

Interview Assessment #4

Name of Professional: Christina Roscoe

Profession/Title: Associate Administrator

Business/Company name: Medical City Plano

Date of Interview: 20 November 2017

My fifth and final informational interview was conducted with Christina Roscoe, Associate Administrator at Medical City Plano. At first, I was trying to get in touch with someone I found through the business symposium contact list, but, then I was directed to Ms. Roscoe who I found to be very helpful with teaching me about the field of administration. Ms Roscoe is actually quite new to the field of professional healthcare administration, having worked for Medical City Plano for a little less than a year and it being her first job out of graduate school. Even though Ms. Roscoe is very young and new to the field, she was very helpful with giving me information about possible universities or graduate schools along with what it's like to try and find employment in the field now.

Ms. Roscoe's path to healthcare administration is one that I have found is very common among professionals in the field. She started out thinking she wanted to go into the clinical aspect of healthcare, but after being introduced to the field of administration, she realized she had a knack for the business aspect of healthcare rather than the clinical aspect. I relate to her when it comes to the change of career path because I underwent the same change earlier this year in ISM. I am very glad that I realized I preferred the corporate aspect of healthcare over the clinical before I went off to college and that I am able to learn more about the field I want to pursue before I dive headfirst into it.

Ms. Roscoe also mentioned the graduate program that she was a part of to get her Masters degree. I have found that the Trinity University healthcare administration program is very popular among administrators in Texas and the recurring appearance of this school in conversations with professionals has inspired me to look into it and see if I see myself going there in the future to pursue administration. When I asked Ms. Roscoe what were some characteristics that a healthcare administrator should possess, she started with time management and flexibility. The regular day of a healthcare administrator is very dependent on what needs to be done on that day or what project is being worked on at the moment. I was told that plans change often and the ability to deal with change and still get done what needs to get done in a timely manner is very important for surviving the field. This aspect of administration appeals to me too because it's not just a boring nine to five desk job that requires the same work to be done every day. The flexibility of the work day along with the rapidly changing

environment excites me because I know I'll never get bored at my job. Another characteristic of a good healthcare administrator is being able to speak well in public and get one's point across. This is something that I sometimes struggle with so it will be a challenge that I will have to overcome in the near future if I choose to pursue this career. ISM has actually helped me a lot with my public speaking skills, but with a little more practice with speaking in front of crowds and avoiding all the fluff and embellishments when I speak will help me greatly when I go off to college and when I enter the professional world. Ms. Roscoe mentioned that flexibility when it comes to public speaking is useful as well because one might be asked to speak in a meeting or to present something with little to no time to prepare.

Overall, my time with Ms. Roscoe was very exciting and educational. I am very happy that, throughout the interviews I have conducted this year, I was able to speak with people that had been in their field for a couple decades as well as people that were fresh out of graduate school. This experience has taught me so much, not only when it comes to healthcare administration, but also when it comes to communicating with professionals. I believe I have immensely improved my communication skills from the start of the year and I cannot wait to see what else this year in ISM has in store for me.