Physician Services Division
Administrative Fellowship Program
Overview

• UPMC Highlights

• Physician Services Division Structure

• Administrative Fellowship Program
About UPMC

- Largest employer in the region, with a workforce greater than 55,000; 2nd largest employer in the state
- Revenue of $10 billion, approximately $20 billion impact on the local economy
- Provides community benefits valued at $560 million or 13% of net patient revenue
- Serves 57.2% of the Allegheny County market and 34.0% of Western Pennsylvania
- Affiliated with the University of Pittsburgh Schools of Health Sciences, which rank 5th for NIH funding
# UPMC Health System Overview

## Hospital & Community Services Division
- >20 hospitals
- International hospitals
- >220,000 annual admissions
- >4,500 licensed beds
- Recognized for excellence nationally

## International & Commercial Services Division
- Long Term Care
- Home Health
- Regional Reference Laboratory
- Rehab Medicine
- Technology Transfer
- International Ventures
- Specialty Centers of Excellence in Behavioral Health, Cancer, Cardiac, Emergency and Trauma, Sports Medicine, Transplantation, Women and Newborn Services

## Insurance Services Division
- Commercial, Medicare, and Medicaid plans
- Highest Member Satisfaction among Commercial Health Plans in Pennsylvania by J.D. Power and Associates
- Ranked #10 nationally for Medicaid plans
- 1,600,000 members

## Physician Services Division
- University of Pittsburgh Physicians, Community Medicine, Inc., Renaissance Family Practice, and Emergency Resource Management, Inc.
- 23 Clinical Departments
- >400 Clinical Sites
- >5,000 affiliated physicians, >3,000 employed by UPMC
UPMC Hospitals in Western Pennsylvania
International Locations

- **Ireland**
  - Manage and operate 2 cancer centers
  - Manage and operate Beacon Hospital in Dublin

- **United Kingdom**
  - Partnered with a 2,000-bed health system in Newcastle

- **Italy**
  - Manage and operate a 70-bed transplant hospital in Palermo

- **Qatar**
  - Partnered with Hamad Medical Corporation (HMC) in Doha

- **Japan**
  - Clinical teaching and training in Family Medicine at a 1,265-bed teaching hospital.
Maintains an excellent rating, the highest available, for its commercial HMO/POS, Medicaid HMO, and Medicare HMO Products

Fosters partnerships with community organization to promote healthy lifestyles
- America on the Move
- Healthy Armstrong
- We CAN!
- Parks are Free

Developed mobile app for Health Plan members
Physician Services Division Structure
Physician Services Division Functions

- Clinical Operations
- Practice Management
- Physician Acquisitions
- Coding/Compliance Oversight
- Financial Management

- Human Resource Management
- Insurance Billing and Contracting
- Marketing and Public Relations
- Medical Management
- Risk Management
Administrative Fellowship Program
Two year fellowship track

- Provides exposure to all aspects of academic medical management.

- First year is based on rotations through various clinical departments. Fellows have the unique opportunity to select preferences.

- Second year is based on personal preference and need of UPMC as a whole.
# Year I: Core Functional Rotations

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## List of Clinical Departments

- CMI @ UPMC McKeesport
- CMI @ UPMC Passavant
- CMI @ UPMC Presby-Shadyside
- CMI @ UPMC St. Margaret
- ERMI
- UPP Orthopaedic Surgery
- UPP Otolaryngology
- UPP Pathology
- UPP Pediatrics
- UPP Plastic Surgery
- UPP Physical Medicine & Rehabilitation
- UPP Psychiatry
- UPP Radiation Oncology
- UPP Family Medicine

- UPP Heart & Vascular Institute
- UPP Neurological Surgery
- UPP Neurology
- UPP Obstetrics & Gynecology
- UPP Ophthalmology
- UPP Anesthesiology
- UPP Cardiothoracic Surgery
- UPP Critical Care Medicine
- UPP Department of Medicine
- UPP Dermatology
- UPP Emergency Medicine
- UPP Radiology
- UPP Surgery
- UPP Urology
Past Fellowship Projects

- Coordinating various task forces
- Creating financial dashboards and budgets
- Performing cost benefit analysis; trending financial data
- Implementing quality-of-care improvement initiatives
- Space planning

- Participating in physician practice acquisitions and divestures
- Patient care and quality process improvement
- Refreshing patient access and patient satisfaction initiatives
- Clinical staffing and scheduling
Apply core competencies obtained in the first year to operational and/or management opportunities within/outside the Physician Services Division.

Based on the organization’s needs and fellow’s areas of interest, fellows may have opportunities in the following:

- Department management and/or operations
- Project work as assigned by a PSD administrator – such as the executive vice president of administration and operations – or other members of PSD senior management
Responsibilities of Current Second Year Fellows

**Juliya Bykova**
- Works for the Eye and Ear Institute
- Manages 3 ENT practices, a 5-person call center, and marketing for the Department of Otolaryngology

**Nordisha Coots**
- Works for the Center for Quality, Safety and Innovation
- Responsible for overseeing quality improvement and patient safety initiatives at the institution and trainee program levels

**Michael Dorff**
- Works for the Heart and Vascular Institute
- Manages a 10 physician practice
Professional Growth

- Exposure to executives and administrators
- Attend executive level meetings
- Daily interaction with operational directors and managers
- Regular meetings with your executive mentor
Applicant Requirements

- Must have a **master's degree*** in:
  - Business Administration (MBA)
  - Health Administration (MHA)
  - Public Health (MPH)

- A health- or business-related field from an accredited graduate program

- Possess excellent analytic and communication skills, and should be motivated and self-starting.

*Candidates finishing master's degree programs requiring an administrative residency after completing classroom curriculum are eligible to apply. Accepted candidates are required to complete both years of the administrative fellowship program.*
The following items must be received by **September 15, 2014:**

- ✔ Application Checklist
- ✔ Resume or curriculum vitae
- ✔ Cover Letter
- ✔ Essay Response
- ✔ Undergraduate Transcript
- ✔ Graduate Transcript
- ✔ Two Letters of Recommendation (academic and work)
- ✔ Complete Online Application
Please email all documents** in ONE comprehensive PDF file to PSDAdminFellowship@upmc.edu.

Transcripts and letters of recommendation may be mailed separately to:

UPMC PSD Administrative Fellowship Program
3600 Forbes Avenue at Meyran Avenue
Forbes Tower, Suite 9035
Pittsburgh, PA 15213
For Additional Information

Contact:
PSDAdminFellowship@upmc.edu

Website:
http://www.upmc.com/careers/students/admin-fellowship/Pages/default.aspx