

# Welcome to the Kaiser Permanente Administrative Fellowship Program 2021 Webinar

*We'll be getting started shortly. This webinar will be recorded.  
Please disable your cameras and mute your microphones.  
Thank you!*

# Who's on the Call?

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**Bindia Nankani, MHA**

2<sup>nd</sup> Year SCAL  
Administrative Fellow



**Andrew Nguyen, MBA**

2<sup>nd</sup> Year SCAL  
Administrative Fellow



**David Chu, MHA**

2<sup>nd</sup> Year SCAL  
Administrative Fellow



**Fatima Ajose, MPH**

2<sup>nd</sup> Year SCAL  
Administrative Fellow



**Laura Park, RN, MSN**

2<sup>nd</sup> Year SCAL  
Administrative Fellow



**Karen Hsu, MPH,  
MBA**

1<sup>st</sup> Year NCAL  
Administrative Fellow



**Nim Sangera, MHSA**

NCAL Administrative  
Fellow Alumnus

# Have Questions?



- Go to [www.sli.do](http://www.sli.do) on your desktop or mobile phone browser.
- Type in event code **312229**
- Ask questions and upvote your favorites!



# Today's Agenda

**Kaiser Permanente Background**

**Program Overview**

**Application Process**

**Q & A**

# Kaiser Permanente as an Organization

Kaiser Permanente exists to provide **high-quality, affordable** health care services and to **improve the health** of our **members** and the **communities we serve**.



# Kaiser Permanente Entities Breakdown



## Kaiser Foundation Hospitals (KFH)

- Not-for-profit
- Corporation
- National
- Covers Inpatient Services



## Kaiser Foundation Health Plan (KFHP)

- Not-for-profit
- Corporation
- National
- Provides coverage for members
- Covers Benefit functions



## The Permanente Medical Group (TPMG) & Southern California Permanente Medical Group (SCPMG)

- For profit
- Partnership (MDs)
- Outpatient (clinical) services



**KAISER PERMANENTE®**



**KAISER PERMANENTE®**

# Kaiser Permanente Across the Country

## KP Fast Facts (as of 5/2021)

- Membership – **12.5 Million**
- Hospitals – **39**
- Medical Offices & Other Facilities – **724**
- Employees – **216,776**
- Physicians – **23,597**
- Nurses – **63,847**



# Kaiser Permanente In the News



## Kaiser Permanente, Centene, others join White House effort to boost vaccination rates

Several organizations, both providers and payers, have pledged to help the White House achieve its goal of administering at least one dose of the Covid-19 vaccine to 70% of Americans over the next month. These organizations are launching various initiatives to engage the unvaccinated, including call campaigns and financial incentives.

- Fortune [100 Best Workplaces for Diversity](#)
- Corporate Equality Index's [Best Place to Work for LGBTQ Equality](#)
- Latina Style's [50 best U.S. companies for Latinas](#)
- Military Friendly's [Top 10 Employers](#)
- National Organization on Disability's [Leading Disability Employer](#)
- Disability Equality Index's [Best Place to Work for Disability Inclusion](#)

## Providing assistance for COVID-19 response in India

Kaiser Permanente to send \$5 million worth of surplus medical equipment and supplies.

## Mayo Clinic And Kaiser Permanente Invest \$100 Million In 'Hospital Care At Home' Venture

## Countering the surge in Asian-American discrimination

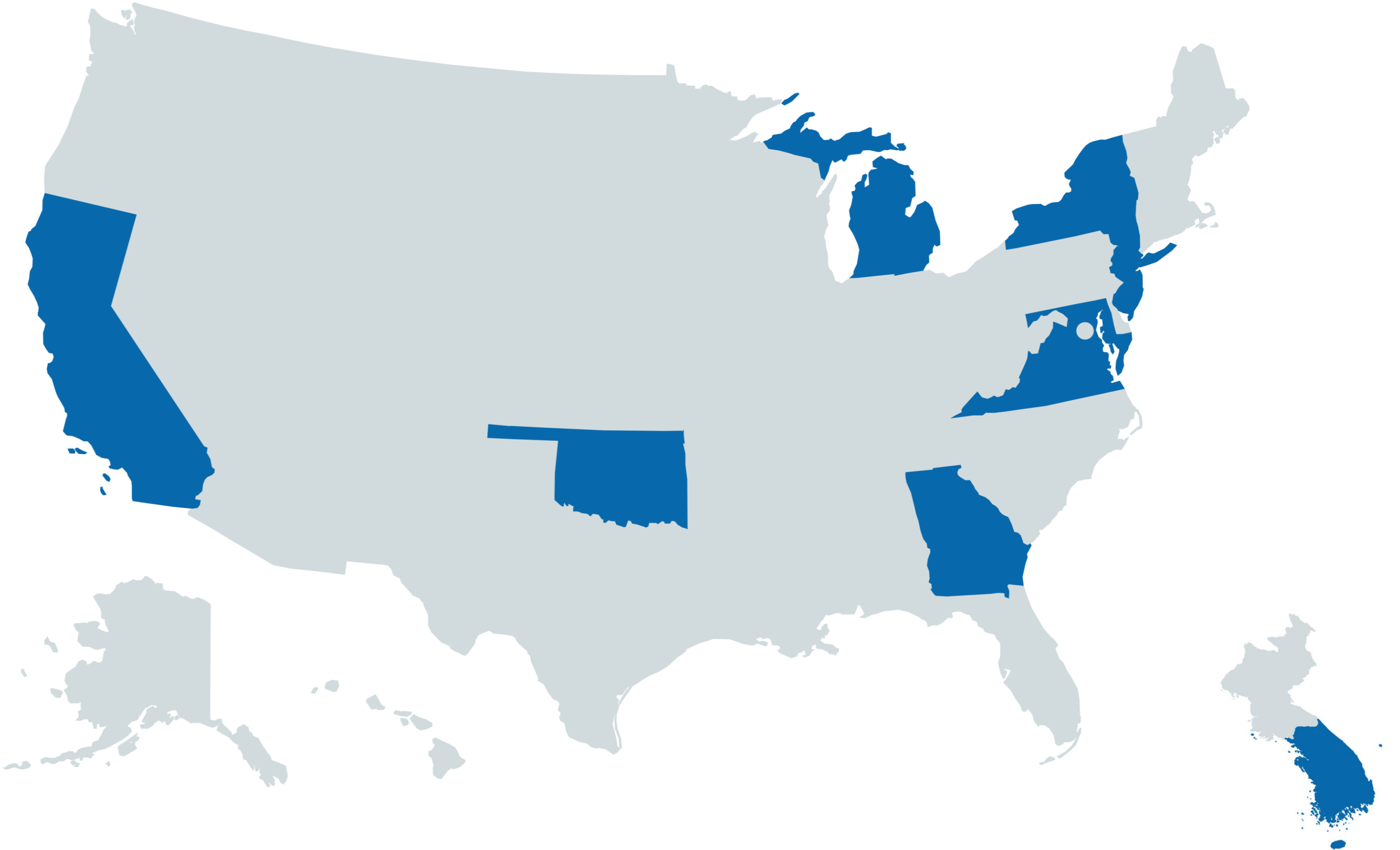
March 20, 2021

Kaiser Permanente, the nation's largest integrated, nonprofit health care organization, has committed \$5.4 million to combat the surge in anti-Asian violence.



# Introduction to the Fellowship Program: Where are we from?

- Oklahoma
- Georgia
- California
- Michigan
- Maryland
- New York
- New Jersey
- Virginia
- South Korea



# What will I get out of this Fellowship?

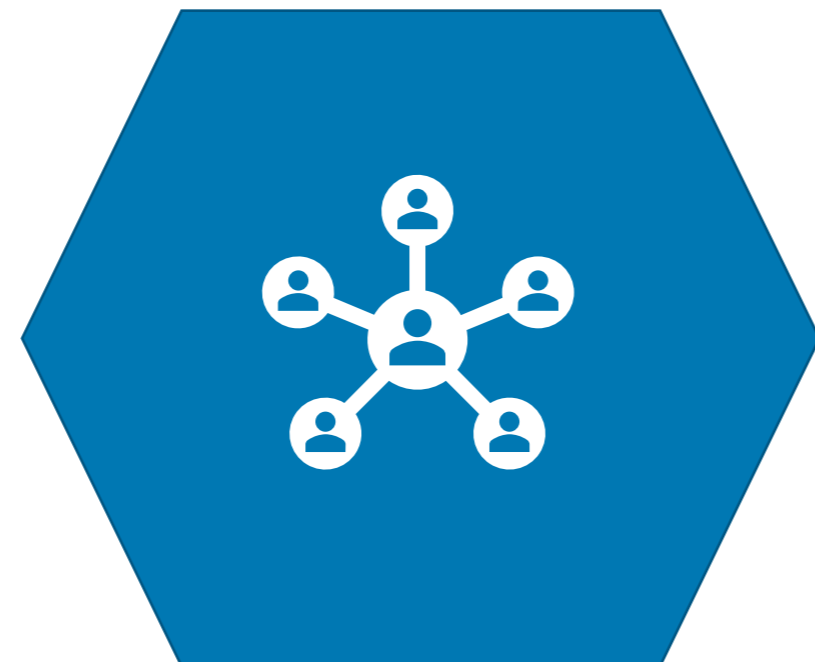
## Hospital and Health Systems Strategy & Operations

- Financial Performance
- Analytic Skills
- Performance Improvement
- Member Care Experience



## Professional Development

- Executive Leader Mentorship
- Networking
- Personalized Growth



## Leadership

- Managing in a Union Environment
- Physician and Staff Relations
- Communication Skills
- Change Management

# Kaiser Permanente Fellowship Regions

## Northern California

- **21** Medical Centers
- **262** Medical Office Buildings
- **4,500,000** Members

## Southern California

- **15** Medical Centers
- **235** Medical Office Buildings
- **4,700,000** Members

# Comparing Program Structure

	NCAL	SCAL
<b>Duration</b>	12-18 months	24 months
<b># Fellows</b>	5	4
<b>Structure</b>	<u>6 months each</u> 1. Medical Group 2. KFH 3. Regional Office (optional)	<u>8 months each</u> 1. Medical Group 2. Regional Office 3. KFH
<b>Degree</b>	All graduate degrees in healthcare administration (i.e. MHA, MPH, or MBA)	
<b>Unique Features</b>	Regional Days Weekly Check-ins Program Office  Fellowship Exchange, Alumni & 2 <sup>nd</sup> Year Buddies, Conference Funding, Senior Leader Meet & Greet, Robust Fellow Network, Social Events, PI Training	Touchpoint Series Biweekly Check-ins

# NCAL Program Sponsors & Director



**Darin Tankersley, MBA, PhD**  
Chief of Medical Center Administration &  
Operations, TPMG  
TPMG Executive Sponsor



**Kevin Hart**  
SVP Strategic Development &  
Technology, NCAL BIO  
KFH/P Executive Sponsor



**Mira Spaulding, MHA**  
Senior Consultant, TPMG Consulting  
Services, NCAL Regional Offices  
NCAL Fellowship Director

# SCAL Program Sponsors & Director



**Bob Blair, MPH**  
CAO Riverside  
SCPMG Executive Sponsor



**Lilit Zibari, RN, MSN**  
SVP West LA  
KFH Executive Sponsor



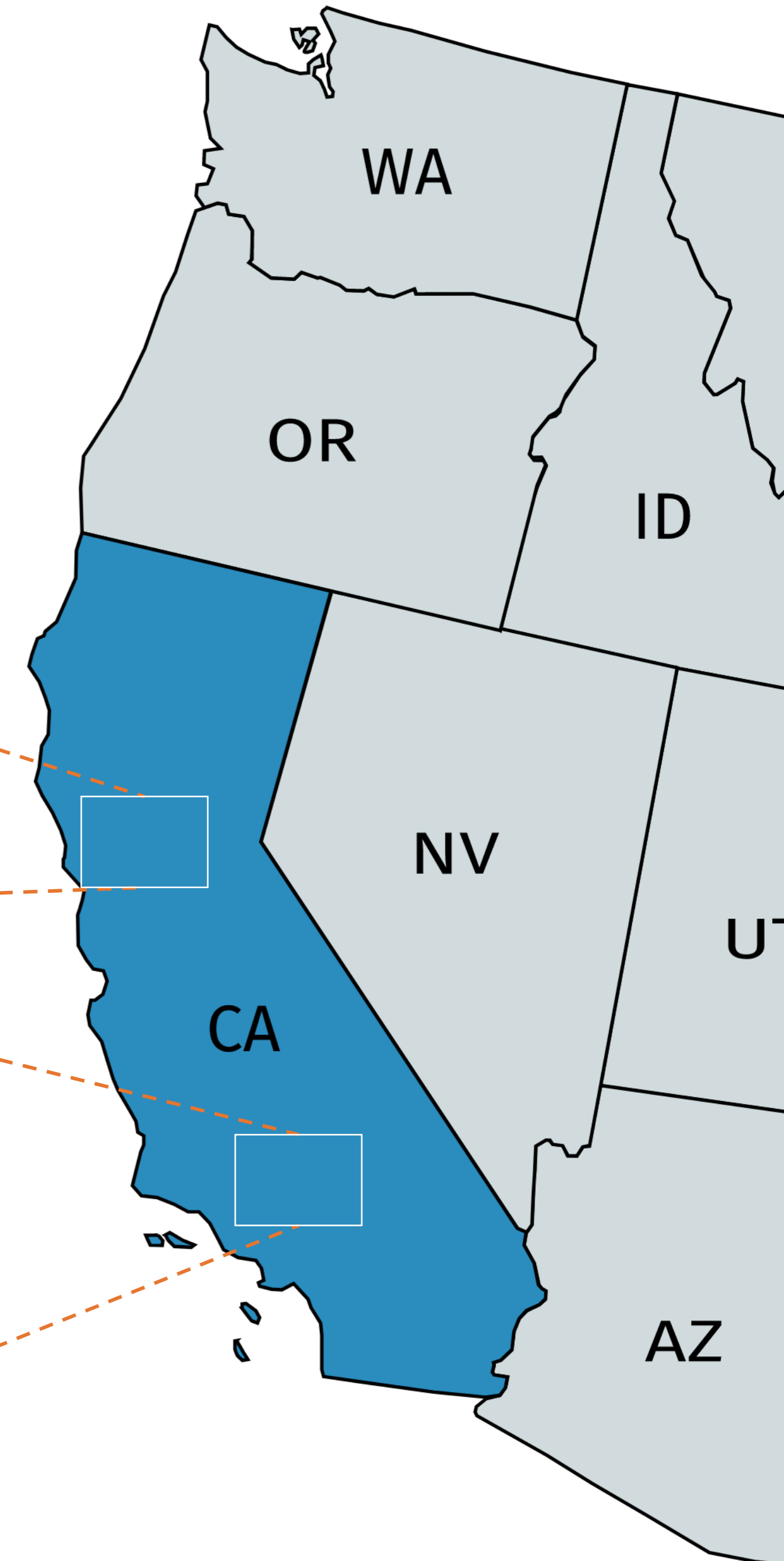
**Florence Bush, MS**  
SCPMG Regional Executive Consultant  
SCAL Fellowship Director

# NCAL

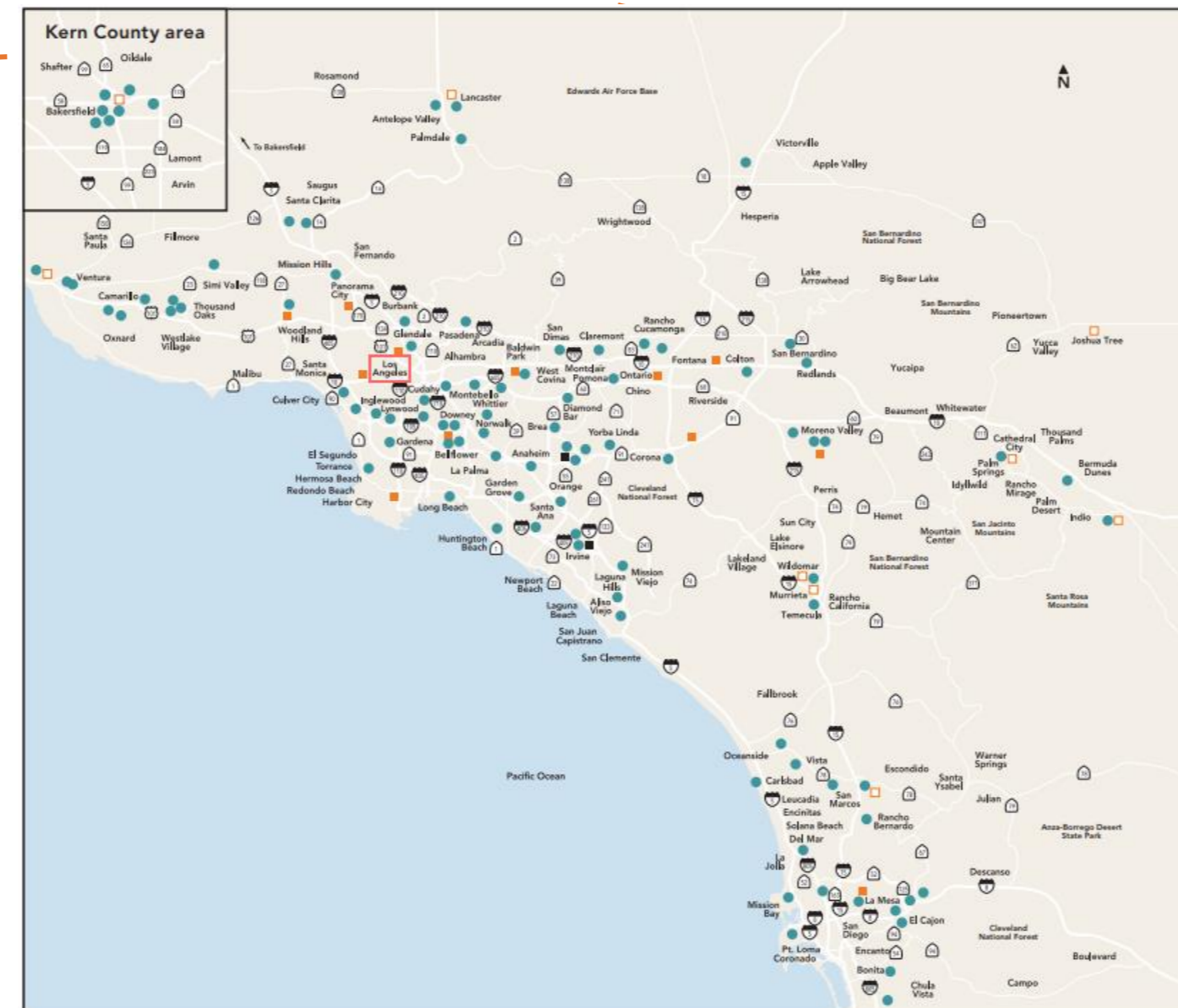
Regional Office:  
Oakland



# Fellowship Locations



**SCAL**  
Regional Office:  
Pasadena



# SCAL Fellowship Experience

Andrew Nguyen, MBA

## First Rotation: Orange County Service Area (KFH)

- Planned 2021 budget for Quality, IT, and Public Affairs
- Created a decision-tool for the Environmental Services Team to decrease discharge and transfer times
- Developed the KPOC Transfer Process Plan between OC hospitals
- Implemented video visit capabilities for the Vascular Surgery Team



## Second Rotation: Quality & Systems of Care (SCPMG, Regional Offices)

- Structuring analyses of Quality submissions for One Time Spend
- Leading assessment of Center for Healthy Living for Regional Quality Leaders to expand member touches
- Piloting regional cancer care program to fast track patients in receiving appropriate care after cancer suspicion
- Surveying KP residents' utilization of the Proactive Care Tab



# NCAL Fellowship Experience: Nim Sangera, 2019-2020

## Why I chose KP:

- KP's integrated model
- KP's commitment to community wellness
- Exposure to highly varied leaders, projects, service populations
- Fellowship family

### 1 – Permanente Medical Group San Jose Medical Center



- Work stoppage prep & protocols
- Care experience initiative in OB/GYN
- TPMG specific new employee orientation
- Business case for wellness educator
- Dept and command center disaster prep resources

### 2 – Kaiser Foundation Hospital Vallejo & Vacaville Medical Center



- Caregiver assessment for home health experience
- Continuum education to reduce SNF placement
- Scribe within COVID-19 command center
- Financial analysis for all patients in isolation
- Building space activation program

### 3 – External & Community Affairs Oakland Regional Offices



- Care coordination redesign of social services
- Economic assessment report of COVID-19 on safety net
- Contact tracing initiative
- Prevention campaign for CBO's
- Vaccine hesitancy communications
- 2020 & 2021 Total Performance Goals



## NCAL Fellowship Alumni



**Melissa Johnson, MHA,  
MBA**

- Medical Group Administrator, TPMG North Valley



**Bill Zhang, MHSA, MSE**

- Director of Hospital & Procedural Services, TPMG San Jose



**Rachel Reader, MHA**

- Area Portfolio Leader, KFH Sacramento

## SCAL Fellowship Alumni



**Ciera Hall, MHA**

- Department Administrator, Pain Management, Employee Health, and Infectious Diseases



**Martha Augustin, RN,  
MHA**

- Department Administrator, Downtown Los Angeles Medical Office Building



**Kaine Kerkhoff, MHA**

- Regional Administrative Leader of SCPMG Business Operations
- SCAL Fellowship Program Advisor

# Post-Fellowship Opportunities

- **Service Unit Manager, Department Administrator or Director**

- Permanente Medical Group
  - Primary Care *and* Specialty Services
- Inpatient Nursing\* (RN required)
- Support Services
- Care Experience
- Associate Area Portfolio Leader

- **Internal Consultant**

- Quality and Operations Support
- Business Consulting & Implementation
- Executive Consulting
- Managerial Consulting

- **Project/Program Manager**

- Medical/Dental Integration

- Practice Leader

- **Finance**

- Senior Financial Analyst



# Application Timeline

## How to Apply

- Apply online at <http://adminfellowship.kp.org>

## Qualifications

- Graduate degrees conferred between **July 1, 2021 - June 30, 2022**
  - Degrees from accredited programs are preferred.

## Application Materials

- Resume, essay, personal statement
- 2 letters of recommendation (academic and professional)
- Unofficial graduate transcript

**Applications Open**  
August 1, 2021

**Applications Due**  
September 10, 2021  
by 5 PM PDT

**Decision**  
Oct/Nov 2021

**Start Date**  
June/July 2022

## Q & A

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# Contact Us

For more information, please visit our website [adminfellowship.kp.org](http://adminfellowship.kp.org)

To contact us, please send us a message at:



**NCAL**

[ncal.kp-fellowship@kp.org](mailto:ncal.kp-fellowship@kp.org)

**SCAL**

[scal.kp-fellowship@kp.org](mailto:scal.kp-fellowship@kp.org)