# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Description</td>
<td>2</td>
</tr>
<tr>
<td>Course Sequence</td>
<td>3</td>
</tr>
<tr>
<td>Course Descriptions</td>
<td>4-5</td>
</tr>
<tr>
<td>Faculty</td>
<td>6-7</td>
</tr>
<tr>
<td>Resumes</td>
<td>9-29</td>
</tr>
</tbody>
</table>

- Elizabeth Arana 10
- Jessica Bond 11
- Noah Clevenger 12
- Kenneth Cortes-Barreto 13
- John Creel 14
- Ashley Evans 15
- Hazel Hernandez 16
- Stephanie Ibarra 17
- Jesus Lechuga 18
- Katesha Murrell 19
- Tony Nguyen 20
- Rachel Norman 21
- Hannah Parks 22
- Ali Qasim 23
- Joshua Rivera 24
- Jared Schaefer 25
- Sarah Tucker 26
- Caroline Uptmore 27
- Anila Voora 28
- David Watkins 29
The Master of Health Administration (MHA) within the Texas A&M Health Science Center’s Department of Health Policy and Management is a professional degree program for students pursuing administrative practice in health service related settings, including provider organizations (e.g., hospitals, physician offices/groups, clinics, nursing homes), health insurers, consulting firms, trade associations, or other organizations that supply or otherwise support public/private health service organizations. The vision of the MHA program is to develop healthcare managers who will provide leadership for their organizations and communities based on a strong commitment to public health, ethics, integrity, and service as well as demonstrate an ability to foster and implement innovative ways of meeting needs of a diverse society. The MHA program is CAHME accredited, ranked as one of the top healthcare management programs in the nation by U.S. News & World Report, and was one of ten demonstration sites for the National Center for Healthcare Leadership.

Individuals can complete the 57 hour Resident Track MHA program within 21 months. Our program builds upon the core disciplines of the schools of public health, preparing students for competitive opportunities post-graduation. Students take rigorous academic courses, including a required 10 week summer internship, which allows students to apply classroom knowledge within a health services organization. The MHA degree program embraces the ethic and philosophy that health services managers must provide leadership in attending to the interests of the populations their organizations serve.

Texas A&M MHA graduates have been very successful in obtaining, post-graduate Administrative Fellowships. These fellowships are very important in the development of future hospital and medical group practice leaders in the health system. Preparation for Administrative Fellowships begins during the second semester of the first year and continues through the Fall and Spring semesters of the second year. Still others may pursue regular full-time administrative positions in any of a number of health service organizations, consulting firms, trade associations, health plans or other organizations. With the strong network of alumni our program provides, as well as faculty dedicated to the success of students, we provide many opportunities for students to become effective health leaders in today’s health services organizations.
FIRST YEAR FALL

- PHPM 601 Foundations of Public Health
- PHPM 602 Managerial Statistics
- PHPM 606 Health Systems Management
- PHPM 623 Healthcare Financial Management I
- PHPM 661 Introduction to Health Economics

FIRST YEAR SPRING

- PHEB 600 Fundamentals of Epidemiology
- PHPM 614 Strategic Planning & Marketing I
- PHPM 617 Health Care Quality Evaluation and Utilization Management
- PHPM 624 Healthcare Financial Management II
- PHPM 631 Health Information Management Systems

FIRST YEAR SUMMER

- PHPM 684 Practicum

SECOND YEAR FALL

- PHEO 600 Principles of Environmental/Occupational Health
- PHPM 615 Strategic Planning and Marketing II
- PHPM 616 Introduction to Management of Human Resources
- PHPM 620 Operations Management

SECOND YEAR SPRING

- PHPM 633 Health Law & Ethics
- PHPM 640 Health Policy and Politics
- PHPM 680 Health Systems Leadership (capstone)
- HPCH 603 Social & Behavioral Determinants of Health
PHEO 600 PRINCIPLES OF ENVIRONMENTAL AND OCCUPATIONAL HEALTH.
Overview of nature and magnitude of environmental and occupational disease; sources of exposure, methods of monitoring and modeling exposure; review of target organs and potential effects of specific chemicals; discussion of workplace hazards and monitoring programs.

PHEB 600 FUNDAMENTALS OF EPIDEMIOLOGY.
An overview intended to familiarize students with the basic principles and applications of epidemiological concepts in the study of disease occurrence in populations.

PHPM 602 MANAGERIAL STATISTICS.
This course will cover analytical techniques to support managerial decision making in health care. The course will cover descriptive statistical techniques for the presentation of health care data and applicability of descriptive statistical techniques, a survey commonly used inferential statistical techniques for data analysis is presented. Throughout the course material, emphasis is on the sources and uses of health care data and information for decision-making, and on the interpretation and evaluation of health care research.

HPCH 603 SOCIAL AND BEHAVIORAL DETERMINANTS OF HEALTH.
An overview of theories and principles focusing on social and behavioral determinants of health, the social-ecological approach to the examination of health and health behaviors, social patterns of health behavior, and an introduction to health promotion and public health interventions. Intended for non-majors.

PHPM 601 FOUNDATIONS OF PUBLIC HEALTH.
An introduction to the field of public health and to rural health conditions, issues, professions, organizations and policies relevant to the health of rural communities.

PHPM 606 HEALTH SYSTEMS MANAGEMENT.
This course introduces conceptual frameworks and practices associated with key functions in the management of complex health organizations.

PHPM 614 STRATEGIC PLANNING AND MARKETING I.
This course offers an introduction to strategic planning and management in health services organizations. Processes and formats employed in strategic planning and marketing are presented and applied in case studies and a final project. Elements of market assessment, environmental analysis and strategy development are presented and applied to course practices. Prerequisite: PHPM 605 or 606 prior or concurrently.

PHPM 615 STRATEGIC PLANNING AND MARKETING II.
This course builds upon strategic planning and marketing concepts introduced in PHPM 614. It provided an overview of marketing and how it can be applied effectively to health care organizations. The course covers the history of health care marketing, basic marketing concepts and tools, the process of developing and managing a marketing plan, and the nature of health care markets and consumers. Prerequisites: PHPM 605 or 606 prior or concurrently and PHPM 614.

PHPM 616 MANAGEMENT OF HUMAN RESOURCES.
An introduction to the range of human resources issues facing the health delivery system administrator from benefits to grievances and human resources management in health organizations. Course also covers personnel practices such as job analysis and description, recruitment, selection and compensation in various health delivery system settings. Prerequisite: PHPM 601 prior or concurrent.

PHPM 617 HEALTH CARE QUALITY EVALUATION AND UTILIZATION MANAGEMENT.
Overview of evolving health delivery system quality mechanisms and approaches for maximizing quality control in health care organizations. Includes concepts and practices of quality assessment, control and improvement, and accreditation and outcome analysis in service delivery systems. Prerequisites: PHPM 601 or PHPM 605 or 606, PHEB 602 or STAT 651 or STAT 652, PHPM 631 prior or concurrently.
**PHPM 620 OPERATIONS MANAGEMENT.**
This course is organized around the types of tactical and operational decisions made by health care operations managers. Tactical decisions are medium- and long-term decisions that together determine the processes by which health care services are produced and delivered, while operational decisions are short-term decisions concerned with utilizing resources to meet the objectives of the organization in an efficient manner. Building on a “system-based” approach to the health care environment, analytical tools are examined to aid problem solving and decision-making in health care organizations. Where appropriate, spreadsheets will be used to ease computational work, facilitate analysis, and aid in the presentation of results. This course examines operational decisions through a combination of lectures, problem sets, organizational analysis, and readings. Prerequisites: PHPM 617 & 631.

**PHPM 623 HEALTH CARE FINANCIAL MANAGEMENT I.**
Course is designed as an overview of health financing and techniques for financial management in health services settings, blending theory and practice through lecture, discussion and case analysis. This course also examines major sources of public and private health services funding. Prerequisites: PHPM 601 and PHPM 605 or PHPM 606.

**PHPM 624 HEALTH CARE FINANCIAL MANAGEMENT II.**
An intermediate course on health finance and managerial accounting - the second in a two-course sequence. Advanced financial decision analysis and cost accounting concepts and tools will be covered. Cases are extensively used. The final third of the course is structured as a series of workshops for a team project in which students develop a long-range financial plan, including the impact of strategic projects and sensitivity analysis, for a hypothetical hospital. Prerequisites: PHPM 601, PHPM 605 or PHPM 606, PHPM 623.

**PHPM 631 HEALTH INFORMATION MANAGEMENT SYSTEMS.**
Course introduces computer-based information systems, architectures and applications in the management of health services organizations. It addresses systems designs, data management systems, data access and communications, and the implications of expanding technological capacities for information management systems. Prerequisites: PHPM 601, PHPM 605 or 606.

**PHPM 633 HEALTH LAW & ETHICS.**
Course covers torts, contract law, corporate liability, malpractice, key federal and state regulations, and records management relative to health care. Important health case law is discussed. Ethical considerations are discussed as they relate to the law and management of health delivery systems. Prerequisites: PHPM 601, PHPM 605 or 606.

**PHPM 640 HEALTH POLICY AND POLITICS.**
This course examines public and private sector institutions responsible for health policy development at the national and state levels, the interaction of national and regional health systems to create and implement rural health policies, and public programs providing health coverage, particularly those targeting rural residents. Prerequisite: PHPM 601.

**PHPM 661 INTRODUCTION TO HEALTH ECONOMICS.**
Provides basic concepts in economic theory and analysis applied to health care delivery in the United States. Course addresses supply and demand issues for health services, reimbursement systems and health insurance. Course addresses issues in health delivery in a competitive market and public sector involvement. Prerequisite: PHPM 601.

**PHPM 680 HEALTH SYSTEMS LEADERSHIP.**
Provides opportunity to integrate essential content presented in health policy and management curriculum by assessing issues confronted by health service organizations leaders and employing tools acquired in prior courses to address the issues. Prerequisites: PHPM 601, PHPM 606, PHPM 614, PHPM 617, PHPM 623, MHA students only.

**PHPM 684 PRACTICUM.**
Field placement experience where students work closely with a departmental faculty member and (an) appropriate field professional(s) applying skills and techniques acquired through course work. Prerequisite: Approval by student’s academic advisor. Satisfactory/Unsatisfactory grade option only.
FACULTY MEMBERS

MICHAEL A. MORRISEY, PhD
Department Head, Professor.
Research Interest: network adequacy in health insurance exchanges, price transparency, and physician services markets

JAMES ALEXANDER, PhD
Associate Professor; Coordinator of Practicum Services.
Research Interest: Small rural hospital leadership

JACK BUCKLEY, MBA
HPM Executive in Residence.
Research Interest: Governance and economic impact of health care in the community

JEFFREY J. HATALA, PhD
Assistant Professor, Director, MPH Program.
Research Interest: Public health systems & service research, rural health, health policy & vulnerable populations, and nutrition, physical activity, obesity & related conditions.

MURRAY CÔTÉ, PhD
Associate Professor; Director, MHA Program.
Research Interest: Health care operations, including patient flow, capacity planning and management, demand forecasting, and nurse staffing and scheduling

JANE BOLIN, BSN, JD, PhD
Professor; Director, Southwest Rural Health Research Center.
Research Interest: Disability research, chronic disease management, health law and ethics

ALVA FERDINAND, DrPH
Assistant Professor.
Research Interest: effectiveness of public health laws, state and federal regulation of health care, community health development, and obesity
BITA KASH, PhD, MBA, FACHE
Associate Professor.
Research Interest: Organizational performance, nursing home staffing and costs, workforce issues, strategic planning and marketing in the healthcare sector

HYE-CHUNG KUM, PhD
Associate Professor.
Research Interest: Data Science, Data Mining, Analytics, Health Informatics, Health services research using large administrative and EHR data, health information systems

DARCY McMAUGHAN, PhD
Assistant Professor.
Research Interest: Estimating the prevalence of elder abuse in nursing homes, encouraging antibiotic stewardship in long term care, and investigating unlicensed board and care homes

ROBERT OHSFELDT, PhD
Professor.
Research Interest: Economics of health system regulation, cost effectiveness analysis

BARBARA QUIRAM, PhD
Professor; Director, Office of Special Programs and USA Center for Rural Public Health Preparedness.
Research Interest: Public health infrastructure, rural community emergency planning

TIFFANY RADCLIFF, PhD
Associate Professor.
Research Interest: Health economics, health policy, and health services research
“Building an excellent school and educational program is like building an excellent health care system...

It is about good people pursuing an ambitious vision.”
Elizabeth Arana
999 WEST VILLA MARIA #607
BRYAN, TEXAS 77801
(832) 260-1004 · EARANA@SPH.TAMHSC.EDU

EDUCATION

2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2014
Stephen F. Austin State University, Nacogdoches, Texas
Bachelor of Science, Health Science

WORK EXPERIENCE

2014 - Present
Administrative Intern, Brazos Valley Women’s Center, Bryan, Texas
• Assist in patient check-in, check-out, and scheduling as needed
• Greet patients and answer busy multi-line phone system; screen calls and refer callers when necessary
• Participate in assigned administrative research such as physician compensation and price comparison

Summer 2015
Administrative Intern, CHI St. Luke’s The Woodlands Hospital, The Woodlands, Texas
• Graduate Administrative Intern
• Participated in system and campus strategic planning processes
• Planned and coordinated organizational events

Spring 2014
Student Intern, Nacogdoches Memorial Hospital, Nacogdoches, Texas
• Promoted and coordinated wellness events
• Provided local health education with the Healthy Nacogdoches Coalition
• Input data, designed flyers, and disseminated health information as needed
• Participated in grant funded projects and community outreach events

2012 & 2013
Camp Instructor, Stephen F. Austin State University, Nacogdoches, Texas
• Coached and instructed over 50 young softball players ranging in ages 12-18
• Taught softball players the fundamentals to fielding and hitting on both an individual and group basis

LEADERSHIP ACTIVITIES AND AWARDS

• Vice President of Program Events, Association for Future Healthcare Leaders, 2015
• Recipient of the American College of Healthcare Executive’s Albert W. Dent National Scholarship, 2015
• Awarded the Kathy McGough Award as Stephen F. Austin State University’s Academic Athlete of the Year, 2014
• Student Athlete Advisory Council Member, Stephen F. Austin State University, 2014
• Division I Softball Team Captain, Stephen F. Austin State University, 2012-2014
• Named a Capital One Academic All-American: Third Team, 2013 and 2014
• Recipient of a Stephen F. Austin State University Academic Excellence Scholarship, 2010-2014

PROFESSIONAL AFFILIATIONS

• Student Member, American Society for Quality, 2015 to present
• Student Associate, American College of Healthcare Executives, 2014 to present
• Student Member, Medical Group Management Association, 2014 to present
Jessica L. Bond
210 FIDELITY ST.
COLLEGE STATION, TEXAS 77840
(325) 725-6592 ∙ JBOND@SPH.TAMHSC.EDU

EDUCATION
2013-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2013
University of North Texas, Denton, Texas
Bachelor of Arts, Sociology, Minor in Management

WORK EXPERIENCE
Summer 2015
Rolling Plains Memorial Hospital, Sweetwater, Texas
• Graduate Administrative Intern

2014 - 2015
Admission Receptionist, Central Texas Endoscopy Center, Bryan, Texas
• Responsible for efficiently running front office, checking patients in for procedures
• Creating patient endoscopy records, taking payments
• Assisting in verifying patient benefits in order to maintain office efficiency and timely procedure start times

Spring 2014
Capital Equipment Analyst, MEMdata, College Station, Texas
• Conduct product research on configurations and technical specifications of requested equipment and related products
• Solicit bids on equipment, analyze quotes, compile financial reports
• Relay all information to hospital in a timely manner in order to help customers make informed decisions regarding capital equipment purchases for their respective facilities.

2013 - 2014
Community Assistant, The Zone Student Apartments, College Station, Texas
• Field resident complaints and phone calls, log packages, record resident maintenance requests
• Give property tours, assist new residents in completing lease paperwork, as well as various administrative tasks to maintain customer satisfaction

2010 - 2013
Assistant Secretary, OXO Family Partnership, Sweetwater, Texas
• Create and manage spreadsheets to assist in ranch efficiency, including employee time sheets and livestock feed logs
• Responsible for equipment inventory and maintenance, receiving of shipments for OXO Wildlife Management, and maintenance of medical and health records for livestock
• Assisted in preparing files for taxes

LEADERSHIP ACTIVITIES AND AWARDS
• Committee Member, External Administrative Committee, Association of Future Health Care Leaders, 2013
• Committee Member, Learning and Development Committee, Institute for Healthcare Improvement, 2013- 2014
• Volunteer, Big Event, Texas A&M University, 2015
• Volunteer, Feed the Kids, Sweetwater, Texas, 2015

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2013 to present
• Student Member, Medical Group Management Association, 2013 to present
• Student Member, Institute for Healthcare Improvement, 2013 to present
Noah M. Clevenger
2208 HIGH POINTE DRIVE
CORINTH, TEXAS 76210
(940) 390-8798 · NCLEVENGER@SPH.TAMHSC.EDU

EDUCATION

2014-Present
Texas A&M University Health Science Center,
 School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2008 - 2012
Texas A&M University, College Station, Texas
Bachelor of Science, Kinesiology- Basic Exercise Physiology
Minor in Business Administration

WORK EXPERIENCE

2013 - Present
St. Joseph Regional Health System- Orthopaedic Associates, College Station, Texas
• Medical Office Assistant III
• Assisted in ensuring Meaningful Use requirements were fulfilled to secure CMS
  reimbursements for 2014 by maintaining and educating other clinical staff on proper medical
  record documentation
• Ensured all medical and office staff are up to date and complying with Joint Commission
  regulations, resulting in The Joint Commission Accreditation for 2014
• Supports the clinical and business operations of the specialty clinic

Summer 2015
Centennial Medical Center, Frisco, Texas
• Administration Intern
• Assisted the administration team with the 2016 Business Plan through strategic analysis
  and planning, residential development data, and DFW Hospital Council (DFWHC) database
  reporting
• Coordinated and trained Centennial Medical Center directors and staff on Lean Daily
  Management
• Improved operations in multiple departments through the use of lean principles

2013
Diagnostic Foot Specialists, College Station, Texas
• Medical Assistant/ Office Associate
• Assisted attending Podiatrist with medical procedures and other assigned office tasks

2012 - 2013
Texas A&M University Department of Recreational Sports, College Station, Texas
• Strength & Conditioning Attendant, Head Strength & Conditioning Attendant
• Supervised attendants, implemented department policies, and performed risk management
  throughout the facility

2010 - 2012
Texas A&M University Athletic Department, College Station, Texas
• Athletic Training Student
• Worked along side team physicians and certified athletic trainers to provide treatment to
  Texas A&M’s Swimming and Diving and Football teams

LEADERSHIP ACTIVITIES AND AWARDS

• Communications Chair, MGMA-Texas A&M Health Science Center Student Chapter, 2015-2016
• Certified Quality Improvement Associate, American Society for Quality, 2015
• Head Strength & Conditioning Attendant, Department of Recreational Sports, Texas A&M University, 2012-2013
• Head Athletic Training Student, Texas A&M Football, Texas A&M University, 2011-2012
• Fish Camp Counselor, Texas A&M University, 2008-2011
• Big Event Volunteer, Texas A&M University, 2008, 2009
• Eagle Scout, Boy Scouts of America, 2005

PROFESSIONAL AFFILIATIONS

• Student Member, Medical Group Management Association, 2015 to present
• Member, American Society for Quality, 2015 to present
Kenneth Cortes-Barreto
313 LINCOLN AVE APT 034
COLLEGE STATION, TEXAS 77840
(787) 969-3313 • KCORTESBARRETO@SPH.TAMHSC.EDU

EDUCATION
2014-Present  Texas A&M University Health Science Center, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2007 - 2013  University of Puerto Rico, Mayagüez, Puerto Rico
Bachelor of Science, Industrial Engineering, Magna Cum Laude

WORK EXPERIENCE
2015 - Present  Graduate Administrative Intern, University Pediatric Association (UPA), College Station, TX
• Implement Culture Management Project to enhance the practice behavior and performance
• Design the physician’s practice protocols in the PCC platform
• Manage scheduling project to reduce the number of reschedule appointments using DMAIC methodology

Summer 2015  Graduate Administrative Intern, Florida Hospital Celebration Health, Kissimmee, FL
• Supported cost/waste reduction project awarded 1st place in the Florida Hospital PI contest
• Assisted RTLS (Real Time Location System) project by analyzing the surgery department resources data
• Managed the surgery department daily compliance dashboards

Spring 2014  Industrial Engineer, Banco Popular (BPPR), San Juan, PR
• Assisted Loss Mitigation Green Belt Project defining areas of improvements for the new CFPB regulations
• Supported MSP platform implementation by ensuring activities needed were successfully completed
• Implemented vendor management strategic plan to measure the supplier’s performance

Fall 2014  Capstone Project, CIRACET Corp. (Medical Consulting), Ponce, PR
• Designed scenarios to support prevention of readmission in patients by maintain them with a healthy state
• Defined the technology platform to keep all patient records as a database
• Acquired patients demographics and health status statistics using hospital and previous research databases

2012  Co-op Student, AMGEN Manufacturing Limited, Juncos, PR
• Created metrics and report to measure Supply Chain Planners performance
• Reduced completion time and information variability in Supply Planning Reports using a Metrics Matrix
• Managed on-time delivery of reclassified product by ensuring activities needed were completed

LEADERSHIP ACTIVITIES AND AWARDS
• Vice President, Institute for Healthcare Improvement (IHI), Texas A&M University, College Station, TX
• HFMA Texas Gulf Coast Chapter, Student Scholarship, College Station, TX, 2015
• University of Alabama, 9th Annual Health Administration Case Competition, Elected Participant, 2015
• Lean Six Sigma Yellow Belt Training Certificate, Mayaguez and San Juan, PR, 2011 & 2014
• Published the “Comparative Analysis of Student Self-Reflections on Course Projects” paper to the EJEE Journal, 2013
• Institute of Industrial Engineers (IIE) Annual Conference & Expo, Research Poster Presenter, Orlando, FL, 2012
• 32nd Annual Puerto Rico Interdisciplinary Scientific Meeting (PRISM), Research Poster Presenter, 2012

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2015 to present
John S. Creel
309 COONER ST.
COLLEGE STATION, TEXAS 77840
(307) 277-4126 • JCREE@SPH.TAMHSC.EDU

EDUCATION

2014-Present  Texas A&M University Health Science Center, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2011  The University of Wyoming, Laramie, Wyoming
Bachelor of Business Administration

2008 - 2010  Casper College, Casper, Wyoming
Associate of Business Administration

WORK EXPERIENCE

Summer 2015  Administrative Intern, Abilene Regional Medical Center, Abilene, TX
• Assisted the hospital in obtaining Primary Stroke Center Certification
• Developed a means of tracking employed physician and facility lease contracts
• Participated in initiatives designed to increase operating room efficiency and overall throughput

2014 - Present  Capital Equipment Analyst, MEMdata LLC, College Station, TX
• Conducted product research on market pricing, configurations and technical specifications of requested medical equipment for hospitals across the United States
• Entrusted with up to 20 projects at a time with a total assigned value of $5,809,545
• Negotiated pricing on capital equipment resulting in $2,147,571 of identified savings
• Compiled detailed reports for requested equipment and presented it to clients

2012 - 2014  Operations Integrity Lead, Xerox Government Healthcare Solutions, Cheyenne, WY
• Trained, worked, and assisted in the management of multiple departments
• Processed and reviewed medical claims for the Wyoming Medicaid program
• Planned and lead operations, privacy, and security training sessions
• Designed, implemented and maintained various efficiency and monitoring projects

Summer 2011  Business Analyst Intern, Xerox Government Healthcare Solutions, Cheyenne, WY
• Gathered materials for internal and external company audits
• Assisted in the enrollment of providers into the Wyoming Medicaid program
• Maintained system and user documentation

LEADERSHIP ACTIVITIES AND AWARDS

• Second Year Vice President, Medical Group Management Association, 2015 to present
• Academic Scholarship Recipient, ACHE-SETC, 2015
• MHA Faculty Award Scholarship Recipient, Texas A&M University, 2015
• AUPHA McGaw Scholarship Recipient, Texas A&M University, 2015
• Student Volunteer, The Big Event, 2015
• First Year Vice President, Medical Group Management Association, 2014-2015
• Student Volunteer, Texas Reds Festival, 2014
• Volunteer Speech and Debate Judge, Wyoming High School Forensics Association, 2009 - 2014

PROFESSIONAL AFFILIATIONS

• Student Member, American College of Healthcare Executives, 2015 to present
• Student Member, American Society for Quality, 2015 to present
• Student Member, Medical Group Management Association, 2014 to present
EDUCATION

2014-Present
Texas A&M University Health Science Center, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2009 - 2013
Texas A&M University, College Station, Texas
Bachelor of Science, Biomedical Science

WORK EXPERIENCE

2013 - Present
Office Associate/Medical Assistant, St. Joseph Health System, College Station, TX
• I work in the front office handling all phone calls, checking patients in and out, handling all medical records, taking and manipulating all payments, scheduling appointments, organizing and inserting all paperwork in charts, scheduling labs and other orders, performing admits, verifying insurance, handling some referrals, and fulfilling any other requests of the patients or physicians. Also, I help as a medical assistant through on-the-job training. This includes basic, non-invasive nursing procedures including rooming patients and point-of-care testing.

2011 - 2012
Research Technician, Texas A&M University, College Station, TX
• I was responsible for maintaining the different cells in culture, keeping the lab clean, running various tests on the cells once fully grown in culture, and analyzing experimental results.

Summer 2009
Lab Assistant, East Texas Asphalt, Lufkin, TX
• Helped test the quality of the asphalt produced, cleaned and organized the lab, and filed paperwork for customer accounts.

Summer 2008
Office Assistant, East Texas Asphalt, Lufkin, TX
• Performed various tasks around the office including; logging account information into spreadsheets, shredding, filing, answering the phone, and cleaning the office.

LEADERSHIP ACTIVITIES AND AWARDS

• University Honors as Magna Cum Laude, Texas A&M University, College Station, TX
• Published in Circulation, an American Heart Association Journal, 2011 - 2012
• Membership to Sigma Alpha Lambda Honor Society, Texas A&M University, College Station, TX, 2011 - 2013
• Membership to Phi Kappa Phi Honor Society, Texas A&M University, College Station, TX, 2011 - 2013
• Membership to Phi Eta Sigma Honor Society, Texas A&M University, College Station, TX, 2010 - 2013
• Elected to Attend National Youth Leadership Forum on Medicine, Houston, TX, 2009

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2014 to present
• 2nd Year Vice President, Association for Future Healthcare Leaders, 2015 to present
• Vice President of Social Affairs, Association for Future Healthcare Leaders, 2014-2015

PUBLICATIONS

Hazel Hernandez
102 BOB O’ LINK COURT
SOUTHLAKE, TEXAS 76092
(817) 760-3788 – HHERNAND@SPH.TAMHSC.EDU

EDUCATION
2013-Present Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2013 Texas A&M University, College Station, TEXAS
Bachelor of Arts, Psychology (Minor in Sociology)

WORK EXPERIENCE
Summer 2015 Graduate Intern, Strategy and Planning, Texas Health Resources, Arlington, TEXAS
• Responsible for analyzing strategic and operation opportunities across the system
• Develop key inputs for the strategic plans for the system and its entities
• Assist in the strategic planning process, including all strategic, market, and competitive
  analytics which inform strategy, strategic planning, business development, strategic
  marketing, capital budgeting, and investment decisions for the system, its zones, entities,
  and affiliated physician groups
• Proficient use of Tableau and Alteryx, a relational database program

2014 - Present ACO Coordinator and Data Analyst, HealthPoint Community Health Centers, Bryan, TEXAS
• Track patients’ progress through preventive measures, meaningful use methods, C3, and
  GPRO
• Conduct audits on ACO enabled Medicare patients and update BVCAA’s attribution list
  quarterly
• Conduct quality process improvement, process mapping and research, data collection
  and analysis, and special projects such as ER visits and inpatient discharges, preventive
  measures tracking, and workflow assessments
• Proficient use of EMR software, eClinical Works

2012 Intern, Texas Office of the Attorney General, Bryan, TEXAS
• Assist state attorneys in representation of litigation cases involving child support
• Collect specimens used for paternity tests
• Assist child support officers with mediation sessions

2011 Research Associate, Texas A&M Psychology Department, College Station, TEXAS
• Conduct research experiments associated with tactile sensitivity
• Collect, analyze, interpret, and extrapolate from this data

LEADERSHIP ACTIVITIES AND AWARDS
• Treasurer/ Finance Chairman, Medical Group Management Association, 2015- 2016
• Communications and Outreach Chairman, Medical Group Management Association, 2014-2015
• Certified Quality Process Analyst, American Society for Quality - 2015
• IHI Open School Certificate of Completion- Basic Level - 2015
• Project Coordinator, Healthcare Utilization and Quality Culture of Patient Safety at St. Joseph Regional Health Center Project, 2015
• CPR and AED Certified, American Heart Association, 2015
• Team Member, Cleveland Clinic Case Competition, 2015
• HealthPoint Volunteer, Annual Brazos Valley Hispanic Health Fair, 2014
• Team Member, ACHE North Texas Case Competition, 2014
• Nursery Volunteer, Christ’s Way Baptist Church, 2014- Present
• Six Sigma - White Belt Certified, 2014

PROFESSIONAL AFFILIATIONS
• Member, American Society for Quality, 2015- Present
• Member, Institute for Healthcare Improvement, 2014- Present
• Member, American College of Healthcare Executives, 2014- Present
• Member, Medical Group Management Association, 2014- Present
Stephanie C. Ibarra
3502 PALOMA RIDGE DRIVE
COLLEGE STATION, TEXAS 77845
(512) 578- 8117 ∙ SIBARRA@SPH.TAMHSC.EDU

EDUCATION
2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2014
Texas A&M University, College Station, Texas
Bachelor of Science, Psychology (Minor in Neuroscience and Spanish)

WORK EXPERIENCE
Summer 2015
Baylor Scott and White, College Station, Texas
• Graduate Administrative Intern

2015 - Present
St. Joseph Health System, College Station, Texas
• Inform appropriate department of patient’s arrival; Pull charts and files to assist with patient flow
• Obtain and enter new patient demographics; update patient information, including charges, payments and related data, as necessary in the computer system to maintain accuracy for billing
• Use EMR to generate information necessary for billing
• Maintain appointment book; schedule follow-up appointments, and contact no-shows and cancelled appointments to reschedule to ensure that no patient is lost to follow-up
• Complete necessary paperwork, obtain signatures as needed, and review all forms for accuracy and completion

2012 - 2015
Texas A&M University Division of Marketing and Communications, College Station, Texas
• Monitor phone calls and emails and responsible for all Spanish inquiries
• Facilitated campus walking tours of the University both in English and Spanish
• Assist in setting up, working and cleaning events hosted by the department
• Assist with event and media projects
• Complete promotional item requests

LEADERSHIP ACTIVITIES AND AWARDS
• Student Member, Texas A&M Public Health Student Association, 2014-Present
• Student Member, Association of Future Healthcare Leaders, 2014-Present
• Student Member, Medical Group Management Association, 2014-Present
• Speaker Data Base Coordinator, Muster Committee, 2012-2014
• Staff Assistant, The Big Event, 2012-2014
• St. David’s Neal Kocurek Scholar, 2010-Present

PROFESSIONAL AFFILIATIONS
• American College of Healthcare Executives, 2014 to present
Jesus Lechuga
13318 QUIET WOOD CT.
HOUSTON, TEXAS 77038
(281) 813-2621 · JLECHUGA@SPH.TAMHSC.EDU

EDUCATION

2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2014
Texas A&M University, College Station, Texas
Bachelor of Arts, Biology (Minor in Business Administration)

WORK EXPERIENCE

Summer 2015
Administrative Intern, Houston Methodist West Hospital, Houston, TX
• Coordinated with the leadership team of all service lines to prepare the annual strategic plan that resulted in the foundation of the hospital’s budget and direction for 2016
• Investigated a cost reduction strategy for catering services across the hospital that resulted in the exploration of a new GL code and restructuring of catering charges

2015 - Present
Research Assistant, Texas A&M University Mays Business School, College Station, TX
• Conducting research on cancer patients and their experience with health care
• Surveying literature to develop articles on cancer patients and their experiences with a desired outcome of improving the cancer patient’s experience

2015 - Present
Risk Manager, Arthritis & Osteoporosis Clinic of Brazos Valley, College Station, TX
• Update, implement, and inform the doctors & staff on HIPAA and OSHA regulations
• Keep Meaningful Use documentation current
• Register new patients and schedule appointments for patients
• Translator for Spanish speaking patients

LEADERSHIP ACTIVITIES AND AWARDS

• Sponsorship Committee Member, National Forum for Latino Healthcare Executives
• President, Institute for Healthcare Improvement, Student Chapter, TAMU
• Benefits Committee Member, Healthcare Financial Management Association, Gulf Coast Chapter, Houston, TX

PROFESSIONAL AFFILIATIONS

• American College of Healthcare Executives-SETC, Houston, TX
• Healthcare Financial Management Association, Gulf Coast Chapter, Houston, TX
• Association for Future Health Care Leaders, Student Chapter, TAMU
Katesha E. Murrell-Dann
4050 PENDLETON DR. APT. 925
BRYAN, TX 77802
(979) 739-1324 ∙ MURRELL-DANN@SPH.TAMHSC.EDU

EDUCATION

2013-Present  Texas A&M University Health Science Center, School of Public Health, College Station, Texas
               Master of Health Administration (MHA)
               Degree expected May 2016.

2007 - 2011  Texas A&M University, College Station, Texas
             Bachelor of Science, Sociology

WORK EXPERIENCE

Summer 2015  Brazos Valley Women’s Center, Bryan, Texas
             • Graduate Administrative Intern

2014 - Present  Administrative Fellow, The Physicians Centre Hospital, Bryan, TX
                • Processes all new hire paperwork in a timely and accurate manner
                • Assists with time and attendance records in the ADP systems and prepares time and attendance submittals for payroll processing in a timely and accurate manner
                • Assists with the coordination of benefits for all employees
                • Maintains all employee records in a current status and maintains the strictest confidentiality with regard to those records
                • Assists with the coordination of the employee recognition program, new employee orientation, fun committee, and other employee morale/encouragement projects

2011 - 2014  Business Operations Specialist, City of Bryan, Bryan, Texas
              • Collaborated with senior staff to produce time and cost effective strategies regarding job related issues
              • Corresponded with various companies contracted by employer to ensure accuracy and promptness in completion of contracted duties
              • Maintained time management and organization of work load to in order to meet required deadlines
              • Assisted in the training aspect of both new and current employees

2008 - 2011  Student Worker, Central Texas Veterans HealthCare System, College Station/Temple, Texas
              • Communicated with patients, clinical staff and coworkers in both emergent and non-emergent situations
              • Completed class offerings and training opportunities to retain and become advanced in issues regarding assigned job duties to include such topics as ethics in the healthcare environment
              • Confirmed accuracy and completeness of documents and applications regarding health care services before distributing to the appropriate supervisor

LEADERSHIP ACTIVITIES AND AWARDS

• Ellis Bonner Scholarship Recipient, National Association of Health Services Executives, 2015
• Volunteer, Health Hullabaloo, Texas A&M Health Science Center, 2015
• Volunteer, Food for Families, City of Bryan, 2013
• Volunteer, Aggieland Rotary Club, 2013

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2014 to present
• Student Member, National Association of Health Services Executives, 2015 to present
Tony L. Nguyen
2500 SANDSTONE CT.
ARLINGTON, TEXAS 76001
(817) 821-4652 · TLNGUYEN@SPH.TAMHSC.EDU

EDUCATION

2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2014
Baylor University, Waco, Texas
Bachelor of Science, Biology (Minor in Business Administration)

WORK EXPERIENCE

Summer 2015
Administrative Intern, Johns Hopkins Hospital, Baltimore, Maryland
• Completed 24 projects for various administrators, providers, and consultants
• Gathered & analyzed AHRQ PSIs in order to determine ranking outcomes on U.S. News & World Report
• Completed ICU/PACU Surgical Demand Analysis to assist administration in determining bed shortages and to find the optimal number of staffed bed utilization for an increased capacity
• Gathered charge and cost data using Microsoft Access over Carotid Duplex Ultrasound in order to assist a physician in his research.
• Analyzed pharmacy cost data for the department of surgery to find which service lines have the highest drug cost and what drugs are being used per physician.

2014
Intern, Texas ENT and Allergy, Bryan, TX
• Created patient charts for the doctors in order for smoother care coordination for all 7 clinics
• Checked eligibility for all Medicaid patients within given appointment month
• Created an intern booklet for all incoming interns

2014
Team Leader, North Texas ACHE Case Competition
• Placed Top 6 in Case Competition
• Completed all deliverables within a very short turnaround time period
• Liaison between team members, faculty, and executive coach

2013
Member, European Business Seminar
• Met with many business executives around Europe who lecture and gave tours of their company providing insight into how different companies were managed and goals set for the future
• Provided insight into cultural, social, and political aspects of each country visited

2013
Undergraduate Member, Baylor in Brazil
• Worked with Dr. Robert & Eva Doyle and public health graduates to educate church members in order to empower them to continue to educate the community
• Gave presentations over various topics including bullying and child safety

LEADERSHIP ACTIVITIES AND AWARDS

• ACHE-SETC Congress Scholarship, 2015
• American Society of Quality: Quality Process Analyst, 2015
• Introduction to SQL certification, 2014
• CPR & First Aid Certification, 2012

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2014 to present
• Treasurer/Student Member, Healthcare Finance Management Association, 2014 to present
Rachel A. Norman
300 HOLLEMAN DR. E #3101
COLLEGE STATION, TEXAS 77840
(281) 435-6260 • RNORMAN@SPH.TAMHSC.EDU

EDUCATION
2014-Present  Texas A&M University Health Science Center, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2014  Texas A&M University, College Station, Texas
Bachelor of Science, Allied Health

WORK EXPERIENCE

Summer 2015  Texas Children’s Hospital
• Quality and Outcomes Management Intern

2015 - Present  Registration Representative, St. Joseph Regional Health Center – Brazos Valley Sports Medicine
• Responsible for registering all patients, managing files, greeting patients, and entering old patient data into the new system

2014  Runner, The Ellison Firm, College Station, Texas
• Responsible for compiling records, assisting in file management
• Managing outgoing/incoming mail, proofread and type files
• Interfacing with clients and manage office administrative procedures

2007 - 2010  University Health Teaching Hospital, Shreveport, Louisiana
• Shadowed the Director of Revenue
• Participated in Medicare meetings, patient discharge meetings, and daily administrative rounds

Summer 2011  Physician Observer, Kirkwood Medical Associates,
• Approximately 100 Shadowing hours
• Observed daily duties and processes including family care, worker’s compensation, and interaction with hospital administration staff

LEADERSHIP ACTIVITIES AND AWARDS
• Vice President of Finance, Association of Future Health Care Leaders, 2015 to present
• Certified Quality Improvement Associate (CQIA), 2015 to present
• IHI Open School Basic Certificate Completion
• Buck Weirus Spirit Award, Association of Former Students, 2014
• 2014 Class President, Texas A&M University, 2011-2014
• Selection’s Committee for President’s Award of Academic Advising, Texas A&M University, 2011 and 2013

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2014 to present
• Student Member, Institute for Health Care Improvement
Hannah R. Parks
355 GEORGE BUSH DRIVE E
COLLEGE STATION, TEXAS 77840
(512) 966-4504 · HPARKS1@SPH.TAMHSC.EDU

EDUCATION
2014-Present  Texas A&M University Health Science Center, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2014  Texas A&M University, College Station, Texas
Bachelor of Science - Health

WORK EXPERIENCE
Summer 2015  Graduate Administrative Intern, Baptist Medical Center – San Antonio, TX
• Facilitated Lean Daily Management mini-Kaizen events throughout hospital departments
• Coordinated and executed an ER Operational Improvement project to increase throughput
• Standardized OR supply restocking process within General Surgery and Orthopedic Surgery ORs

2014 - Present  Administrative Assistant - Center for Orthopaedic Specialties – Bryan, TX
• Delivered high quality customer service through patient and physician correspondence
• Improved efficiency of patient services through surgery estimates and workers compensation claims
• Assisted practice administrator and surgery scheduler with administrative duties

2014 - Present  Instructional Designer - Texas A&M Department of Health and Kinesiology
• Design and develop online courses, online orientations and department projects
• Train new employees on instructional design and the uses of Adobe Captivate
• Formalize project standards through creating templates and setting project guidelines

2012 - 2014  Volunteer, St. Joseph Regional Health Center – Bryan, TX
• Volunteered in Day Surgery, Nursery, NICU, Emergency Room, Labor and Delivery and Volunteer Services

Summer 2013  Field Staff, Kanakuk Kamps – K-Kauai Family Kamp – Branson, MO
• Led children and families in camp activities and led girls youth in small group discussions
• Helped run an efficient camp through housekeeping, lifeguarding, camp office and kitchen

Summer 2011  Substitute, Community Montessori School, Georgetown, TX
• Assisted the Guide with classroom management and child development activities

LEADERSHIP ACTIVITIES AND AWARDS
• President (2015-2016) and First-Year Vice-President (2014-2015), Association for Future Healthcare Leaders (ACHE)
• Competitor, The George McMillan Fleming Case Competition at UT School of Public Health, 2015
• Certified Quality Process Analyst – American Society for Quality, 2015
• Program Assistant, ACHE Congress on Healthcare Leadership - Chicago, 2015
• Volunteer, HFMA Gulf Coast Texas Chapter, 2015
• Student Senator, Texas A&M Student Government Association, 2013-2015
• Student Representative, Texas A&M Student Health Services Advisory Committee, 2013-2015
• Student Representative, Texas A&M Student Health Insurance Advisory Committee, 2014-2015
• Team Leader, Challenge Girls Club, 2006-2015
• Small Group Leader, Sigma Phi Lambda, 2012-2014

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2014 to present
• Student Member, Healthcare Financial Management Association, 2014 to present
• Student Member, Medical Group Management Association, 2014 to present
EDUCATION
2014-Present  
Texas A&M University Health Science Center,  
School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2016.

2006 - 2010  
University of Houston – Clear Lake, Houston, Texas  
Bachelor of Healthcare Administration

WORK EXPERIENCE
Summer 2015  
Texas Health Harris Methodist Hospital – Southwest– Fort Worth, Texas  
• Graduate Administrative Intern  
• Shadowed the President of Texas Health Southwest Fort Worth and his executive team on their daily tasks and attended pertinent meetings. Meeting themes included: budget plans, environment of care, strategic vision, physician integration, expansion plans, developments in construction, and board meetings  
• Created a cost analysis in excel for both the Pharmacy and Orthopedic Surgery departments. The analysis identified over $100,000 in supply item upcharges from specific vendors and other non-supply cost cutting measures to decrease the overall cost per case in total hip and knee surgeries for a seven physician orthopedic group  
• Rotated through most departments in the hospital including: surgery, radiology, physical therapy, pharmacy, quality, engineering, the intensive care unit and labor & delivery  
• Prepared and presented a competitor analysis of physicians in the area and targeted promising candidates to conduct surgeries in the new operating rooms under construction in Professional Office Building 2

2013 - 2014  
University of Texas MD Anderson Cancer Center – Houston, Texas  
• Patient Service Coordinator  
• Conveyed important information regarding available services such as catheter maintenance and procedures to patients and family members  
• Managed patient schedules to ensure smooth transition from one appointment to the next  
• Updated relevant patient information in order to maintain an accurate patient medical record  
• Maintained confidentiality of patient information in accordance with HIPPA

2008 - 2011  
Z Fast Shop - College Station, Texas  
• Assistant Manager  
• Handled a cash flow of $80,000 and increased revenue by 30% by incorporating price and advertisement changes  
• Created a work schedule for all employees and also maintained a healthy working relationship with different vendors to provide efficient communication  
• Sustained a friendly environment for all customers by engaging in welcoming conversations  
• Ensured quality customer service assisting consumers with their product selection  
• Trained and mentored new employees to work in their respected positions

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives - 2012 to present  
• Student Member, Medical Group Management Association – 2014 to Present  
• Student Member, Association for Future Healthcare Leaders - 2014 to present  
• Local Financial Resource Manager – Camp Mosaic Project – Summer 2011
Joshua N. Rivera
2401 WELSH AVE APT 218
COLLEGE STATION, TEXAS 77845
(813) 404-0306 ∙ JORIVERA@SPH.TAMHSC.EDU

EDUCATION
2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2004 - 2008
University of Notre Dame, Notre Dame, Indiana
Bachelor of Arts, English

WORK EXPERIENCE
Summer 2015
Administrative Intern, CommUnityCare Health Centers, Austin, Texas
• Conducted new service line (Endocrinology) research and implementation projections analysis
• Strategic Planning and Development analysis anticipating future growth of East Austin and Manor
• Assisted with 5S site improvement implementation plan for network of clinics
• Assisted Grants Manager with designing grants department onboarding information for new hires
• Assisted with application composition for HRSA Increased Access Grant
• Content Author for CommUnityCare Patient Centered Medical Home (PCMH) Comprehensive Plan
• Implementation of clinic processes to improve DSRIP Category 3 metrics fulfillment at two clinic sites
• Conducted Provider Satisfaction Survey at primary internship site and created action plan

2014 - Present
Capital Equipment Analyst, Premier Inc., College Station, Texas
• Responsible for more than $1.3 Million in identified savings for clients
• Developed and maintained relationships with clients, including supply chain managers, CFOs, and CEOs
• Utilize resources to identify vendors of equipment and obtain the best product configuration and price
• Developed strong negotiation skills through daily interaction with vendor sales staff
• Enhanced professional report preparation skills through compiling and submitting savings reports
• Supply any technological and equipment specifications and data as requested by client
• Meet deadlines that adhere to MEMdata and client standards

2008 - 2014
Senior Patient Advocate, Pharmacy Administrative Solutions, Inc., Tampa, Florida
• Managed more than 1000 patient cases, requiring the monitoring of patient applications, requesting refills, and correspondence with health care providers
• Assisted Vice President with conceptualizing and management of the RxYes! Program to increase medication accessibility for the uninsured, serving over 200 patients
• Worked with Hillsborough County local government plan to provide cost savings of over $10M annually
• Direct communication with patients of diverse economic and social backgrounds
• Responsible for conceptualizing forms and composing written correspondences that are used daily
• Completed Certified Application Counselor training to assist enrollment in the Healthcare Exchange

LEADERSHIP ACTIVITIES AND AWARDS
• President, Healthcare Finance Association, Texas A&M Chapter May 2015 to Present
• Recipient, Dr. Jeptha W. Dalston Academic Scholarship, American College of Healthcare Executives- South East Texas Chapter, August 2015
• Recipient, Healthcare Financial Management Association- Gulf Coast Chapter, May 2015
• Recipient, Association of University Programs in Health Administration Scholarship, March 2015
• Six Sigma Green Belt (CSSGB License 13445) June 2015
• Member, Knights of Columbus, Council 7201, May 2014
• Recipient, Certificate of Distinction, Notre Dame Alumni Association, May 2008

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2014 to Present
• Student Member, American Society for Quality, 2015 to Present
Jared L. Schaefer
8068 RED OAK ROAD
NORTH ZULCH, TEXAS 77872
(562) 201-6995 · JSCHAEFER@SPH.TAMHSC.EDU

EDUCATION
2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2007 - 2013
Franklin University, Columbus Ohio
Bachelor of Science in Healthcare Management

2000 - 2003
Central Texas College, Killeen Texas
Associates in General Studies

Military courses: Senior leaders course-2013, Advanced leaders course-2006, Primary leaders’ development course-2004

WORK EXPERIENCE
Summer 2015
Brooke Army Medical Center, San Antonio, Texas
• Graduate Administrative Intern

2014 - Present
United States Navy, Health Service Collegiate Program
• Attending Texas A&M University towards Master of Health Administration degree
• Maintain physical requirements for active military duty
• Communicate with Navy recruiting command in order to maintain eligibility requirements

2012 - 2014
Veterinary Services Department, Naval Medical Research Unit No. 6, Lima, Peru
• Manage AAALAC accredited facility and ensure compliance of all DoD and federal rules and regulations
• Responsible for the care of all laboratory animals across all animal use protocols
• Supervise, train and mentor staff and maintain all records

2010 - 2012
Fort Leavenworth Veterinary Treatment Facility, Ft. Leavenworth Kansas
• Supervise practice managers from five veterinary treatment facilities
• Manage all aspects of clinical and business operations at the Leavenworth Veterinary Treatment Facility
• Supervise and train military and civilian employees
• Responsible for the deployability of assigned Soldiers and military working dogs

1999 - 2010
Various military positions, Vilseck Germany; Lackland AFB San Antonio; Yongson Korea; Fort Hood Texas
• Veterinary facility manager
• Surgery section leader at Department of Defense Military Working Dog Center
• Senior line medic with 2/7 Cavalry, 1CD responsible for the medical readiness of assigned soldiers

LEADERSHIP ACTIVITIES AND AWARDS
• IHI student organization semester long project activity coordinator, 2015
• Volunteer Big Event Community Support Activity, 2015
• Volunteer Brazos Valley Animal Rescue, 2014-2015
• Volunteer Texas Reds Festival, 2014

PROFESSIONAL AFFILIATIONS
• Student Member, American College of Healthcare Executives, 2014 to present
• Student Member, Medical Group Management Association, 2014 to present
• Student Member, Institute for Healthcare Improvement, 2014 to present
Sarah C. Tucker

718 VASSAR COURT APT A
COLLEGE STATION, TEXAS 77840
(903) 241-8726 • STUCKE1@SPH.TAMHSC.EDU

EDUCATION

2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2010 - 2014
Texas A&M University, College Station, Texas
Bachelor of Science in Health (Minor in Business Administration)

WORK EXPERIENCE

Summer 2015
Administrative Intern, St. Joseph Regional Health Center, Bryan, Texas
• Worked closely with Senior Service Line on the development of a new senior wellness center by creating and administering surveys to seniors and providers, conducting a literature review on existing senior wellness center, and worked with team with building design plans and decisions for services to include.
• Utilized project management skills for the Women’s Service Line and with the Chief Nursing Officer on programs such as Texas Children’s neonatology contracts, OB Hospitalist program, Nursing Shared Governance, etc.

2014 - Present
Care Coordinator, HealthPoint, Bryan, Texas
• Creating a continuum of care for our Accountable Care Organization (ACO) patients by tracking their hospitalizations to ensure proper follow up visits, etc.
• Working on tracking measures for pap testing, referrals, previsit planning, group visits, and panel management.

2014 - Present
Initiative’s Specialist, HealthPoint, Bryan, Texas
• Using Excel to input/track measures as cycle times, demand, activity, patient satisfaction surveys, third next available appointment, and provider panels on a daily, weekly, and monthly basis.
• Helping administration with marketing tasks such as creating fliers and brochures.
• Attending various meetings to take minutes and understand the specialties within a Federally Qualified Health Center such as adult and pediatric behavioral health, dental, and clinic manager meetings.
• Creating work flow analysis to examine the efficiency of various health positions.

Spring 2014
Intern, UT Health Northeast, Tyler, Texas
• Involved in a DSRIP 1115 waiver project focused on creating and implementing a program to integrate primary and behavioral healthcare services specifically for patients suffering from depression.
• Created 4 self-care management classes for depression, created a training program for mental health workers, and completed the community health worker course.

LEADERSHIP ACTIVITIES AND AWARDS
• TORCH MHA Student Award & Scholarship, April 2015
• MGMA Student Chapter Secretary, September 2014-Present

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2015 to present
• Student Member, Medical Group Management Association, 2014 to present
• Student Member, Institute for Healthcare Improvement (IHI), 2015-Present
• Student Member, American Society for Quality (ASQ), 2015-Present
Caroline M. Uptmore
4456 REVEILLE RD
COLLEGE STATION, TEXAS 77845
(281) 684-5686 ∙ CUPTMORE@SPH.TAMHSC.EDU

EDUCATION
2014-Present  Texas A&M University Health Science Center, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2009  Baylor University, Waco, Texas
Bachelor of Science, Anthropology (Minor in Chemistry)

WORK EXPERIENCE
Summer 2015  Baylor Scott & White All Saints Medical Center, Fort Worth, Texas
• Graduate Administrative Intern

2014 - Present  EMR Project Manager, Central Texas Heart Center, Bryan, Texas
• Provide comprehensive EMR training and technical support for over 45 physicians, nurses, and staff
• Implement EMR customizations and updates
• Successfully leading team in Meaningful Use Attestation
• Aid in the implementation, maintenance and management of the practice’s lab interface, eCardio interface and patient portal
• Directly supervise 3 Data Abstractors, 4 Access Coordinators and 1 Process Improvement Evaluator

2012 - 2013  Independent Caregiver, Houston, Texas
• Provided non-licensed, in-home medical and personal care for individual clients

2009 - 2012  Implant Treatment Coordinator, Heart of the Brazos Oral and Facial Surgery, Waco, Texas
• Assisted doctor during surgery using specialized knowledge of dental implants
• Educated patients and referring doctors regarding dental implant technology, surgical procedures, dental and medical insurance
• Sold major surgical cases
• Managed inventory and financial accounts and charts of patients

2004 - 2008  Intern, Hillcrest Hospital, Waco, Texas
• Observed Hillcrest Trauma Team during surgical, clinical and administrative activities

LEADERSHIP ACTIVITIES AND AWARDS
• Six Sigma Green Belt Certified (SSGBC), 2015
• President, Medical Group Management Association (MGMA), TAMHSC Student Chapter, 2015 - Present
• Community Student Employee of the Year Nominee, Texas A&M University, 2015
• Participant, University of Alabama at Birmingham 2015 Case Competition, Texas A&M University, 2015
• Participant, Cleveland Clinic 2015 Case Competition, Texas A&M University, 2015
• Vice President, Medical Group Management Association (MGMA), TAMHSC Student Chapter, 2014 - 2015
• Dean’s List, Baylor University, 2007 & 2008
• Eta Sigma Phi (National Latin Honor Society), Baylor University Gamma Omega Chapter, 2007
• Lambda Alpha (National Anthropology Honor Society), Baylor University Kappa Chapter, 2007
• Yell Leader, Baylor University, 2003 - 2007 (Captain 08/05-01/07)

PROFESSIONAL AFFILIATIONS
• Student Member, American Society for Quality (ASQ), 2015 to present
• Student Member, Institute for Healthcare Improvement (IHI), 2014 to present
• Student Associate, American College of Healthcare Executives (ACHE), 2014 to present
• Student Member, Medical Group Management Association (MGMA), 2014 to present
Anila Voora

4151 WELLBORN RD. #3103
BRYAN, TX 77801
(559) 288-2037 · AVOORA@SPH.TAMHSC.EDU

EDUCATION

2014-Present    Texas A&M University Health Science Center, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2008 - 2012    University of California Irvine, Irvine, CA
Bachelor of Arts, Economics

2008 - 2012    Irvine Valley College, Irvine, CA
Certificate of Proficiency, Accounting

WORK EXPERIENCE

Summer 2015    Administrative Intern, St. Joseph’s Regional Health Center, College Station, TX
• Spearhead WasteBusters project to boost productivity measures in 25 departments and cut costs for activities by 15%
• Serve as Capital Budget Process liaison to coordinate requests from over 100 department directors and vice presidents; develop spreadsheet for 2015-2016 fiscal year
• Develop and implement new Business Case Template to follow Catholic Health Initiatives (CHI) requirements and assist in promoting projects consistent with CHI merger

2014 - Present    Quality Improvement Coordinator, Arthritis and Osteoporosis Clinic of Brazos Valley, College Station, TX
• Implement Meaningful Use Stage 2, perform quality improvement checks on performance measures and maintain all required core measures above 95%
• Serve as liaison for HIPAA and OSHA trainings, train staff members, and develop risk management protocols (emergency plan, fire safety) for the practice
• Coordinate implementation and use of NextGen EHR; train 5 new employees; ensure increased patient satisfaction with online Patient Portal

2011 - Present    Accountant, PBL Engineering, Irvine, CA
• Coordinate with 3rd party to review AR aging, collect outstanding balances, analyze invoice discrepancies and detail reimbursement analysis to vendors
• Create P&L statements for CPA/ Tax Manager prior to internal audit/ tax filing and generate tax reports detailing revenue performance trends and reported corporate sales tax figures for 5 years for IRS
• Invoicing and AR for Anheuser Busch, Nestle, and Brighton Engineering – over 200 projects monthly; prepared month end closing entries, applied cash receipts, and bank deposits

LEADERSHIP ACTIVITIES AND AWARDS

• Director of Learning & Development, Institute for Healthcare Improvement, 2015 to present
• Vice President of Finance, Institute for Healthcare Improvement, 2014 to present
• AUPHA Scholarship Recipient
• MHA Faculty Scholarship Award
• Distinguished Member of Dean’s Honor Roll, University of California Irvine
• Order of Merit Award Nominee, University of California Irvine

PROFESSIONAL AFFILIATIONS

• Member, American College of Healthcare Executives (ACHE), Student Chapter
• Member, American Society for Quality, Student Chapter

CERTIFICATIONS

• Certified Six Sigma Green Belt
David Watkins
115 GRANDVIEW PLACE
SAN ANTONIO, TEXAS 78209
(210) 860-8599 • DWATKINS@SPH.TAMHSC.EDU

EDUCATION
2014-Present
Texas A&M University Health Science Center,
School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2016.

2004 - 2008
Texas A&M University, College Station, Texas
Bachelor of Arts, International Studies

WORK EXPERIENCE
Summer 2015
Veterans Affairs War Related Illness & Injury Study Center, East Orange, New Jersey
• Graduate Administrative Intern, Facility Director Mentee, Project Lead

2009 - Present
Life Skills Program Supervisor/Facility Director, John Templeton Home, College Station, TX
• Manage the daily activities of a healthcare service outreach program. Direct supervisor as well as accountant and coordinator of program events.
• Coordinate with the state government to report progress updates as well as maintaining a strong relationship.
• Daily supervision of several employees to include creating schedules, providing performance feedback and managing the program budget of annual $300k.

2010 - 2011
Universal/Paramount Promoter/Event Planner, College Station, TX
• Organized and coordinated events promoting upcoming movies. Distributed merchandise and complimentary tickets for upcoming movies.
• Created loyal following within student community base increasing trust with company.
• Directly planned for 5 events as well as creating a social network group with over 600 members.

2007 - 2008
Club G+ Club Promoter/Concierge/Event Coordinator, Hangzhou, China
• Promoted specific events for the venue including concerts and promotional nights.
• Trained in culturally sensitive business practices in order to accommodate every client’s needs and wants with complete respect.
• Increased club attendance for special events by more than 22% as compared to previous year. Raised revenue for events by 18% as compared to previous years.

LEADERSHIP ACTIVITIES AND AWARDS
• Cadet Major, Texas A&M Corps of Cadets, 2004 – 2008
• Member, Beta Tau Omega Service Fraternity, 2005 to present
• Academic Achievement Award, maintain GPA of 3.5, 2004 to 2006
• General OR Simpson Corps Honor Society, 2005 to present
• Project Lead, Veterans Affairs Provider Recognition Program: developing a recognition program for providers seeking certification in post deployment healthcare specialization.
HEALTH POLICY & MANAGEMENT

Our degree programs integrate instruction, research, and practice. We offer programs in Master of Public Health and Master of Health Administration as well as a Ph.D. in Health Services Research.

The faculty and many of the students are engaged in substantial research and outreach efforts through several research and/or training focused centers and programs. Many other students are employed in hospitals, physician groups and other health organizations.

The School of Public Health offers state-of-the-art classrooms, labs, and offices that support the work of our department, students and faculty. The Department’s talented faculty and several academic programs rely on these resources to serve a diverse student body at College Station and at several distance education sites across Texas.

**Master of Health Administration Program**

The Master of Health Administration (MHA) program in the Texas A&M Health Science Center’s Department of Health Policy and Management is a professional degree program intended for students pursuing administrative practice in health service related settings.

We offer two tracks where you may earn the MHA degree: 1) the Resident MHA track for students embarking on their career in health administration and 2) the Executive MHA track for working, mid-career healthcare professionals.

**Executive Master of Health Administration Program**

The Executive Master of Health Administration (MHA) track of the MHA program is specifically tailored to mid-career healthcare professionals. This 12-course, 48-credit hour master’s degree takes 24 months to complete, is taught one weekend a month, and is conveniently located at the Houston Campus of the Texas A&M Health Science Center.

We are seeking mid-career healthcare professionals with demonstrated experience in healthcare management and leadership who need formal management knowledge to enhance their career.

The Executive MHA curriculum is deliberately structured to provide contemporary health administration content and knowledge including population health, “big data” and analytics, economic analysis, finance, quality, operations, human resources, law and ethics, strategy, marketing, and health policy. The core emphases are on the leadership skills and practices required to address the range of issues currently facing provider organizations (e.g., health systems, hospitals, physician offices and group practices, clinics, and Accountable Care Organizations), managed care organizations, health insurers, and a variety of other organizations that supply or support public or private health service organizations.

The course sequence for the Executive MHA is lock-step with no electives. Courses are taught in-person one weekend a month for 24 months. Each course is taught over two consecutive months with instruction occurring primarily through intense weekend classes supported with online content between weekends.
**Master of Public Health Program**
The mission of the MPH program is to develop effective public health policy makers, leaders, and practitioners through education, practice, research and service to advance the public’s health, especially rural or underserved communities.

The vision of the MPH program is to be a leading program in developing public health policy makers, leaders, and practitioners who will provide leadership for their organizations, communities, state, and nation based on a strong commitment to ethics, integrity, service and the practice of public health’s core functions of assessment, policy development and assurance.

The Master of Public Health (MPH) degree is accredited by the Council on Education of Public Health (CEPH). This accreditation attests to the quality of an educational program that prepares our students for entry into public health professions. The Texas A&M School of Public Health is also consistently ranked by US News and World Report as one of the top 25 Graduate Programs in the nation. We continue to pursue a level of excellence surpassing accreditation standards.

**PhD in Health Services Research**
The Ph.D. in Health Services Research is designed to prepare students to conduct high quality research addressing important health services issues. The Ph.D. program receives research support from the Center for Healthcare Organizational Transformation, the Program on Disability, Aging and Long-Term Care, and from the Southwest Rural Health Research Center. The doctoral program prepares students for research or teaching concerning issues related to access, cost, or quality in health care. It provides intensive education in research methods and opportunities for advanced training in health policy, organization theory, and health economics along with applied knowledge in specific substantive areas of health policy or management.