

Interview Assessment #4

Name of Professional: Rendell Gazzingan

Profession/Title: Director of Operations

Business/Company name: Texas Health Neighborhood Care & Wellness Prosper

Date of Interview: 27 October 2017

My fourth interview was conducted with Ms. Rendell Gazzingan, Director of Operations at Texas Health Neighborhood Care & Wellness in Prosper. Ms. Gazzingan attended Trinity University in San Antonio, Texas to receive her MHA. Oddly enough, Ms. Gazzingan was interested in the clinical side of healthcare at first, just as I was. Going through undergrad, she realized her strength was in the processes and business aspect of everything instead of the physician aspect of healthcare. The experience that she went through, switching her interests in the healthcare field, paralleled my recent decision to change study topics in ISM. I also found that we are drawn to healthcare administration for similar reasons which added to my confidence in my decision. Ms. Gazzingan has a different occupation than the last administrator I met with so, going into the interview, I hoped to become exposed to another career path in the same field and find out more about the administrative side of healthcare from a different perspective.

In response to my question about the most rewarding part of her job, Ms. Gazzingan told me that she had a unique experience in that certain facility in the sense that she was on the team that planned and constructed the business. She mentioned that she was the projects manager on the team and oversaw the activities and plans for the construction of the building. With having seen the plot of land turn into a successful facility, Ms. Gazzingan claimed that the most rewarding part of her job was seeing the ideas and intentions executed and the fulfillment of actually seeing the product at work. Because I was told about such a unique experience, I was inspired to incorporate the construction and planning of a healthcare facility into my original work.

Later in the interview, Ms. Gazzingan informed me of her educational experience at Trinity University prior to her job. Apparently, Trinity University has a two and a half year program for students going into healthcare administration that requires a year of research along with a year and a half of residency. Ms. Gazzingan claimed that her residency is what allowed her to gain the most exposure in the field as well as establish the most connections. She also told me that the connections one makes in undergraduate and graduate schools are essentially what makes or breaks one's career. With this new information, I found parallels between her experience in university and my experience in ISM in high school. This allowed me to get a better perspective on

the uniqueness of the course and the opportunities presented to high school kids that others do not receive until college or university.

Near the end of our meeting, Ms. Gazzingan took me on a tour around the facility and showed me all the different aspects and operations that were a part of the certain facility that she looked over. I was told that the structure of the building was build based on a strictly functional basis and involved a lot of creativity in getting the most use out of the land as possible. The idea of building a facility from scratch and watching it succeed really fascinated me and I hope to have this opportunity some day in the future. Overall, this interview provided me with a new perspective on administration and taught me about a totally different aspect of the field that I hadn't been exposed to before.