

## **Mentor Visit Assessment #1**

**Date:** 7 February 2018

**Type:** Mentor Visit

On Wednesday, February 7th, I went on my first mentor visit down in Dallas. It had been a while since I had last seen my mentor in person due to the busyness of our schedules and all the contracts and agreements that had to be signed prior to our first meeting. Although the wait was long, it was worth it because my first visit turned out to be a huge success.

When I first arrived, I was introduced to the other members of the team that I hadn't met yet and I was taken on a tour of the hospital. Ms. Martinez, who I emailed with about scheduling, showed me the non-invasive sector, the cath lab, radiology, and I even got to meet a few of the professionals that were working at the time. I had the opportunity to meet the Director of Radiology while I was being given my tour and he had nothing but good things to say about the team of professionals I would be learning from. By walking through the hospital and meeting other employees of Baylor, my excitement for my ISM experience grew immensely because I could imagine myself in the same environment in the future.

Further into my time at the hospital, I spoke to Mrs. Traci Watson, who is the Corporate Manager of CV Registries. Mrs. Watson told me about her first experiences in administration and how she led the integration of the TAVR program into the hospital at which she used to work. TAVR stands for trans-aortic valve replacement and it is a specialized procedure that has many requirements before it can be implemented into a facility. Mrs. Watson told me that she had to plan for the reconstruction of an operating room so that it could accommodate the new aortic procedure in addition to organizing meetings with representatives from each department that would be involved with the procedure to make sure that everyone was prepared for the change. She mentioned that she faced a lot of difficulty while trying to get the different medical experts to cooperate and that she had to decide at different times throughout the project whether she wanted the best experts that might not be able to cooperate very well or the slightly less knowledgeable professionals that were able to be cooperative with others. By learning about some of her experiences in the field, I learned a lot about some of the obstacles administrators have to face and a few characteristics of projects that I might need to undertake in the future.

Furthermore, Mrs. Watson helped me do some brainstorming for possible product ideas. My first product proposal was drafted before I had the chance to meet with my mentor and her team so I knew, going into the meeting, that it would have to be refined a lot and narrowed down to focus more on a concept that was closer to their

area of expertise. One of the big things I took away from our conversation was the need for research. Before delving into a big project, Mrs. Watson advised me to find out as much as I can about things like where the greatest need for a healthcare facility is, what type of services will it provide, where existing hospitals are, how bad the health of the population is in the area I choose, and much more. I also learned more about the structure of the corporate aspect of a hospital. The top layer of the administration would be the financial backing of the facility followed by the CEO and the governance board. Then, the administrative population is further broken up into four groups: medical, operations, financial, and legal. Each group is equally important to running a hospital and the seamless flow of the different sectors is essential for the growth and improvement of the facility.

Overall, I had a wonderful time with the Corporate CV team and I learned so much more about the field of administration than I would've without this opportunity.