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The Master of Health Administration (MHA) Program within the Texas A&M University’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 the needs of a diverse society. The MHA Program is accredited by the Commission on Accreditation of Healthcare Management Education (CAHME), ranked as one of the top graduate 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 (NCHL) that helped shape and develop the MHA Program’s competency model.

The MHA Program offers two tracks of study: 1) Resident track intended primarily for early careerists and 2) Executive track intended primarily for working healthcare professionals with at least five years of increasing healthcare work experience and responsibility. The Resident track is taught on the Texas A&M University main campus in College Station and the Executive track is taught in the Texas Medical Center (TMC) in Houston. The Resident track was the first offering by the MHA Program and the first cohort graduated in 2001. The 15th Resident track cohort graduated in May, 2016 and there are now over 250 MHA Program alumni. With the strong network of MHA Program alumni, as well as faculty and staff dedicated to the success of our students, the MHA Program provides many opportunities for students to become effective health leaders in today’s health services organizations.

The 57 credit-hour Resident track of the MHA Program can be completed within 21 months full-time or 33 months part-time. Our students engage in a rigorous and well-defined curriculum, including a required 10 week summer internship that allows them to apply classroom knowledge within a health services organization. Upon graduation, our students have been very successful in gaining administrative fellowships or entry-level jobs in a wide range of healthcare settings both within Texas and across the United States.
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 Quality and Process Improvement
- 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 QUALITY AND PROCESS IMPROVEMENT.
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

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

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

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

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.
BITA KASH, PhD, MBA, FACHE
Associate Professor.
Research Interest: Organizational performance, nursing home staffing and costs, workforce issues, strategic planning and marketing in the health-care 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

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

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

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
TIMOTHY CALLAGHAN, PhD
Assistant Professor.
Research Interest: Health politics, Medicaid coverage and expansion, health insurance marketplace enrollment and regulation, lobbying in the health sector, state politics, public opinion, executive politics, survey design

DAVID WASHBURN, ScD, SM
Assistant Professor.
Research Interest: Global health, health policy, health systems analysis, strategic & capital planning, the diffusion of innovations, decision-making behavior, access to care

CASON SCHMIT, JD
Assistant Professor.
Research Interest: Law as a social determinant of health; health information technology; health information exchanges; privacy, confidentiality, and security of health information; public health reporting and surveillance; pharmacists’ vaccination authorities

ALVA FERDINAND, DrPH
Assistant Professor.
Research Interest: effectiveness of public health laws, state and federal regulation of health care, community health development, and obesity
“Building an excellent school and educational program is like building an excellent health care system...

It is about good people pursuing an ambitious vision.”
EDUCATION

2015-Present  Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2007-2012  Texas A&M University, College Station, Texas  
Bachelor of Business Administration, Marketing

WORK EXPERIENCE

Summer 2016  Graduate Intern, Baylor Scott & White Medical Center, College Station, Texas  
• Joint commission data collection and auditing  
• Creating, preparing, and presenting educational and competency material for frontline staff

Fall 2011  Froyoyo Advertising Campaign  
• Developed, created, and presented graphics for an advertising campaign for Froyoyo owners

Fall 2011  Muldoon’s Coffee House Online Marketing  
• Developed and outlined an online marketing campaign to increase brand awareness and customer retention in the Bryan/College Station area  
• Utilized Google AdWords in creating, monitoring and maintaining online ads through real-time diagnostic reports

LEADERSHIP ACTIVITIES AND AWARDS

• Graduated Magna Cum Laude, Summer 2012  
• Treasurer of the Healthcare Finance Association, Fall 2015  
• Completed BSWH STEEP Academy Fast Track Certification, 2015  
• Completed IHI Open School Quality & Safety certificate, 2015  
• Fluent in reading, writing, and speaking Arabic

PROFESSIONAL AFFILIATIONS

• Student member, Healthcare Finance Association, 2015-Present
EDUCATION

2015-Present  
Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2010-2015  
Brigham Young University – Idaho, Rexburg, Idaho  
Bachelor of Communication, Public Relations

WORK EXPERIENCE

Summer 2016  
Graduate Intern, The Physicians Centre Hospital, Bryan, Texas  
• Assisted office duties including creating medical records and scheduling patient office visits, surgeries, and imaging  
• Created all patient-related office forms and display media for physician practice  
• Filed EHR Hardship Exemption for physician practice resulting in retaining $14,000 in revenue

2016-Present  
The Physicians Centre Hospital, Bryan, Texas  
• Administrative Assistant

2015-2016  
Graduate Assistant, A.P. Beutel Student Health Center, Texas A&M University  
• Generated databases for student PHQ-9 responses  
• Created presentation media for Director of Medical Services  
• Assisted in developing new, full insurance model for the clinic  
• Planned spatial requirements for each clinic component for new student health facility

2014-2015  
Madison Memorial Hospital, Rexburg, Idaho  
• Public Relations Account Manager (Intern)

2010-2014  
Service Porter, Durant Toyota, Hudson Oaks, Texas  
• Directed customer service initiatives  
• Diagnosed mechanical issues via test-driving customer vehicles  
• Trained five additional service porters

2006-2008  
Full-time Missionary, The Church of Jesus Christ of Latter-day Saints  
• Organized weekly and monthly training meetings in regard to communication skills and time management  
• Analyzed weekly and monthly metrics to determine goal-oriented, actionable plans  
• Provided six week and three months training sessions for new missionaries

LEADERSHIP ACTIVITIES AND AWARDS

• 1st Counselor in Young Men’s Presidency, The Church of Jesus Christ of Latter-day Saints, 2016  
• Vice President of Communication, Association of Future Healthcare Leaders, 2015-2016  
• Gordon B. Hinckley Communicator Award, Brigham Young University-Idaho, 2015  
• Elder’s Quorum President, The Church of Jesus Christ of Latter-day Saints, 2014  
• Certified Range Master, Cub Scouts-Boy Scouts of America, 2011  
• Wolf and Bear Den Leader, Cub Scouts-Boy Scouts of America, 2010-2011  
• Youth Sunday School Teacher, The Church of Jesus Christ of Latter-day Saints, 2013-2015  
• Eagle Scout, Boy Scouts of America, 2003

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2016-Present  
• Student Member, Medical Group Management Association, 2016-Present  
• Student Member, Healthcare Financial Management Association, 2016-Present
Chelsi L. Borders  
CBORDERS@SPH.TAMHSC.EDU  
(903) 987-4235

EDUCATION

2014-Present  
Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2012-2014  
Texas A&M University, College Station, Texas  
Bachelor of Science, Health

2010-2012  
Kilgore College, Kilgore, Texas  
Associate of Science, General Studies

WORK EXPERIENCE

Summer 2016  
Graduate Intern, College Station Medical Center, College Station, Texas  
• Shadowed upper-level management  
• Gathered Emergency Department admit data in order to plan future staffing  
• Designed and implemented patient satisfaction survey in supporting clinics  
• Assisted with marketing projects  
• Participated in clinic and hospital rounds

2014-Present  
Sleep Lab Registrar, College Station Medical Center, College Station, Texas  
• Responsible for scheduling and retaining patients on clinic schedule  
• Communicate with admissions and physician’s office for orders  
• Record and report data on clinic process improvements  
• Assist with bronchoscopies and EKG’s in the Respiratory department

2012-2014  
Hyperbaric Attendant, Wound Care, College Station Medical Center, College Station, Texas  
• Responsible for taking vitals and monitoring patients during treatment  
• Assisted with chamber maintenance and cleaning equipment  
• Provided relief for nurses when needed  
• Filled in as receptionist when needed, answering phones and scheduling patients

2013-2014  
Community Assistant, Campus Village at College Station, College Station, Texas  
• Gave tours of the property to prospective residents and followed up with them  
• Signed leases and screened applicants  
• Handled resident issues

LEADERSHIP ACTIVITIES AND AWARDS

President, Texas A&M Ducks Unlimited, 2015-2016  
• 2015-#1 Collegiate Chapter, Grand Slam Collegiate Award, Highest Collegiate Profiting Event, Mallard Award, Diamond Event, President’s Elite  
Social/Public Relations Officer, Texas A&M Ducks Unlimited, 2013-2014  
• 2014-Diamond Event and President’s Elite  
• 2013-#1 Collegiate Chapter, Mallard Award, Diamond Event, President’s Elite

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2014-Present
EDUCATION

2014-Present  
Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2005-2009  
Texas A&M University, College Station, Texas  
Bachelor of Science, University Studies in Agriculture  
Minor in Business Administration, Agricultural Economics

WORK EXPERIENCE

Summer 2016  
Graduate Intern, Tomball Regional Medical Center, Tomball, Texas  
- Analyzed expenses and length of stay in a high-volume robotic surgery program  
- Performed in-depth analysis, identified trends, researched solutions to employee turnover  
- Participated in annual Strategic Planning event, including market and SWOT analysis

2015-Present  
EMR Project Manager, Central Texas Heart Center, Bryan, Texas  
- Researched practice performance data and analysis to enhance workflow performance  
- Trained practice physicians and staff members on EMR improvements and customizations  
- Completed national practice and specialist surveys  
- Supervised Indexing and Abstracting team

2015  
Medical Aid, University Pediatric Association, College Station, Texas  
- Obtained vital signs for more than twenty patients daily  
- Collected blood samples and performed laboratory tests  
- Researched and planned detailed in-office pediatric urgent care area

2011-2015  
CHI St Joseph Regional Health Center, Bryan, Texas  
2014-2015 EMS Billing Collections Associate  
- Executed collections practices; part of billing staff that collects > $400,000 per month  
- Created an EMT-Basic continuing education course that met certification criteria for Texas DSHS and the National Registry of Emergency Medical Technicians (NREMT)  
- Responded to 911 calls of medical emergencies in a rural and urban service  
- Recognized life-threatening conditions and delivered appropriate interventions  
- Emergent and non-emergent inter-facility transfer of patients  
- Trained and prepared new members of SJEMS for written and clinical skills assessments

2005-2011  
Medical Supervisor, DCI Biologicals LLC. College Station, Texas  
- Screened, processed, and examined applicants for potential plasma donation  
- Treated and managed adverse reactions in plasma donors  
- Managed and administered Hepatitis-B hyper-immunization program

LEADERSHIP ACTIVITIES AND AWARDS

- 2013-2015 Volunteer crossing guard at Greens Prairie Elementary School-College Station, Texas  
- 2015-Project Management Certification Texas A&M University, College Station, Texas  
- 2016-MGMA/ACMPE Leaders Scholarship

PROFESSIONAL AFFILIATIONS

- 2014-Present, Healthcare Financial Management Association (HFMA)  
- 2014-Present, Student Associate, American College of Healthcare Executives (ACHE)  
- 2015-Present, Institute for Healthcare Improvement (IHI)

CERTIFICATIONS

- 2016-ASQ Certified Six Sigma Green Belt (CSSGB)
EDUCATION

2014-Present  
Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2008-2012  
University of Alabama, Tuscaloosa, Alabama  
Bachelor of Science, Commerce and Business Administration in Healthcare Management

WORK EXPERIENCE

Summer 2016  
Graduate Intern, MEMdata, College Station, TX  
• Created a checklist for sourcing highly configurable equipment items.  
• Built a timeline of equipment arrival for a new facility  
• Helped build a client’s inventory database of approximately 5,000 items by inputting pertinent information into a client’s database

Summer 2014-Present  
Capital Equipment Analyst, MEMdata, College Station, Texas  
• Research and benchmark capital equipment pricing for hospitals  
• Negotiate pricing on service contracts, supply contracts, and capital equipment for hospitals  
• Construct benchmark pricing reports based on competitive market analysis

2012-2014  
Application Solutions Consultant, SuccessEHS, Birmingham, Alabama  
• Assisted clients in both practice management and clinical points of an Electronic Medical Record system  
• Helped clients try and achieve Meaningful Use incentives in order to collect Medicare and Medicaid incentive money  
• Served as the primary contact during both business and after hours to provide clients support in both critical and non-critical issues with the software that can impact cash and workflow  
• Assisted with the training of new employees for using the company’s product

Summer 2011  
Health Systems Intern, Tuscaloosa VA Medical Center, Tuscaloosa, Alabama  
• Directed a root cause analysis team to develop a new process for ordering labs  
• Coordinated and managed fall prevention programs  
• Prepared and analyzed safety reports for the Department of Veterans Affairs national database

LEADERSHIP ACTIVITIES AND AWARDS

• Vice President, Healthcare Finance Association, 2014-Present  
• Healthcare Management Student of the Year, 2012  
• Inductee, Alpha Kappa Psi Professional Business Fraternity, 2010  
• Sigma Alpha Lambda National Honor Society, 2009

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2010-2011
Oralia D. Gowan
OGOWAN@SPH.TAMHSC.EDU
(210) 748-7267

EDUCATION

2015-Present
Texas A&M University, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2017.

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

WORK EXPERIENCE

Summer 2016
Graduate Intern, North Central Baptist Hospital (NCBH), San Antonio, Texas
• Completed rotations in the clinical, clinical ancillary, and non-clinical departments at NCBH
• Completed rotations in various Regional functions such as, but not limited to, quality, risk management, etc.
• Attended committee, department, and board meetings
• Completed projects as needed by my preceptor and other staff

2016-Present
President, Institute for Healthcare Improvement (IHI), SPH Student Chapter
• VP of Compliance and VP of Operations reports to the President
• Plans, delegates, evaluates, sets goals, creates ideas, and sets direction of the organization
• Facilitates meetings of the organization and serve as official representative
• Motivates and recognizes the achievements of officers and members
• Ensures organization adheres to campus and organizational regulations

Spring 2016
Team member, University of Alabama at Birmingham’s 10th Annual Health Administration Case Competition, University of Alabama at Birmingham
• Gathered clinical data about the demographics
• Generated a pro-forma
• Found probable solutions to a population health study
• Created a PowerPoint presentation

2015-2016
Director of Communications, Institute for Healthcare Improvement (IHI), SPH Student Chapter
• Committee Chair, Marketing and Communications
• Maintained database to inform members of organizational events/information
• Created semester newsletters and flyers for upcoming events

LEADERSHIP ACTIVITIES AND AWARDS

• MGMA Southern Section Scholarship Recipient, 2016
• Phi Kappa Phi Honor Society, Texas A&M University Chapter, 2016-Present

PROFESSIONAL AFFILIATIONS

• Student Member, The American Society for Quality (ASQ), 2016-Present
• Student Member, Institute for Healthcare Improvement (IHI), 2016-Present
• Student Member, Healthcare Financial Management Association (HFMA), 2016-Present
• Student Member, Medical Group Management Association (MGMA), 2016-Present
• Student Associate, American College of Health Executives (ACHE), 2015-Present

CERTIFICATION

• Certified Quality Improvement Associate for American Society of Quality (ASQ), 2016-Present
• Certified Urban Emergency Medical Technician, 2012-2015
• Certified Wilderness Emergency Medical Technician, 2012-2014
• National Registered Emergency Medical Technician, 2013-2015
Sarah Hilton
SHILTON@SPH.TAMHSC.EDU
(713) 515-6574

EDUCATION
2014-Present
Texas A&M University, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2017.

2009-2013
Texas A&M University, College Station, Texas
Bachelor of Science, Biomedical Science
International Certificate in Cultural Competency and Communication in Spanish

WORK EXPERIENCE
Summer 2016
Graduate Intern, CHI St. Joseph Health, Bryan, Texas
• Completed internship activities for ACNO and Nursing Administration

Fall 2016-Present
Clinical Integration Project Manager, CHI St. Joseph Health, Bryan, Texas
• Responsible for maintaining oversight of all major projects and initiatives for Clinical Integration including the Medicare ACO, Clinical Integration communications, data reporting, and commercial ACO

2014-Fall 2016
Recruiter, CHI St. Joseph Health, Bryan, Texas
• Plans, organizes and implements cost-effective strategies to locate and recruit the best-qualified personnel to fill vacant positions in a timely manner

Fall 2013-2014
Employment Coordinator, CHI St. Joseph Health, Bryan, Texas
• Responsible for the implementation and completion of all functions related to the successful recruitment and on-boarding of all non-licensed clinical, administrative, and service positions

Fall 2013
Human Resources Assistant, CHI St. Joseph Health, Bryan, Texas
• Handle administrative functions for the Human Resources office
• Coordinate several programs required for effective Human Resources management

Spring 2012-Fall 2013
Information Desk Representative, CHI St. Joseph Health, Bryan, Texas
• Greet patients, customers, and other visitors as they enter or leave the hospital
• Help facilitate the flow of people into and out of the hospital

LEADERSHIP ACTIVITIES AND AWARDS
• Employment Request Committee Member, 2014-Present
• Staffing Advisory Committee Member, 2014-Present
• Employee of the Quarter Nominee, 2014, 2015
• United Way Campaign Co-Chair, 2015
• Bryan ISD Health Science Advisory Committee, 2015-Present
• Education Steering Committee Member, 2015-Present
• Catholic Health Initiatives Talent Acquisition Integration Team Member, 2015
• Productivity Task Force Member, 2016
• Catholic Health Initiatives Emergency Management-Texas Division, 2016

PROFESSIONAL AFFILIATIONS
• Student Member, Association of Future Healthcare Leaders (AFHL), 2014-Present
• Student Member, Institute for Healthcare Improvement (IHI), 2014-Present
• Member, American Society for Quality (ASQ), 2016-Present

CERTIFICATIONS
• ASQ Certified Six Sigma Green Belt (CSSGB)
Lauren A. Irlinger
LIRLINGER@SPH.TAMHSC.EDU
(407) 506-9757

EDUCATION

2015-Present  Texas A&M University, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2017.

2009-2013  University of Central Florida, Orlando, Florida
Bachelor of Science, Biology
Minor in Mass Communications

WORK EXPERIENCE

Summer 2016  Graduate Intern, CHI St. Joseph Physician Enterprise, College Station, Texas
• Developed a Business Case for a Contact Center project for the medical group
• Researched and created a document summarizing the MACRA legislation for management
• Attended and participated in Accountable Care Organization conferences

2016-Present  Risk Manager, Arthritis and Osteoporosis Clinic of Brazos Valley, College Station, Texas
• Create and enforce office procedures and policies in regards to HIPAA, OSHA and Meaningful Use
• Stay informed of new HIPAA, OSHA, and MACRA regulations to provide guidance in management decisions
• Organize, update, and provide employee trainings
• Assist manager with any administrative issues or tasks

2014-2016  Veterinary Technician, Texas A&M Institute for Preclinical Studies, College Station, Texas
• Provide complete anesthetic and surgical support to all preclinical procedures
• Write and update study protocols, AUPs, and SOPs
• Manage controlled and non-controlled drug inventory

2013-2014  Veterinary Technician, Banfield Pet Hospital, Orlando, Florida
• Assist with small animal preventative care, emergency care, client experience, and billing
• Provide surgical support for veterinary procedures
• Responsible for making appointments, receiving calls, and ensuring client satisfaction

LEADERSHIP ACTIVITIES AND AWARDS

• Recipient of Bright Futures Florida Academic Scholar Scholarship, 2009-2013
• Member, Phi Eta Sigma Honors Society, 2009-2013
• Member, Dean’s Honor List, University of Central Florida, 2009-2011

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2016-Present
• Treasurer, Medical Group Management Association, 2016-Present
• Director of Learning and Development, Institute for Healthcare Improvement, 2016-Present
• Director of Finance, Institute for Healthcare Improvement, 2015
Molly N. McKahan
MMCKAHAN@SPH.TAMHSC.EDU
(321) 442-1605

EDUCATION
2015-Present  Texas A&M University, School of Public Health, College Station, Texas
        Master of Health Administration (MHA)
        Degree expected May 2017.

2011-2014  University of North Florida, Jacksonville, Florida
        Bachelor of Science, Health

WORK EXPERIENCE
Summer 2016  Graduate Intern, Houston Methodist Hospital, Houston, Texas
        • Worked on database quality control and created recommendations for next steps
        • Created process maps for patient intake process including VIP patients
        • Assisted with administrative tasks (i.e. flex budget and patient demographic input)

2016-Present  Graduate Research Assistant, Center of Health Organization Transformation, School of Public Health, Texas A&M University, College Station, Texas
        • Developed strategies to improve employee and patient satisfaction
        • Conducted of qualitative analysis and literature review

2014-Present  Health Educator, Health Designs, Florida & Texas
        • Administer biometric health screenings
        • Face-to-face health coaching

2015  Admissions Receptionist, Central Texas Endoscopy Center, Bryan, Texas
        • Register patients for procedures and create patient charts
        • Verify personal and insurance information was correct in EHR

2013-2016  Lifeguard, Walt Disney World, Orlando, Florida
        • Identify and respond quickly in emergency situations
        • Converse with guests to address any issues

2012-2013  Volunteer, Shands Hospital, Pediatric ER, Neurology, NICU, TCU, Jacksonville, Florida
        • Assisted in administrative processes and met needs of patients
        • Transported patients to better their lives

LEADERSHIP ACTIVITIES AND AWARDS
• Second Year Vice President, Healthcare Finance Association, Texas A&M University, 2016-2017
• First Year Vice President, Healthcare Finance Association, Texas A&M University, 2015-2016
• Case Member, The George McMillan Fleming Center for Healthcare Management Case Competition [1st Place], 2016
• President, Phi Theta Kappa Honor Society, Xi Pi Chapter, Polk State College, 2010-2011
• Creator, Get Your Space On, Girl Scouts of West Central Florida, 2008-2010
• Board Member, Girl Scouts of West Central Florida, 2010-2011
• Silver Award, Girl Scouts of West Central Florida, 2007
• Florida Medallion Scholar, Florida Bright Futures Scholarship, 2011-2014

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2015-Present
• Student Member, Healthcare Finance Association, 2015-Present
• Student Member, Association for Future Healthcare Leaders, 2015-Present
Leanne Mladenka
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(972) 900-1587

EDUCATION
2015-Present  
**Texas A&M University, School of Public Health, College Station, Texas**  
Master of Health Administration (MHA)  
Degree expected May 2017.

2010-2014  
**University of Texas at Dallas, Richardson, Texas**  
Bachelor of Science, Business Administration in Healthcare Management

WORK EXPERIENCE

Summer 2016  
**Graduate Intern, Memorial Hermann Health System, Houston, Texas**  
- Attended executive meetings across the system, meeting/interviewing several professionals to gain exposure, and completing 3 major projects for my preceptor  
- Projects include a productivity analysis of the Sports Medicine/Rehabilitation Division, Leadership Score Cards for all of Ambulatory Services, and a Cancellation Report/Dashboard for Outpatient Imaging

2015-Present  
**Lead EMR Project Manager, Central Texas Heart Center PLLC, Bryan, Texas**  
- Manage and maintain the EMR System (NextGen)  
- Attestation of Meaningful Use (Stage 1 and 2) for 7 Cardiologists  
- Collaborate with ACO Coordinators to report PQRS and CQM data  
- Create and maintain the on-call, outreach clinic, and regular clinic schedules  
- Directly manage 5 Data Abstractors

Spring 2016  
**Graduate Intern, The Physician Centre Hospital, College Station, Texas**  
- Graduate Administrative Intern

Fall 2014  
**Medical Scribe, Doctor’s Hospital at White Rock Lake, Dallas, Texas**  
- Produced comprehensive medical notes for emergency room physicians within EMR System (MedHost)  
- Dictated laboratory and imaging results into the patient medical record

2014  
**Human Resources Intern, Frontier Communications, Allen, Texas**  
- Assisted with hiring and onboarding 100+ new employees  
- Created and implemented several employee engagement activities  
- Filed unemployment claims  
- Create custom letterhead for the Human Resources Department

LEADERSHIP ACTIVITIES AND AWARDS

- President, Medical Group Management Association (MGMA) Student Chapter, 2016-Present  
- First Year Vice President, Medical Group Management Association (MGMA) Student Chapter, 2015  
- Student Member, Association for Future Healthcare Leaders (AFHL), 2015-Present  
- Academic Scholarship Recipient, Dr. Jeptha W. Dalston FACHE (ACHE-SETC), 2016  
- Academic Scholarship Recipient, American College of Medical Practice Executives (ACMPE), 2016  
- Basic Certificate in Quality and Safety, Institute for Healthcare Improvement, 2016

PROFESSIONAL AFFILIATIONS

- Student Associate, American College of Healthcare Executives, 2015-Present  
- Student Member, Medical Group Management Association, 2015-Present  
- Student Member, Institute for Healthcare Improvement, 2015-Present
Amanda B. Morgan
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EDUCATION

2015-Present
Texas A&M University, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2017.

2011-2015
Texas A&M University, College Station, Texas
Bachelor of Science, Health

WORK EXPERIENCE

Summer 2016
Graduate Intern, Methodist Richardson Medical Center, Richardson, Texas
• Completed full business analysis for Women’s and Children’s services

2015-2016
Patient Coordinator, Brazos Valley Plastic Surgery, College Station, Texas
• Assist medical staff with minor surgeries
• Train new employees
• Manage patient files and insurance payments
• Coordinate office schedule and patient appointments
• Market new products in the office and on the company website

Fall 2014
Volunteer, Central Texas Sports Medicine & Orthopedics, Bryan, Texas
• Assisted Physical Therapist in rehabilitating patients
• Organized patient charts and appointments
• Complied with all safety and sanitation standards to maintain clean facility

Summer 2014
Observer, Pediatric Home Health – Melanie Rotz, Cypress, Texas
• Recorded observations of a Physical Therapist working with special needs children

Summer 2012
Volunteer, Omni Medical Center, Plano, Texas
• Assisted medical staff with patient appointments
• Managed office schedules and patient files
• Provided customer service in person and over telephone

LEADERSHIP ACTIVITIES AND AWARDS

• Second Year Vice President, Association of Future Health Care Leaders, 2016
• Vice President of Social Affairs, Association of Future Health Care Leaders, 2015
• Distinguished Member of Dean’s Honor Roll, Texas A&M University, 2014
• Frisco Education Foundation Outstanding Academic Achievement Scholarship, 2011

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2015-Present
• Student Member, Association of Future Health Care Leaders, 2015-Present
• Student Member, Medical Group Management Association, 2015-Present
Amrutha V. Patil
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(832) 289-8068

EDUCATION
2015-Present  Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2010-2014  The University of Texas at Dallas  
Bachelor of Science, Neuroscience  
Minor in Visual Arts

WORK EXPERIENCE
Summer 2016  Graduate Intern, CHI St. Luke’s - The Woodlands Hospital, Woodlands, Texas  
• Shadowed key leaders and executed several minor projects involving financial analyses and process improvement

2015-2016  E.M.R Project Coordinator, Central Texas Heart Center - Bryan, Texas  
• Assisted medical staff with the Electronic Medical Record system, NextGen  
• Student lead for Patient Experience: Coordinated communication and conflict resolution related to Patient Portal, implemented new media, technology, and patient satisfaction surveys  
• Co-created monthly call schedules for Cardiologists at the practice

2015  U.S. Program Manager, Indo-American Cancer Association (IACA) - Houston, Texas  
• Coordinated communication between oncologists and healthcare administrators in the U.S. and in India to help execute organization’s key non-profit programs : The Traveling Fellowship and Palliative Care Initiative  
• Organized finances and accounted for sponsorships and donations via quickbooks and excel  
• Managed events related to an annual meeting for all IACA members at the American Society of Clinical Oncologists in Chicago  
• Trained new program managers and analyzed the execution of programs to ensure high productivity

2014-2015  Tutor, Varsity Tutors - Houston, Texas  
• Tutored middle school and high school students and created assignments/lesson plans weekly

2013-2014  Care Aide, Angels of Care Pediatric Home Health - Richardson, Texas  
• Provided academic guidance and personal care for pre-teen with special

LEADERSHIP ACTIVITIES AND AWARDS
• Second Year Vice President, Medical Group Management Association Chapter at Texas A&M University, 2016-Present  
• Community Outreach & Events Chair, Medical Group Management Association Chapter at Texas A&M University, 2015-2016  
• President, United Nations Children’s Fund Chapter at University of Texas at Dallas, 2012-2013  
• George Harrison Fund for UNICEF Campus Challenge, Placed 2nd out of 250 U.S. college campuses, 2013  
• Academic Excellence Scholarship, University of Texas at Dallas, 2010-2014

PROFESSIONAL AFFILIATIONS
• Student Associate, American Congress of Healthcare Executives (ACHE), Oct 2015-Present  
• Student Associate Member, Medical Group Management Association (MGMA), Dec 2015-Present
Laura Kate Placke
LPLACKE@SPH.TAMHSC.EDU
(979) 716 7867

EDUCATION
2015-Present  Texas A&M University, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2017.
2011-2015  University of Texas at Austin, Austin, Texas
Bachelor of Arts, Psychology
Minor in Business

WORK EXPERIENCE
Summer 2016  Graduate Intern, Lourdes Senior Community, Waterford, Michigan
• Lived on campus, was able to participate in and observe organization 24/7
• Participated in market research to assess the current and future market position
• Initiated Nursing Home Food Service process improvement
2016-Present  Volunteer, CHI St. Joseph Health, Bryan, Texas
• Volunteer in the Human Resources Department
Summer 2014  Administrative Intern, Westminster Manor, Austin, Texas
• Worked in and shadowed various departments of continuing care retirement community
• Assisted with new employee orientation process
• Conducted resident satisfaction survey of independent living residents
2013  Office Intern, Capital City Village, Austin, Texas
• Non-profit dedicated to enabling seniors to live in their own homes
• Finalized and created organization policies and procedures
• Helped organize and lead a volunteer appreciation summit
Summer 2012  Office Assistant, Schneider, Krugler, Kleinschmidt & Weiser P. C., Giddings, Texas
• Performed various office tasks such as locating relevant case information, filing, and running office-related errands

LEADERSHIP ACTIVITIES AND AWARDS
• President of Association for Future Healthcare Leaders, 2016-2017
• First-Year Vice-President of Association for Future Healthcare Leaders, 2015-2016
• Business Foundation Program Certificate with High Distinction, University of Texas, Austin, Texas, 2015
• Membership to Phi Kappa Phi Honor Society, University of Texas, Austin, Texas, 2014-2015
• Girls on the Run Coach, Rodriguez Elementary and Jewish Community Center, Austin, Texas 2014-2015
• University of Texas College Scholar, University of Texas, Austin, Texas, 2013-2015
• Young Life Leader, Vista Ridge High School, Cedar Park, Texas, 2012-2015

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, Oct. 2015-Present
• Student Member, Institute for Healthcare Improvement
Robin Rhyn Smith
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(214) 799-9904

EDUCATION
2015-Present  Texas A&M University, School of Public Health, College Station, Texas  Master of Health Administration (MHA)  Degree expected May 2017.
2010-2014  Texas A&M University, College Station, Texas  Bachelor of Science, Community Health

WORK EXPERIENCE
Summer 2016  Graduate Intern, Children’s Health, Dallas, Texas  • Contributed to the implementation of a centralized scheduling team for Ambulatory Care  • Created an excel dashboard to track the progress of the new centralized scheduling team  • Built an excel dashboard to show providers their individual and specific clinic’s service excellence scores  • Assisted the administrative team with organizational projects
2015-Present  Quality Assurance Specialist, Brazos Valley Community Action Agency, Bryan, Texas  • Perform clinical audits that are required by the State of Texas  • Assist in Patient Centered Medical Home audits and action plans for clinics  • Assist administrative team with organizational projects
2013-2015  Pharmacy Clerk, Baylor Scott & White, College Station, Texas  • Interact with patients  • Dispense medication to patients following correct protocols  • Order, stock, and display gift items in pharmacy
Summer 2014  Guest Services Intern, Baylor Scott & White, College Station, Texas  • Manage volunteers and volunteer schedules  • Organize volunteer orientations  • Assist administrators with organizational projects
2011-2013  Shift Leader, Vanguard Veterinarian Association, College Station & Houston, Texas  • Interact with customers  • Manage crew, supplies, and finances for weekend clinic  • Administer vaccines and medication when needed to patients’ dogs and cats

LEADERSHIP ACTIVITIES AND AWARDS
• President, Healthcare Finance Association, 2016-2017  • Communication Chairman, Healthcare Finance Association, 2015-2016  • San Antonio Livestock and Rodeo Scholarship 2010-2014  • CIA Charities Foundation Scholarship, 2013  • Walton Family Foundation Scholarship, 2012  • Sandy Sokol Memorial Scholarship, 2010

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2016-Present  • Student Member, Institute for Healthcare Improvement, 2016-Present  • Student Member, Healthcare Financial Management Association, 2015-Present
Harsha Srikakolapu  
HSRIKAKOLAPU@SPH.TAMHSC.EDU  
(256) 542-7839

EDUCATION
2015-Present  
Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2012-2015  
University of Alabama in Huntsville, Huntsville, Alabama  
Bachelor of Science, Biological Sciences

WORK EXPERIENCE
Summer 2016  
Graduate Intern, Central Texas Sports Medicine & Orthopaedics, P.A., Bryan, Texas  
• Improve patient satisfaction and quality by administering CG CAHPS surveys, analyzing patient data, and collecting comment cards at checkout process  
• Review MU/PQRS measures to determine how we can provide efficient care  
• Analyze account receivables to remove nearly $40,000 of bad debt  
• Collaborate with The Physicians Centre Hospital to create a Joint Replacement Class

2016  
Customer Service Representative, Central Texas Sports Medicine & Orthopaedics, P.A., Bryan, Texas  
• Follow procedures to schedule patient appointments; respond to telephone inquiries from patients, physicians, employees and other internal and external customers regarding referrals and services offered  
• Provided training for new employees at the call center on EMR usage, clinic responsibilities, and financial functions  
• Greet customers in a courteous, friendly, and professional manner using agreed upon procedures

Summer 2015  
Quality Management Services Intern, Huntsville Hospital, Huntsville, Alabama  
• Review time and case studies to complete various projects on Patient Safety, Quality of Care, Infection Control, and Sepsis to improve processes of health care delivery  
• Participate on multi-disciplinary clinical quality improvement teams, and meet with HCAHPS vendors  
• Analyze data and recommend the most efficient and productive processes to accomplish department goals  
• Present project to Patient-Family Advisory Council on engaging families in direct care to improve quality of care and reduce readmission rates

LEADERSHIP ACTIVITIES AND AWARDS
• Student Governing Board Representative, Texas A&M Public Health Student Association, April 2016-Present  
• Vice President of Operations (2016-2017) and Vice President of Compliance (2015-2016), Institute of Healthcare Improvement  
• Consul, Student Government Association, April 2014 to December 2014  
• Distinguished Student Leader Award, University of Alabama in Huntsville, 2014  
• Founding Father/Colony Member, Risk Management Chair, Governing Committee, Scholarship Committee, Phi Kappa Psi, 2014  
• Student Senator, University of Alabama in Huntsville, 2013-2015  
• Presidential Volunteer Service Award–Bronze Level, United States of America, 2009  
• Eagle Scout, Boy Scouts of America, 2007

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2015-Present  
• Student Member, Institute for Healthcare Improvement, 2015-Present  
• Member, National Rural Health Association, 2013-Present
Megan C. Taubert
MTAUBERT@SPH.TAMHSC.EDU
(325) 518-7199

EDUCATION

2015-Present  
Texas A&M University, School of Public Health, College Station, Texas  
Master of Health Administration (MHA)  
Degree expected May 2017.

2011-2015  
Texas A&M University, College Station, Texas  
Bachelor of Science, Community Health

WORK EXPERIENCE

Summer 2016  
Graduate Intern, Abilene Regional Medical Center, Abilene, Texas  
• Participated in strategic planning processes for Marshall Steele Orthopedic Excellence program  
• Collaborated on action plan to improve HCAHPS scores  
• Assisted in various tasks in Accounting Department including various day-to-day activities of accounts payable

2015-Present  
Administrative Intern, Brazos Valley Women’s Center, Bryan, Texas  
• Responsible for Meaningful Use and Medicare PQRS attestation  
• Collecting and managing employee data, such as job descriptions and employee competencies  
• Greet patients and answer busy multi-line phone system; screen calls and refer callers to the appropriate personnel as necessary  
• Provide patient support through assistance in patient check-in, checkout, and scheduling as needed

Spring 2015  
Intern, Texas Children’s Hospital, College Station, Texas  
• Evaluated Girls Elevated 2015 event  
• Created spreadsheet and database for the Community Health worker at Texas Children’s Mobile Clinics  
• Took meeting minutes and distributed to meeting invitees  
• Assisted in various projects within Community Benefits/Government Relations Department

2013-2015  
Dean’s Office Assistant, Texas A&M University, College Station, Texas  
• Worked in College of Architecture Dean’s Office  
• Assisted in organization and operation of Camp ARCH  
• Set-up events for the college  
• Aided in miscellaneous office duties such as scanning, faxing, paging, and answering phones

LEADERSHIP ACTIVITIES AND AWARDS

• President, Aggie Alliance, Texas A&M University, 2014  
• Social Chair, Aggie Alliance Texas A&M University, 2013-2014  
• Member, Freshmen Leaders Advancing in Service and Honor (FLASH), Texas A&M University, 2011-2012

PROFESSIONAL AFFILIATIONS

• Student Associate, American College of Healthcare Executives, 2015-Present  
• Student Member, Medical Group Management Association, 2015-Present  
• Student Member, Institute for Healthcare Improvement, 2015-Present  
• Student Member, Healthcare Finance Association, 2015-Present
Travis S. Walters
twalters@sph.tamhsc.edu
(832) 248 5814

EDUCATION
2015-Present  Texas A&M University, School of Public Health, College Station, Texas
Master of Health Administration (MHA)
Degree expected May 2017.

2011-2015  Texas A&M University, College Station, Texas
Bachelor of Science, Biomedical Science
Minor in Business Administration

WORK EXPERIENCE
2015-2016  Graduate Intern, Houston Methodist Hospital, Houston, Texas
• Created centralized process for recovered patient items to improve the patient experience
• Supported DNV Stroke Accreditation team for annual Comprehensive Stroke

2012-Present  Transit Dispatcher and Driver, Texas A&M Transportation Services
• Manage operations of 16 bus routes, 110 buses, 300 personnel and over 350 shifts per diem

Summer 2014  Information Systems Intern, Inspira Health Network, Vineland, New Jersey
• First line phone support for an Electronic Health Systems transition to Siemens’ Soarian
• Exceeded patient sign-up goals as an account administrator for Inspira’s Patient Portal

LEADERSHIP ACTIVITIES AND AWARDS
• Vice President of Finance, Association of Future Healthcare Leaders, Texas A&M University, 2016-Present
• Student Services Chair, Texas A&M Student Senate, 2014-2015
• Vice President of Finance, Texas A&M University Interfraternity Council, 2014-2015
• Administrative Director, Interfraternity Council Leadership Development Program, 2015
• Recipient, ACHE-SETC Dan Wilford Academic Scholarship
• Selected for a $5,000 scholarship by a committee after review of application and essay with subsequent personal interview
First Place, George McMillan Fleming Center for Healthcare Management Case Competition
• Judged by a panel of industry judges as presenting the best solution to improve small business enrollment in the Massachusetts Health Insurance Exchange

SERVICES
Day Surgery Volunteer, CHI St. Joseph Regional Health Center, 2015-Present
• Weekly visits with responsibility to stock patient rooms, clean and organize guest areas, create and breakdown patient charts, and discharge patients via wheelchair

PROFESSIONAL AFFILIATIONS
• Student Associate, American College of Healthcare Executives, 2015-Present

CERTIFICATIONS
• Certified Quality Improvement Associate, American Society for Quality, 2016
The Department of Health Policy & Management in the Texas A&M University’s School of Public Health is home to three graduate programs: Master of Health Administration (MHA), Master of Public Health (MPH), and Doctor of Philosophy (PhD) in Health Services Research. Our degree programs integrate high quality instruction, cutting edge research, and timely and relevant practice. We create knowledge, we influence policy, and we shape leaders.

**Master of Health Administration Program**
The Master of Health Administration (MHA) Program is a professional degree program intended for students pursuing administrative practice in health service related settings. We offer two tracks to earn the MHA degree: 1) the Resident track for students embarking on their career in health administration and 2) the Executive track for working, mid-career healthcare professionals. The Resident track is a 57-credit hour program taught in College Station while the Executive track is a 48-credit hour program taught at the Texas A&M Health Science Center campus in Houston.

**Master of Public Health Program**
Across the School of Public Health, the MPH Program 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 University School of Public Health is also consistently ranked by US News and World Report as one of the top 25 Graduate Public Health Programs in the nation.

**PhD in Health Services Research**
Our Ph.D. in Health Services Research is designed to prepare students to conduct high quality research addressing important health services issues related to access, cost, and quality. The doctoral program 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. Our PhD graduates have been successfully placed in both academic and industry settings.