



Administrative Fellowship Program



COMMUNITY
HEALTH SYSTEM

About Community Health System

We got our start nearly 125 years ago as a boarding house and medical facility for people traveling in central California. If people then could see us now...

Today, **Community Health System** is the region’s largest healthcare provider and includes three divisions:

Community Medical Centers hospitals and programs keep pace with the needs of the Valley. Among other things, we’re known for our Level 1 trauma center, our medical education partnership with UCSF and as the place moms prefer to deliver babies.

What many people don’t know is that our health plan, **Community Care Health**, is now one of the largest HMO’s in the region and offers local employers medical insurance built around the strength of our health system.

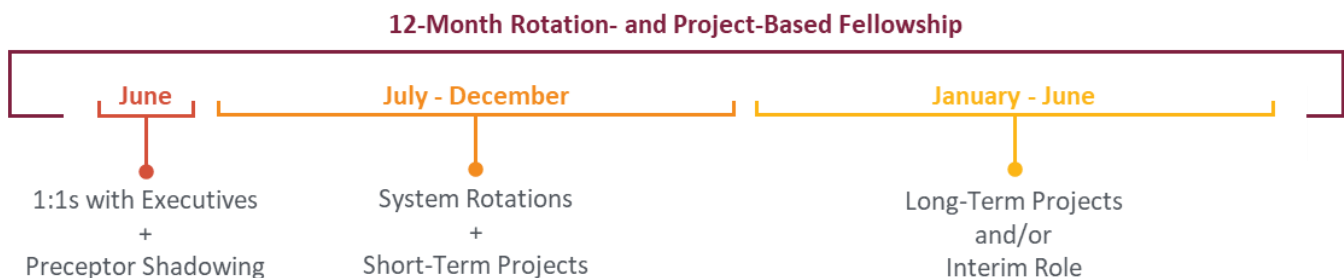
And we’re strengthening our support for our affiliated physicians. **Community Provider Network** is now more than 1,400 strong and offers physicians more ways than ever to partner in the health of Valley patients.

These three pillars of healthcare – hospitals, health insurance and physicians – work best when they work together. And we’re doing just that... under a whole new name ... **COMMUNITY HEALTH SYSTEM**

Program Overview

Administrative fellows at Community Health System will be active members of the organization’s leadership team and participate in a variety of operational, strategic, financial, and business planning activities. Fellows meet weekly with their executive preceptor who helps identify projects and tailor professional development throughout the year.

Structure



The first month of the fellowship begins with 1:1s with executives from across Community Health System. The fellow will foster relationships with executives, explore areas of interest, and gain an

appreciation for the various roles each department/area plays in achieving organizational goals. Additionally, fellows will shadow their preceptor and have ongoing weekly meetings to debrief their experiences, ask questions, and discuss projects.

The next five months are spent rotating across the system. Fellows round through approximately 82 areas for anywhere from four hours to three days. Additionally, after rounding across a functional area (nursing, operations, outpatient, ancillary, etc.) fellows will shadow an executive leader for a full day to debrief. During this timeframe, short-term projects may be identified by the fellows, executives, rounding supervisors, and/or preceptors. These short-term projects enable fellows to meaningfully support a department and contribute value to the organization.

The last six months are open to fellows to take on a larger, long-term project and/or take on an interim role within the organization.

Rotations will be tailored to fit the interests and needs of the fellows. Previous rotations have included the following:

- I. Operations
- II. Finance
- III. Human Resources
- IV. Clinical and Patient Care Units
- V. Ancillary Services
- VI. Ambulatory Care
- VII. Population Health Management
- VIII. Strategy and Business Development
- IX. Physician Relations

Informational Webinars

Administrative fellowship informational webinars will take place over Zoom and will be held:

- Thursday, August 17, 2023 | 5-6 PM PT
- Thursday, September 7, 2023 | 5-6 PM PT

For information on how to register, or if you are unable to attend either webinar, please email CHSAdministrativeFellowship@communitymedical.org

Application Requirements and Process

Applications for our Administrative Fellowship are currently being accepted through Friday, September 29, 2023. Candidates must either finish their Master's Degree prior to the start of the fellowship or be entering a required third year fellowship necessary to complete a Master's Degree. In either case, applicants must be from a healthcare management program, business administration program or related field of study.

Requirements and Process Timeline:

Application due: 11:59pm (PT) Friday, September 29, 2023

First-Round Virtual Interview: Early October

Second-Round Virtual Interview: Mid October

On-site Interviews: Late October-Early November

Decisions: Early November

Start date: June 2024

*Please note dates are estimated and are subject to change.

To be considered for the fellowship program the following application materials must be completed.

All materials must be emailed as a combined PDF by 11:59 PM PT on September 29, 2023 to

CHSAdministrativeFellowship@communitymedical.org

- Cover Letter (addressed to Alan Christianson)
- Résumé
- Three Recommendation Letters (1 Professional, 1 Academic, and 1 Other)
- Unofficial or Official Graduate School Transcript
- Essay (500 words or less) addressing one of the following:
 - What are two major threats facing California hospital systems and what potential solutions exist?
 - Given California's restrictions on hiring physicians (Corporate Practice of Medicine), explain two strategies that could strengthen physician relations within a large integrated health system.

Interviews and Fellow Selection

Completed application packets will be reviewed and top candidates will be selected for phone interviews with current and previous fellows and then Alan Christianson, Vice President of Operations.

Finalists from the phone interview process will be extended an invitation for an onsite interview. Onsite interviews will span a full day with senior leaders and executives in a variety of panel and/or individual meetings. A comprehensive hospital tour is provided and city tours will also be offered.

This process is designed to provide both prospective fellows and our leadership the opportunity to assess whether our program and facility are a good match. Candidate travel and lodging for the onsite

interviews will be provided by the fellowship program. Selection will be made at the conclusion of the site visit process.

Compensation and Benefits

We value our fellows' contributions and accordingly provide a comprehensive and competitive benefits package.

- Medical, Dental and Vision insurance effective **immediately upon hire**
- Paid Time Off (PTO) that accrues at a rate of .0846 hours per hour for an annual equivalent of 176 hours*. Once earned, PTO can be granted with prior approval. **Based on 2,080 work hours in a year.
- Employees will receive a 3-day equivalent lump sum of time into their Sick Bank after a 90-day waiting period from the date of hire.
- Extended Sick Time that accrues at a rate of .023080 hours per hour, which is equivalent to 48 hours* per year. **Based on 2,080 work hours in a year.
- Long Term Disability Coverage equal to 50% of your salary with option for higher coverage
- Basic Life Insurance
- Free access to our new employee Fitness Center
- Free parking

* Please note: benefit offerings are subject to change during the fellowship year; our benefits run on a calendar year basis.

Contact Info

If you have questions about our application process, please contact:

Whitney Avina, Talent Acquisition Partner
(559) 244-9229

CHSAdministrativeFellowship@communitymedical.org

Preceptors & Current Fellows

Alan Christianson, COO Clovis Community Medical Center

Alan has served as the Community Health System Administrative Fellowship preceptor since 2021. Alan has a deep passion for mentoring the future leaders of Community and is committed to providing fellows with rounding and project experience tailored to their career goals.



Alan joined Community as the Director of Managed Care in 2011 after 15 years of leadership experience in managed care, operations, and contracting. In 2023, Alan was named COO of Clovis Community Medical Center, previously serving as the VP of operations for Fresno Heart and Surgical Hospital. Prior to his arrival at Community, Alan held several leadership positions within hospitals while also taking opportunities to become a more well-rounded healthcare executive through working in the payer segment of healthcare including health plans and private industry.

Alan earned an MHA from The Ohio State University and a B.A. from Brown University.

Cory Belliston, COO Post-Acute Services

Cory Belliston joined the Administrative Fellowship Program as a preceptor at Community in 2023. He is dedicated to mentoring future leaders for Community and building leaders for the demanding atmosphere of healthcare. He is an invaluable resource to the fellowship program in providing opportunity and guidance.



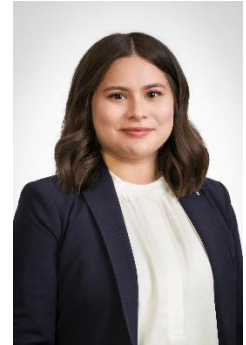
Cory joined Community as the Director of Post-Acute Business Operations in 2021 with extensive healthcare experience in both the acute and post-acute fields. He was named Chief Operating Officer for the Post-Acute Service Line in 2023 which includes Community Subacute and Transitional Care Center, Community Behavioral Health Center and Home Health/Home IV.

Prior to that, he has served as the Executive Director of Operations and Long Term Care Administrator for Orchard Post-Acute in Fresno. Previously, he has also held several leadership positions at Valley Children's Healthcare, including Director of Operations, Specialty Care and General Manager, Surgical Services.

Cory has 16+ years of progressive healthcare operations, finance and strategic planning experience working with numerous patient care facilities and hospitals in California. He earned an MHA from the University of Southern California and a BSc. in Accounting from Brigham Young University.

Madelyn Vera, MBA

Madelyn is a Los Angeles native who moved to Birmingham, Alabama, where she earned a B.S. in Health Care Management and an MBA from The University of Alabama at Birmingham (UAB). Madelyn is completing the Community Administrative Fellowship while pursuing her MSHA at UAB.



Madelyn has demonstrated an interest in process improvement, patient experience, and employee engagement through her previous work experience.

Most recently, Madelyn worked with UAB Clinical Simulation where she focused on developing marketing strategies and content. Previously, Madelyn worked as an administrative intern for the Alabama Rural Health Collaborative where she conducted surveys to evaluate staff satisfaction and patient flow to develop process improvement recommendations. Through other internships Madelyn supervised market analyses to identify potential partner and competitor organizations, utilized Lean Six Sigma principles across multiple projects, and conducted research related to graduate health programs.

Contact Information: MVera4@communitymedical.org | (559) 538-9091

Julius Thompson, MHA

Julius recently attended the University of Utah to complete his Masters in Healthcare Administration. He received his Bachelors of Healthcare Administration at Brigham Young University – Idaho (BYU-I). Julius grew up in Alaska and is excited to thaw out in California. Before accepting the Admin Fellowship with Community Health System Julius worked in Quality and Compliance for pharmaceuticals, Emergency Department operations for a community hospital, and the Student Health Center for BYU-I.



Julius is passionate about behavioral health and helping individuals with mental health challenges to receive proper care. He finds healthcare HR very fascinating and the unique obstacles that the environment poses. He is excited to learn from dedicated leaders what it means to serve others on a broad scale in the Admin Fellowship program. Julius wants to dedicate himself to helping others achieve their highest potential to provide excellent patient care.

Contact Information: JThompson9@communitymedical.org | (559) 265-2342

Administrative Fellow Alumni

Jennifer Nguyen-Sutherland, MHA

Jennifer's education consists of a B.S. in Molecular, Cellular and Developmental Biology from University of California, Santa Cruz, and an MHA from Saint Louis University. After her undergraduate studies, Jennifer served as a Client Service Representative at BreakThrough Physical Therapy, an outpatient physical therapy clinic. Simultaneously with her graduate studies, Jennifer served as a Strategy & Business Integration Intern at SSM Health, a multi-state healthcare system. During her fellowship at Community Health System, Jennifer worked on projects, which include managing the approval process of staffing requests across the system and assisting on a multi-clinic transaction.



Post-fellowship, Jennifer has served in multiple capacities at Community: Planning and Analysis Consultant, Director of Finance Extern, Director of Physician Contracting & Operational Staffing and VP, Financial Planning and Analysis Extern (current role).

Jong Whan "Calvin" Choi, MHA

Calvin received his B.A. in Philosophy and Political Science with a concentration in Law & Society and a Minor in Business Management from Clark University in Worcester. Calvin also completed his M.A. in Organizational Psychology at Columbia and his MHA at Penn State. Prior to the fellowship, Calvin served as a Process Improvement Graduate Assistant at Penn State Outreach and completed his MHA Residency at the University of Pittsburgh Medical Center's Office of Advanced Practice Providers.

Post-fellowship, Calvin moved into a Financial Operations Analyst role at Community Regional Medical Center.

Khrystsina Willis, MHA

Khrystsina Willis received her Bachelor's Degree in Dental Hygiene from Farmingdale SUNY and practiced as a clinician in New York providing dental care and education in private practice and the local community. She graduated with an MHA from Hofstra University. While in graduate school, Khrystsina worked in managed care for a dental insurance administrator where she supervised a team of site visit representatives who ensured the dental offices complied with state and federal laws, in addition to completing audits.

Post-fellowship, Khrystsina served as the Executive Advisor at Community Regional Medical Center.

Robert Wright III, MHA

Robert received his MHA at the University of Utah. He also received his B.S. in Health Administration and a minor in Spanish from Brigham Young University – Idaho. Prior to the fellowship, Robert worked in a variety of healthcare settings such as an Assisted Living, Critical Access Hospital, and Quality Improvement Organization to better understand the full spectrum of care.

Post-fellowship, Robert served as Manager of Clinical Operations at CMC and Manager of Practice Transitions for Community Health Partners.

Madison Arenchild, MPH

Madison received her B.S. in Human Biology and Society from UCLA and completed an MPH in Health Services Organization from UT Health Science Center of Houston at the Texas Medical Center. Prior to the fellowship, Madison worked in academics as a researcher at UTHealth and at a nonprofit early intervention program in maternal and infant health.

As a fellow at Community Medical Centers, Madison's project work focused on supporting service line strategy with the cardiovascular service line, including planning for the Community Heart & Lung Institute. Having completed her fellowship during the Covid-19 pandemic, Madison gained unique exposure to emergency management and crisis response with the Hospital Incident Command Center.

Post-fellowship, Madison took a position with the Rady Children's Institute for Genomic Medicine as manager of strategic programs where she focused on applications of whole genome sequencing for rapid precision medicine.

Khiem Nguyen, MHA

Khiem Nguyen was an Administrative Fellow at Community Health System and participated in different performance improvement, operations, and data analysis projects during his fellowship. Towards the end of his fellowship, Khiem also served as the Fellowship Coordinator and supported the Operation Process Improvement Department. He previously received his MHA and BS in Global Health from the University of Southern California. During his studies at USC, Khiem was an Administrative Resident at the Keck School of Medicine, conducted academic research at Children's Hospital Los Angeles, and interned at several nonprofits in Washington DC. Khiem is a passionate advocate for high-quality and equitable healthcare and believes that the fellowship at Community has provided him with the necessary skills to accomplish this goal.

About Fresno, California

Central California is an exciting and vibrant place to live, work and play. We are perfectly situated in the heart of California and poised to take in all that it has to offer. Living in, or around, the cities of Fresno and Clovis allows residents to bask in over 300 sunny days per year and enjoy a mild climate. In central California we enjoy the benefits of a rich agricultural history and our status as the number one agricultural producer in the nation. Our valley produces a wide variety of food sources (more than 350) that feed the world; some of our largest exports are milk, grapes, raisins, almonds, and tomatoes. We enjoy locally run farmer's markets year round where we can pick the freshest food possible for our families and enjoy an unmatched taste of quality produce.

Fresno is the fifth largest city in California with over a half million residents and a wonderfully vibrant and diverse culture. The city of Clovis blends beautifully with Fresno. Its population sits just under 100,000 and has award-winning schools, close-knit neighborhoods and a wonderful community of locally run businesses that provide all of the services and shopping you could ask for. Fresno and Clovis boast some of the best and most affordable housing markets in California. Whether you prefer an urban loft in our downtown area, a sprawling house in the country, or an excellent suburb community – we have just what you're looking for.

Outside of work, be prepared for an amazing adventure in our community and throughout California. Fresno and Clovis claim the distinct pleasure of being perfectly situated at the base of three of our country's most beautiful national parks: Yosemite, Sequoia, and Kings Canyon. Our natural landscape includes lush countryside, mountains, foothills, several lakes, and more rivers than any other county in California. The opportunities for outdoor sports and recreation are endless and perfectly supported by our geography. The cities of Fresno and Clovis are home to numerous wineries, entertainment, sports and art venues and countless culturally diverse restaurants.

Exploring all that Fresno, Clovis and the surrounding cities can offer will take some time. However, you can't ignore the wonderful playground that is also just outside our own backyard. Los Angeles, San Francisco, Monterey, Pismo Beach, and Sacramento (to name a few) are just a short car ride away. Weekend trips are something that almost all residents of Fresno and Clovis are familiar with and enjoy for a quick, convenient and fun getaway.

We love calling Fresno and Clovis home. Our community is diverse, active and unique, and most importantly – it is home to the employees of Community Health System.