with facility and personnel information.

- Responsible for assisting the Director of Oncology with departmental activities.

Nicholas Kenneth Maglic

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/nick-maglic-782555a8

EDUCATION	Xavier University, Cincinnati, OH Master of Health Services Administration Expected date of graduation:	<i>May 2021</i>
	Ohio State University, Columbus, OH Bachelor of Science, Finance	<i>May 2018</i>
EXPERIENCE	Cleveland Clinic Children's Rehabilitation Hospital <i>Administrative Intern</i>	Cleveland, OH <i>May 2019–August 2019</i>
	<ul style="list-style-type: none"> Analyzed markets for expansion of Cleveland Clinic Children's services. Helped formulate a new strategic plan to mitigate issues employees face. 	
	OSU Wexner Medical Center <i>Data Intern, Dept of Epidemiology</i>	Columbus, OH <i>February 2017–April 2018</i>
	<ul style="list-style-type: none"> Reported data to the National Healthcare Safety Network to maintain compliance with infection rate requirements. Compiled Excel reports for nursing managers to enter HAI data. Conducted Powerpoint presentations for Infectious Control Committee. Monitored HAI's for multiple nursing units. Successfully improved HAI ratings in 37 out of 40 units to meet NHSN National Guidelines. 	
	Union Home Mortgage <i>Financial/Funding Intern</i>	Strongsville, OH <i>May 2016–August 2016</i>
	<ul style="list-style-type: none"> Reported and created financial reports for the Director of Finance. Managed and processed high volume of loan closing documents to post closing department. 	
SKILLS	Certified in CPR Proficient in Microsoft Access, Excel, Word and PowerPoint Proficient in medical software programs EPIC, Midas, and IHIS Experience with invoicing software QuickBooks	
COMMUNITY INVOLVEMENT	OSU Wexner Oncology Volunteer, 2016–2018 Make-A-Wish Volunteer, 2016–2018 Big Brothers Big Sisters, 2017	
HONORS	Dean's list at Ohio State for five semesters, 2014–2018 National Society of Collegiate Scholars, 2014–Present MHSA Class Treasurer, 2018–2021	

Adam Marini

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/adam-marini-b8728484

EDUCATION	<p>Xavier University, Cincinnati, OH Master of Health Services Administration Expected date of graduation: <i>May 2021</i></p> <p>Becker College, Worcester, MA Bachelor of Arts Interactive Media <i>May 2014</i></p>
EXPERIENCE	<p>LaForce Inc. – Security Integration, Architectural Services, Engineering Design Austin, TX <i>Project Specialist</i> <i>May 2016–May 2017</i></p> <ul style="list-style-type: none"> • Ensured projects are completed timely and within budget • Led projects from start to finish effectively communicating with other team members • Acted as the point person to troubleshoot, identify and solve problems <p>Kabam- Mobile Application Company Austin, TX <i>VIP Player Experience Agent</i> <i>September 2014–May 2016</i></p> <ul style="list-style-type: none"> • Identified application issues and worked with corresponding departments to develop enhancements • Assisted in shaping policies and procedures which improved working models • Created and maintained documents to aid other player experience agents with day to day tasks
INTERNSHIP	<p>Hackensack Meridian Health Hackensack, NJ <i>Operations Intern</i> <i>Summer 2019</i></p>
SKILLS	<p>Certified Scrum Master Proficient with Microsoft Office: Excel, Word, PowerPoint, Proficient with Adobe Suite: Photoshop, Illustrator Proficient with Autodesk Suite: 3ds Max, Maya, Mudbox, Motionbuilder</p>
COMMUNITY INVOLVEMENT	<p>Volunteered at Healthcare Information Management Systems Society (HIMSS) Conference in Atlantic City, NJ. Designed and instituted a Video Game Production class at Pine Grove Day Camp</p>
ACTIVITIES	<p>Computer Programming, Community Service Work, Traveling</p>

Savannah G. May

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/savannahgmay/

EDUCATION	<p>Xavier University, Cincinnati, OH Master of Health Services Administration Master of Business Administration Expected date of graduation: <i>May 2021</i></p> <p>University of Wisconsin–Milwaukee, Milwaukee, WI Bachelor of Science in Healthcare Administration Minor in Business, Certificate in Health Informatics <i>May 2018</i></p>
HEALTHCARE EXPERIENCE	<p>Advocate Aurora Healthcare Burlington, WI <i>Sr. Intern, Dept. of Operations Improvement</i> <i>February 2018–August 2018</i></p> <ul style="list-style-type: none"> • Main projects included: Urology, Stress Lab, and Top of License Care Team Model <ul style="list-style-type: none"> ○ Optimized schedules to ensure daily productivity and efficiency ○ Ensured staff is working effectively at the top of license • Used Lean and Six Sigma Methodology to understand processes within the organization • Observed processes, collected data, and worked with a team to generate information <p>Aurora Healthcare West Allis, WI <i>Quality Improvement Experimental Internship</i> <i>June 2017–August 2017</i></p> <ul style="list-style-type: none"> • Provided clerical assistance by filing, sorting, and other tasks • Prepared reports through Microsoft Excel by gathering and sorting data from EPIC
EXPERIENCE	<p>University Recreation Milwaukee, WI <i>Building Manager</i> <i>September 2014–August 2018</i></p> <ul style="list-style-type: none"> • Supervised employees, events, and the facility during hours of operations • Enforced safety and policy guidelines for a 29,965 square footage building • Handled daily transactions and completed payment settlement at end of day
PROFESSIONAL AND ACADEMIC AFFILIATIONS	<p>ACHE Student Member, <i>January 2017–present</i> 2018 Higher Education Networking Award, <i>March 2018, March 2019</i> HFMA Student Member, <i>January 2017–present</i> HFMA–WI – Annual Conference Volunteer Recognition, <i>May 2018</i> Future Healthcare Executives Treasurer, <i>January 2017–June 2018</i></p>
COMMUNITY INVOLVEMENT	<p>Pink Ribbon Luncheon Event, <i>September 2018</i> LifeCenter's Superheroes Gala for Organ and Tissue Donation, <i>September 2018</i> Columbia St. Mary's, <i>January 2017–January 2018</i> Children's Hospital of Wisconsin – Respite, <i>December 2017, May 2018</i> Matters of the Heart Gala, <i>February 2018</i> HFMA Leadership: #LeadLikeaGirl 4.0, <i>November 2017</i></p>

Ryan Megyesi

Xavier University Master of Health Services Administration Class of 2021

<https://www.linkedin.com/in/ryan-megyesi-a33640a6/>

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

Ohio University, Athens, OH

Bachelor of Science in Health Services Administration

Minors: Finance, Business Administration, Communication

Studies

May 2018

HEALTHCARE EXPERIENCE

Mercy Health

Cincinnati, OH

Clinical Support Intern

May 2018–December 2018

- Led a pharmacy financial analysis that projected the most profitable type of ownership.
- Collaborated with pharmacy interns to determine the generic and brand mix of drugs being used for assessment.
- Forecasted margin and profit per script based on facility ownership and third-party payer.
- Determined \$20,000 of saving opportunities for pharmacies by identifying the lowest contracted drug price available.
- Assessed feasibility of opening a new retail pharmacy in the Paducah, Kentucky market.
- Analyzed and reported the 2019 pharmacy saving initiatives for each region in the Mercy Health system.
- Examined staffing metrics and formulated productivity measure for newly acquired pharmacies.

Mercy Health

Cincinnati, OH

Patient Transporter

May 2015–August 2017

- Transported patients from ICU, ED, and general floors to and from various testing and imaging.
- Responsible for self-assigning transports while working independently in the ED.
- Notified nursing staff and heart monitoring center when transporting patients with heart monitors.

CERTIFICATES

Institute for Healthcare Improvement Open House Quality & Safety Certificate, *June 2018*

Bloomberg Market Concepts Certificate, *February 2018*

INVOLVEMENT

American Colleges of Healthcare Executives – *Student Member, September 2018–present*

Ohio University's Society for Healthcare Administrators – *Member, September 2016–May 2018*

Kyle Michelfelder

Xavier University Master of Health Services Administration Class of 2021

<https://www.linkedin.com/in/kyle-michelfelder-2318358a/>

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

University of Cincinnati, Cincinnati, OH

Bachelor of Business Administration, Marketing

August 2017

EXPERIENCE

OrthoCincy

Administrative Intern

Edgewood, KY

April 2019–present

- Assisted with clinical operations, including HIPAA compliance and the analysis of survey data to find areas for improvement.
- Assisted in the opening of two new OrthoCincy locations.
- Worked with the IT department to improve the practices EHR system.

CCHMC Heart Institute

Marketing Intern

Cincinnati, OH

May 2016–August 2016

- Organized community events to give lower income neighborhoods information on healthy eating and living.
- Organized healthy eating initiatives in local Cincinnati schools.
- Worked with local organizations to provide support for events run by the Heart Institute.

KontrolFreek

Sales Intern

Atlanta, GA

November 2017–February 2018

- Performed audits of local Atlanta GameStop's and Best Buys, ensuring KontrolFreek promotions were being run correctly during the holiday season.
- Delivered clip strip store displays to over thirty GameStop's in the Atlanta metropolitan area, boosting KontrolFreek's visibility on the retail level.
- Audited domestic and international Amazon listings, checking for buy box ownership as well as accurate product descriptions and pricing.
- Recorded sales numbers for international markets like Germany and Canada from the past year to help the sales team's forecast for 2018.

SKILLS

Microsoft Office

COMMUNITY INVOLVEMENT

Member of *The Ability Experience*, an organization dedicated to boosting the lives of the mentally disabled.

HONORS

MHSA Academic Scholarship, *August 2018–Present*

L. Jasmine Moore

Xavier University Master of Health Services Administration Class of 2021

<https://www.linkedin.com/in/jasminemoore01/>

EDUCATION	<p>Xavier University, Cincinnati, OH Master of Health Services Administration & Business Administration Expected date of graduation: <i>May 2021</i></p> <p>University of North Carolina – Charlotte, Charlotte, NC Bachelor of Arts, Sociology Concentration: Social Problems and Policy; Minor, Public Health; <i>Cum laude</i> <i>May 2018</i></p>
HEALTH EXPERIENCE	<p>Mercer Chicago, IL <i>Total Health Management Consulting Intern</i> <i>June 2019–August 2019</i></p> <ul style="list-style-type: none"> Collected and analyzed data that was summarized and documented information for client presentation purposes. Focused on the population health management marketplace and how to evaluate the clinical appropriateness/effectiveness from a consulting firm perspective. Assisted senior consultants to review client needs, suitable approaches, and implementation strategies. <p>iScribes Charlotte, NC <i>Virtual Medical Scribe</i> <i>May 2018–August 2018</i></p> <ul style="list-style-type: none"> Reviewed recorded patient visits and responsible for updating the electronic medical record with pertinent, well-written medical history, physical examination, assessment and plan, findings and procedures. <p>Macomb Community Action Clinton Township, MI <i>Intern – University Of Michigan</i> <i>May 2017–July 2017</i></p> <ul style="list-style-type: none"> Led a team on GIS Mapping Project in ArcGIS that focused on Social Determinants of Health. Presented findings of GIS Mapping to directors for targeted outreach.
WORK EXPERIENCE	<p>Office of Institutional Research, Xavier University Cincinnati, OH <i>Graduate Assistantship</i> <i>May 2018–present</i></p> <ul style="list-style-type: none"> Work with databases and applications such as Microsoft Access, Microsoft Excel, and IPEDS to support decision-making, university planning, and assessment. In charge of producing data for reports for college surveys and department requests.
LEADERSHIP	<p>Niner Untied – Campus Ministry Charlotte, NC <i>Student Leader</i> <i>August 2016–May 2018</i></p> <ul style="list-style-type: none"> Student Leader – Co-Planned Spring Mission Trip, led Student Groups, assisted in Worship Services and created Activities Calendar
SKILLS	<p>Proficient: Microsoft Excel, Access; Working Knowledge: SPSS, IPEDS, Tableau</p>
HONORS	<p>CDC Undergraduate Public Health Scholar (CUPS Scholar), <i>August 2017</i> Selected to represent Xavier University at the NAHSE Case Competition, <i>2019</i> Master of Health Services Administration Scholarship, <i>2018–2019</i> Elected Assistant to the VP of Philanthropic Service, <i>December 2016–May 2017</i></p>

America C. Muller

Xavier University Master of Health Services Administration Class of 2021

<https://www.linkedin.com/in/america-muller/>

EDUCATION	Xavier University, Cincinnati, OH Master of Health Services Administration <i>Expected May 2021</i>
	University of Cincinnati, Cincinnati, OH Degree: Bachelor of Business Administration Major: Operations Management & Marketing <i>May 2018</i> Study Abroad Experience: Beijing, Chengdu, Xiamen, China and Hong Kong
EXPERIENCE	Sound Health Seattle, WA Administrative Intern <i>May 2019–present</i>
	The Christ Hospital Health Network Cincinnati, OH Health Unit Coordinator <i>May 2018–present</i> <ul style="list-style-type: none"> Communicate with ED physicians/nurses to initiate consult calls to internal and external clinical staff. Utilize EPIC to document consult calls, update patient information and keep track of patient activity. Engage with ~20-50 patients during hourly rounds to ensure comfort and satisfaction before discharge or admittance.
	American Heart Association Cincinnati, OH Administrative Intern – Heart Ball <i>January 2018–April 2018</i> Managed data collection of 1,000 guests in attendance of the Heart Ball Gala. <ul style="list-style-type: none"> Collaborated with team members to organize seating arrangements, donation locations and other event logistics.
	Meritor Florence, KY Aftermarket Co-Op <i>August 2017–December 2017</i> <ul style="list-style-type: none"> Developed 4 monthly reports analyzing sales revenue, call productivity, quality and delivery of products Created 30+ weekly reports for 10 members of the Sales Team and the President of the Aftermarket division Manipulated data from multiple databases including: Microsoft Excel, Salesforce, PROS, Data Warehouse
	SKILLS Experienced with Microsoft Office: Word, Excel, PowerPoint Proficient in Medical Software: EPIC, Epiphany CPR Certified
COMMUNITY INVOLVEMENT	Pi Beta Phi Fraternity for Women Alumnae Advisor, <i>September 2018–present</i> The Christ Hospital Health Network Volunteer, <i>December 2017–May 2018</i> OneSight Volunteer, <i>2018</i>
	HONORS & AFFILIATIONS MHSA Scholarship Recipient, <i>2018–Present</i> ACHE Richard J. Stull Essay Competitor, <i>2018</i> ACHE Student Affiliate, <i>2019</i> Health Administration Student Professional Society, MHSA 2021 Class Chair

Annie Pham

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/phama1

EDUCATION	<p>Xavier University, Cincinnati, OH Master of Health Services Administration Expected date of graduation: <i>May 2021</i></p> <p>Bachelor of Science in Life Sciences for Business <i>Dec 2018</i></p>
HEALTH-RELATED EXPERIENCE	<p>Community Care Cooperative (C3) Boston, MA <i>Practice Transformation Intern</i> <i>May 2019–August 2019</i></p> <ul style="list-style-type: none"> Attend weekly meetings to begin the implementation of universal SDOH screening and the launch of a new SDOH resource and referral platform across the 17 health centers in the C3 ACO. Research and analyze the accreditation components in the ACO space nationwide and recommend a new set of ACO membership criteria for the C3 Board of Directors. Collaborate with the project management team to design and plan workflows in preparation for the MassHealth Flexible Services Program. <p>Edward M. Kennedy Community Health Center Worcester, MA <i>Administrative Assistant</i> <i>September 2017–August 2018</i></p> <ul style="list-style-type: none"> Prepared monthly reports for the leadership team, including board reports for Chief of Staff and CEO and ‘school-based health center billing adjustments and visits’ report for COO. Assisted with federal HRSA grant application by researching community data using American Census data tools. Promoted health center advocacy plan to staff and patients. <p>Center for Healthcare Research & Transformation Ann Arbor, MI <i>Washtenaw Health Initiative Intern</i> <i>May 2017–July 2017</i></p> <ul style="list-style-type: none"> Successfully wrote a letter of intent for a Blue Cross Blue Shield grant requesting \$72,000 to reduce opioid overdoses in the county. Developed communications strategy to promote open enrollment events and educate individuals on health insurance enrollment. Distributed Older Adults Survey in English and Spanish to identify health-related challenges in the older adult population.
OTHER EXPERIENCE	<p>Xavier University, Office of Enrollment Management Cincinnati, OH <i>Enrollment Events Graduate Assistant</i> <i>August 2018–May 2020</i></p> <ul style="list-style-type: none"> Organized 5 major recruitment events (~1,000 attendees per event) during the academic year to engage and recruit new students to the university. Mastered the department’s CRM system and managed all university email and text communications to prospective students via the CRM system. Presented to groups of 20 or more prospective students at undergraduate admissions events.
HONORS	<p>MHSA Scholarship, <i>August 2018</i> CDC Undergraduate Public Health Scholar, <i>August 2017</i></p>

Adam J. Press

Xavier University Master of Health Services Administration Class of 2021

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

Trinity University, San Antonio, TX

Bachelor of Science in Business Administration:

Marketing & Management Concentrations

May 2017

Victoria University of Wellington, Wellington, New Zealand

Marketing Management, Consumer Behavior

July–November 2015

EXPERIENCE

Event Southwest

Dallas, TX

Process Analyst

June 2016–August 2018

Designed a spreadsheet based, company-wide project and resource management tool kit and dashboard.

Developed an internal business model focused on new client inquiries and feasibility, intake, company growth, and scalability.

Managed events and various event activities: site load in, course management, volunteer coordination.

Camp Chai

Dallas, TX

Camp Counselor

May–July 2010–2016

Counselor of the Year (2013)

Worked with groups of six - 25+ children, ages seven to 12 to lead camp activities. Planned and ran camp-wide activities, including ideation and logistics.

Center for Entrepreneurship & Innovation

San Antonio, TX

Peer Tutor

August 2014–May 2015

Educated students on entrepreneurial and innovative behavior through lectures and assignments.

Developed and led class exercises and student discussions surrounding creativity and innovation a class of 15 students.

LEADERSHIP

Omega Phi Fraternity

San Antonio, TX

Vice President

January 2016–February 2017

Led all fraternity committees and ensured support for professional and social events.

Served on seven-member executive board meeting weekly to direct the club.

PROFESSIONAL

American College of Healthcare Executives (ACHE)

Healthcare Financial Management Association (HFMA)

COMMUNITY

San Antonio Rodeo

San Antonio, TX

- Surveyed participants and exhibitors to conduct an economic impact study.

Genesis Women's Shelter and Support

Dallas, TX

- Participated in sports and arts and crafts with children staying at the shelter.

Ama Sarfo Agyeman

Xavier University Master of Health Services Administration Class of 2021

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

University of Ghana , Legon, Ghana

Bachelor of Arts in Psychology and English

May 2012

EXPERIENCE

UC Health

Cincinnati, OH

Hospital Operations-Administration Intern

May 2019–May 2020

- Assisted in the planning of new Medicine/Psychiatric service line for the health system.
- Analyzed data and created financial Variance reports.

Cincinnati Children's Hospital- CCHMC

Cincinnati, OH

Human Resources- Diversity and Inclusion Intern

February 2019–May 2019

- Educated employees enrolled in a Cultural Competency Champions (C3) program. The C3 program was based on The Joint Commission(TJC) resources on 4c's of Culturally Sensitive Care and the #123forequity Pledge of the American Hospital Association (AHA).

CTL Aerospace Inc

Cincinnati, OH

Production Scheduler

October 2017–August 2018

- Supervised 100 employees and created a schedule for daily manufacturing operations of the Kawasaki program at CTL Aerospace. The new schedule facilitated the integration of the new project into the established programs of the company.

SKILLS

Basic Tableau

Business Analysis training: Elevated IT, *November–2017*

Alliance Française Certificat d'états de Française Pratique 1, *August–2008*

Diploma in Business Management and Administration: ICM, UK, *August–2009*

Proficient in Microsoft Excel, Word, PowerPoint, conversant with Microsoft Visio and Project

Fluent in Akan language and knowledge of conversational French

COMMUNITY INVOLVEMENT

Sunday school teaching assistant, New Covenant Methodist Church, *2014–present*

General Secretary of young leaders at New Covenant Methodist Church, *August 2018–present*

Life Center, OneSight, Mercy Neighborhood Ministries, *August 2018–present*

Tricia Welch

Xavier University Master of Health Services Administration Class of 2021

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

Fontbonne University, St. Louis, MO

Bachelor of Science, Business Administration/

Management and Leadership, Summa cum laude

May 2017

EXPERIENCE

Dillard's

St. Louis, MO

Sales Specialist

June 2017–August 2018

Started as sales associate, became an intern, promoted to specialist

Learned operational side of business from managers

Attended daily meetings with managers

Life Work Systems

St. Louis, MO

Intern

August 2016–December 2016

Consulting firm that facilitates teamwork in business, mainly healthcare

Collected important data from large health organizations

Gave health organizations information on the services provided

SKILLS

Excel and PowerPoint

Excellent communication skills

Strong analytical skills and attention to detail

ACCOMPLISHMENTS

Joined Omicron Delta Kappa, a leadership honor society. Acceptance based on GPA and campus involvement. Completed volunteer projects

Served as a program assistant at annual conference for American College of Healthcare Executives

COMMUNITY INVOLVEMENT

Built a garden with Omicron Delta Kappa for a church in a low-income neighborhood

Volunteer, Mercy Ministries fundraiser

Sold raffle tickets at annual Gala, funds going to Life Center, an organ donation organization

Meghan Werft

Xavier University Master of Health Services Administration Class of 2021

<http://www.linkedin.com/in/meghan-werft>

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected Date of Graduation:

May 2021

University of Puget Sound, Tacoma, WA

B.A., International Political Economy

May 2013

EXPERIENCE

UC Health

Cincinnati, OH

Administrative Intern, UCMC

June 2019–May 2020

- Data analysis tracking efficiency improvement in Interventional Cardiology and Press Ganey scores
- Developing material and awareness on safety ahead of The Joint Commission window.

Cottage Health

Santa Barbara, CA

Summer Fellowship

June 2018–August 2018

- Developed and presented ethnographic research on MAKOpasty to senior executive leadership.
- Summarized and conducted a series of interviews for Population Health Department on employee resource connect initiative.
- Researched and presented concise information on NASS spine registry database to neurosurgery and orthopedic surgery staff.

Global Citizen

New York, NY

Editorial Coordinator

June 2015–August 2017

- Developed editorial campaigns for partners on health, corporate social responsibility, clean water, and nutrition initiatives.
- Expanded the media and policy internship program to include writing workshops, personal development goals.
- Managed projects in collaboration with IT and Marketing to digitally expand Global Citizen website.
- Bridged nonprofit and private sectors by building strong partner relations that were key to successful policy campaigns.

COMMUNITY INVOLVEMENT

Ronald McDonald Foundation

New York, NY

Special Surgery Happy Wheels Volunteer

April 2017–June 2017

- Provided support to pediatric patients and their families on pediatric special surgery in-patient floors and in pediatric rehabilitation at New York Presbyterian Hospital, Weill-Cornell Medical Campus.

HONORS

MHSA Class of 2021 Elected HASPS Co-chair

OSU First Year MHA Case Competition Participant, 2019

SKILLS

Excel, EPIC, PowerPoint, Tableau, Facebook, Twitter, Sprinklr
Spanish (Conversational)

Alexander D. Wolfred

Xavier University Master of Health Services Administration Class of 2021

www.linkedin.com/in/alex-wolfred-908b43109/

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

Expected date of graduation:

May 2021

Bachelor of Science

Health Services Administration, *summa cum laude*

May 2018

HEALTHCARE EXPERIENCE

Bon Secours Mercy Health

Cincinnati, OH

Clinical Operations Intern

May 2019–August 2019

- Supported project work on clinical and non-clinical operations, such as process improvement, strategy, quality and patient safety, and cost repositioning
- Organized and led a project team to standardized medical group policies across the new Bon Secours Mercy Health ministry
- Presented project updates and final project deliverables to project stakeholders and the executive leadership team

Berger Health System

Circleville, OH

Administrative Intern

May 2017–August 2017

- Improved professional relationship between BHS and local skilled nursing facilities to reduce patient readmission rates
- Coordinated care management process by organizing patient discharges with post-acute care providers, and reviewing post-inpatient data
- Gathered and analyzed patient data on healthcare preferences within marketing department for strategic planning

Xavier University and Primary Health Solutions (PHS)

Cincinnati, OH

Work Study in QI & Process Management

August 2016–December 2016

- Utilized process improvement tools like Pareto and ran charts to analyze processes at a Federally Qualified Health Center
- Tested solutions to gaps in primary care coverage leading to a 20% increase in physician follow up on patient utilization of services
- Presented findings to the executive staff of Primary Health Solutions

SKILLS

Proficient in Microsoft Office; Advanced Excel Skills (VBA)

COMMUNITY INVOLVEMENT

Rubber Duck Regatta Clean-Up, Freestore Foodbank, 2014–present

Volunteer, Ohio Special Olympics, 2015–present

Events Volunteer, Mercy Neighborhood Ministries, 2018–present

HONORS

Albers Foundation Scholarship, Xavier University, 2018–present

Xavier University BHSA Thinker Award, 2018

Big East Conference Institutional Scholar-Athlete of The Year, 2018

ACTIVITIES

President, Xavier University MHSA Class of 2021, 2018–present

Graduate Assistant Coach, Xavier University Swim Team, 2018–present

Participant, The Ohio State University First-Year Healthcare Case Competition



HEALTH SERVICES
ADMINISTRATION



FOR MORE INFORMATION

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Toll-free 800-344-4698 ext. 3687

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MEN AND WOMEN FOR OTHERS:

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