**Program Director’s Message**

This past year has been one of significant transition for the Health Services Administration program. This past fall we announced the largest gift in the program’s 40-year history and created the distinguished Spruiell Scholars program in honor of donor Lee Spruiell, ’83. This new program will help fund international internships for our HADM majors at leading health care facilities and institutions around the globe.

I am sad to report that we will be losing two of our program’s strongest advocates and one of our colleagues. It was announced in February that the Dean of the College of Liberal Arts, Anne Gramberg, will be stepping down. During her eight year tenure as dean, Dr. Gramberg has given unprecedented support to the HADM program. As a result, we have been able to fund two new faculty positions, increase faculty research funding, add a program administrative assistant, and begin to realign faculty salaries to the regional average. Her leadership and unfailing confidence in our program and its future will be greatly missed.

In July we will also be saying goodbye to our excellent department chair, Dr. Gerry Gryski. Dr. Gryski has been an avid supporter of the HADM program during his seven years as chair of the department. He was instrumental in helping our program secure over $1.5 million in outside program donations, restructuring the curriculum, developing the SMART lab experience for our internship class, and adding the business minor. His leadership and unwavering advocacy for the HADM program leaves behind a legacy that will continue for years to come. And finally, we will be saying goodbye to friend and colleague Jennifer Johnson who left us in May to welcome her new daughter (see article on page 2).

**Graduate School Recruitment**

Graduate programs host recruitment events each year for prospective students, and an increasing number of HADM students are taking advantage of these opportunities. This year, HADM students attended open houses and recruitment events hosted by University of Alabama at Birmingham (UAB) Graduate Programs in Health Administration, UAB School of Public Health, Tulane University MHA Program, the Sloan Program in Health Administration at Cornell University, and the University of Iowa’s MHA Program.
Program and Student News

Inaugural class of Spruiell Scholars Selected

One of this year’s highlights has been the creation of the distinguished Spruiell Scholars program. Through the generous donation of Lee Spruiell ‘83, qualified HADM students receive financial support to intern at pre-approved international health care facilities. This year we are pleased to announce the induction of eight Spruiell Scholars: Alexandra Badea, Jonathan Corley, Brooke Gonzalez, Sally McKenzie, Kierra Rumph, Kaitlyn Rush, Aubrey Spry and Leidy Vicuna. This year’s scholars are based in London and conducting their internships primarily at two leading National Health Service institutions, King’s College Hospital and the University College Hospital.

King’s College Hospital is a 950 bed acute care facility in the London Borough of Southwark. It serves an inner city population of 700,000 in the London boroughs of Southwark and Lambeth. It also functions as one of the area’s largest research teaching hospitals and is part of the London School of Medicine. University College Hospital is a teaching hospital located in central London. The hospital has 665 in-patient beds, 12 operating theatres and houses the largest single critical care unit within the UK. We wish all these outstanding young men and women safe travels and the very best as our first international representatives of the Auburn Health Services Administration program.

Ms. Jennifer Johnson to Step Down

We regret to announce that Jennifer Johnson left the Health Services Administration program at the end of the Spring 2013 semester. Jennifer began her career with the program in 2008 upon completing her MPA degree and after a career as a long term care administrator. During her five-year tenure at Auburn, Jennifer was involved with a number of initiatives. These include helping to overhaul the HADM website, establishing the HADM AIT initiative in long term care, and standardizing the internship procedures. Under her careful guidance the program more than doubled its internship placement offerings, established a program Facebook page, and initiated a Twitter account. Her cheerful smile and helpful presence will be greatly missed, and we wish her all the best.

HADM Enrollment Growth

Enrollment in the HADM program continues to grow. Thanks to the efforts and hard work of our faculty and the unprecedented support at the department and college levels, the program is at near capacity with a total of 128 students; 82 fully admitted and 44 pre-majors. This is a 15 percent increase from the previous year. Plans to manage the new influx of students while ensuring the quality of the program include the development of a formal application process for students who meet the HADM standards for program admission and increasing the number of class offerings.
Capstone Competition Awards

This fall the Capstone class changed the oral presentation segment of the class to incorporate a case competition format. The new change gives students the opportunity to learn about each other’s projects while helping to raise the overall standards and performance of our student presentations. Another added benefit of the new format is that it provides program alumni and stakeholders another way to connect with the program and provide valuable feedback to the students. The judges for Fall 2012 were Chris Cosby, Doctors Hospital of Augusta; Coleman Foss, Skyridge Medical Center; and Becky Patterson, Alabama Blue Cross and Blue Shield. The winners of the Fall 2012 overall Capstone Project Award and the Oral Case Competition were: Carter Craddock, Emily Gibb, Meagan Moore, and Stacie Young.

HADM Students Active in Professional Development

In addition to the ACHE National Congress, students participated in a number of other professional development activities on a local and statewide basis.

On January 23-24th, HA students attended a customer service workshop at East Alabama Medical Center presented by Rachel Granatino of (e)Merge, Medical Marketing Consultants. “Creating Personal Health Experiences to Increase Patient Loyalty,” an interactive training workshop, taught attendees how to take customer service to the next level, identify opportunities to create personal health experiences that increase patient loyalty, understand how demographics and culture can affect patients’ ideas of “best service,” and utilize the S.C.O.R.E (Smile, Connect, Observe, React, Engage) training acronym to aid in delivery of outstanding care experiences for patients. For more information about (e)Merge, Medical Marketing Consultants, please visit their website: http://www.emergewithus.com.

Students also attended monthly meetings held at the Saugahatchee Country Club with local members of Medical Group Management Association (MGMA). Students are able to network with local physician practice managers, learn more about the issues they face, and hear presentations from outside speakers.

MGMA/Alabama invited students to attend one day of its annual Winter Conference held in Birmingham. This year, fifteen students from Auburn were able to take part in numerous sessions, network with MGMA members and vendors, and attend a special luncheon for students during which they were given the opportunity to participate in a round table discussion with physician practice managers.
Student Receives Scholarship for National Conference

Kaitlyn Rush, a senior in the HADM Program, was selected as the first recipient of a newly established scholarship from the Alabama Healthcare Executives Forum, the state chapter of the American College of Healthcare Executives (ACHE). The competitive scholarship program provides support for students from the undergraduate health administration programs in Alabama to enable them to attend ACHE’s National Congress on Healthcare Leadership held each year in Chicago.

ACHE’s National Congress provides students with professional development sessions for those preparing to enter the healthcare administration field. Students also have opportunities to meet and network with leaders from healthcare organizations throughout the United States.

News from HHAO

The Health and Hospital Administration Organization (HHAO) is a student-led organization for health administration majors that provides opportunities to interact with professionals from the industry who serve as speakers for the monthly meetings and to take part in other professional development activities. Speakers this year included attorney Brent Willis, long term care facility developer Fred Fox, hospital administrator/ACHE Regent Donald Jones, architectural/engineering firm representative Cleo Kathryn Gorman, and human resources specialist Lauren Walls. The organization also coordinates a service project each year. In fall 2012, HHAO members participated in “Santa to a Senior,” with Home Instead Senior Care, in addition to promoting and participating in Toys for Tots.

Dr. Cathleen Erwin began serving as the faculty advisor for HHAO in January 2013. The leadership for 2012-2013 included Matt English, Alexandra Badea, Trenton McInnish, Leidy Vicuna, Megan Moore, Laura McDowell, and Devyn Jackson.

HHAO officer elections were held in March for the 2013-2014 academic year. Officers for next year include: Hannah Russell (President), Panesha Reynolds (1st Vice President), Wendy Fang (2nd Vice President), Kelly Barzegar (Secretary), Danny McMillan (Treasurer), Kennon Agee and Dison Martin (Members-at-Large).
HADM Continues to Add New Internship Sites

The HADM Program continues to establish new internship sites in addition to enjoying ongoing partnerships with health care organizations both within and outside of the U.S. Among the new partners for 2012-2013 are Cerner Corporation in Kansas City, Missouri, and CPSI in Mobile, Alabama, in addition to the international internships made possible through the Spruiell Scholars program.

This summer, fourteen HADM students will be interning in the U.S., and eight students will be involved in international internships.

Student Accomplishments

Leadership Award

The Leadership Award for 2013 was awarded to Matthew English. As HHAO President for 2012-2013, Matt was a role model for his peers and an excellent leader in the program.

Academic Achievement Award

The Academic Achievement Award for Spring/Summer 2013 was awarded to Jonathan Corley. This award is given to a graduating senior with the highest overall GPA in the program.

HADM Honorary Society

Upsilon Phi Delta is a national honor society for students in healthcare management. Inductees for the 2012-2013 academic year are: Devyn Jackson, Katie Smith, Leidy Vicuna, Taylor Bell, Alexandra Badea, and Matt English.

Outstanding Intern Award

The Outstanding Intern Award for Spring 2013 was awarded to Peter Jeffrey who completed an internship at the Auburn University Medical Clinic.

HADM Student Honored

Steven Sawyer, a senior in the HADM program, was selected as the 2013 recipient of the W. James Samford Jr. Memorial Scholarship. The award recognizes a student who has completed at least three semesters at Auburn with a minimum grade point average of 3.4, and possesses outstanding qualities of leadership, citizenship, character and promise of professional ability.
Alumni Updates
Read for updates about your fellow alumni and their accomplishments!

Itara Barnes—new job as Regulatory Analytics Manager, Medical University of South Carolina

Carter Craddock—accepted a job at Baptist Health (Pensacola, FL) as process improvement specialist.

Christy Dickson—promoted to Chief Administrator, Neurology & Neurosurgery, Johns Hopkins Hospital

Kyle Grace—recognized sales growth leader by Hawthorn Pharmaceuticals, Birmingham, AL

Kelly Magouirk—accepted a job with Success EHS as a customer support specialist.

Hollie Nolan, MSHA — new job at Northwest Memorial Physicians Group in Chicago

Shilpa Patel—promoted to Sr. Program Mgr., American College of Cardiology, Washington D. C.

Chase Roberts—accepted into the Johns Hopkins MSHA Program.

Stephanie Swanson, MHS, FACHE—named Administrator, Dept. of Anesthesiology and Pain Mgt., UT Southwestern Medical Center

Sean Tinney, FACHE — current president of the state chapter of the American College of Healthcare Executives

HADM alumni currently pursuing graduate degrees: Laura Katherine Clark (Cornell University); Alex Le (Tulane University); Lindsey Millsaps (Samford University); Skyler Reed (Trinity University); Ashlyn Knaur, Anna Lancer, Wendy Norred, Donna Toppe, and Elizabeth Wood (UAB).

[Please forgive any omissions. Contact us to let us know if you are currently in or have been accepted to a graduate program].

Get Involved!
Graduates, friends and current students can find many ways to support the Health Services Administration program and be an active part of the HADM family throughout their lives.

Join us on campus as a guest speaker or lecturer.

Offer valuable internship opportunities to current students.

Support program development and current students through designated giving to the Health Services Administration program.

Mentor our current students as they prepare for graduate school.

Sponsor student awards and contribute to scholarship funds.

Network with program graduates in your area or in your field of work.

Donate frequent flyer miles to students for the ACHE conference.

For more information on how to get involved with the HADM program, please contact: Dr. Rene McEldowney, Director, Health Administration, 334.844.6199, mceldrp@auburn.edu

Visit our new, updated Web site at www.auburn.edu/ha
Join our Facebook group to read program news, keep in touch with faculty and graduates, find job opportunities, and learn about events!