Administrative Internship Program
Overview

- MultiCare Health System
- Mission, Vision, and Values
- System Goals and Initiatives
- Internship Program Structure
- Application Process
- Living in Tacoma
- Questions
MultiCare Health System

- 225 employees
- 14 clinics
- 650 employees
- 2 hospitals
- 86 clinics
- 750 employed physicians/providers
- 308 employed physicians/providers
- 5 hospitals
- 11,600 employees
- 1,397* licensed beds
- 3,600 employees
- 150+ clinics
- 511 licensed beds

*Licensed beds include CON approved beds which may be under construction. Includes 120 beds approved as part of the Behavioral Health joint venture with CHI Franciscan Health anticipated to be operational December 2018.
Awards & Recognition

MultiCare Tacoma General Hospital ranked No. 1 as the region’s preferred choice for health care for the 18th time.
Mission

Partnering for Healing and a Healthy Future
Vision

MultiCare will be the Pacific Northwest’s highest value system of health
Values

Respect | Integrity | Stewardship | Excellence | Collaboration | Kindness
Our Culture

- Creating an environment of trust
- Cultivating an organizational commitment to life-long learning and performance excellence
- Embracing service excellence principles
- Always on a Journey
- Mission in Motion, Values in Action
Goals & Initiatives

10/10/10/10/25

• Top 10% for Employee Engagement
• Top 10% for Quality
• Top 10% for Service
• Lowest Quartile for Cost
- Puget Sound Region
- Inland North West Region
Internship Structure

12-week, project-based program

Florence Chang, EVP/COO

Trina Tan, Internship/Fellowship Administrator

Internship Preceptor

Puget Sound Intern

Internship Preceptor

Inland Northwest Intern
What Makes MultiCare’s Program Unique?

- Spans across the continuum of care
- Emerging trends
  - Program Management
- Exploration of interests strongly supported & encouraged
- Autonomy and opportunity to personalize experience
- Personal development and mentorship
- Community outreach and involvement
Professional Development

- Networking with senior executives
- Key High Level Meetings
- Leadership Development Consultants
  - Manager Essentials
  - LEAN Boot camp
  - Leadership Legacy
  - Project Management
- Book Club with previous fellows, interns, fellows, preceptor
# Program Goals

## For MultiCare

- Attract top talent to the health system to move the system forward, incorporating current academic theory techniques into the system
- Develop outstanding health system leaders who contribute to important projects throughout the organization
- Enhance and expand the culture of learning at MultiCare
- Provide mentoring opportunities for senior leaders
- Raises national recognition of MultiCare for masters-level healthcare administrators
- Increase the diversity of leadership at MultiCare

## For the Intern

- Learn about system-wide hospital and ambulatory administration through a variety of projects in operations, strategy, finance, etc.
- Understand the external factors (regulatory, economic) affecting healthcare today
- Gain marketable skills for a promising career following the internship
- Access opportunities for networking and collaborative learning
Internship Application Process

Fill out the questions and make sure to also include PDF versions of your:

- Cover Letter
- Current Resume
- 1 Letter of Recommendation
  - Academic or professional
- Current Graduate Transcripts (unofficial accepted)

Application is open here!
Go to jobs.multicare.org, Search by Job ID# 64154
Previous Internship Projects

• Developed business case for Neurogenic Bladder, Kidney Stone Center and Covington General Surgery expansion
• Developed plan to replace/relocate/remodel the outpatient practice building
• Developed plan for centralized telemetry services spanning both regions
• Created program plan for launching Outreach/Sales program for urgent care services
• Developed business case for catheter lab and GI expansion
• System-wide brand assessment of outpatient facilities
• Identified barriers from ED discharge to inpatient admission and make recommendations for increased throughput
• Identified opportunities to reduce waste through observations in OR
### Internship Application Timeline 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 3, 2018</td>
<td>Application opens</td>
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<tr>
<td>January 21, 2019</td>
<td>Application Due @ 11:59pm PST</td>
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<tr>
<td>January 28-31, 2019</td>
<td>Phone interviews</td>
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<tr>
<td>Mid February</td>
<td>Extend offers</td>
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<tr>
<td>June</td>
<td>Internship start date</td>
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City of Tacoma

- Population: 205,000
- 25 minutes to SEATAC
- 40 minutes to Seattle

Top 25 Most Liveable Cities
City of Tacoma
Activities - Outdoors

69 city parks

- Point Defiance Park
  - 2nd largest city park in U.S.
- Mt. Rainier National Park
  - 1.5 hours away
- Cascade Mountains
  - 40 min
- Skiing at Crystal
  - 1.5 hours away
- Cushman Trail bike path
Entertainment

- Cultural
  - Museum of Glass
  - Tacoma Art Museum
  - America’s Car Museum
  - Rialto & Pantages Theaters
  - Wineries and Breweries

- Sports
  - Tacoma Rainiers
City of Spokane

- Population: 217,000
- The Lilac City
- 4 hours to Tacoma
City of Spokane
Activities - Outdoors

- Manito Park
- Riverside Park
- Centennial Trail
- Lake Coeur d'Alene, ID
  - 30 minutes away
- Mt. Spokane
  - 1 hour away
- Priest Lake, ID
  - 2 hours away
Questions?

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