

Meeting Minutes
Health Services Administration Advisory Committee

November 14, 2019 4:00pm – 5:10pm
SPC Health Education Center
7200 66th St N Pinellas Park, FL 33781
Provost Conference Room 179

I. **Call to Order- Adam Smith 4:05pm**

II. **Attendance Introductions**

Members Present:

- a. Adam Smith – Chair (*officio*)
- b. Philip Weichmann (*officio*)
- c. Carolyn Galluccio (*officio*)
- d. Cindy McNulty (*officio*)
- e. Xaivea Benjamin (*officio*)
- f. Deanna Stentiford (*ex-officio*)
- g. Mark Haumschild (*officio*)
- h. Paige Brett (*officio*)
- i. Marilyn Browne (*ex-officio*)
- j. Samantha Staley (*officio*)
- k. Will Baldwin - (*ex-officio*)
- l. Alyssa Bedard (*ex-officio*)
- m. Wendy Shellhorn (*ex-officio*)

Members Excused:

- a. Kimberley Cianciolo (*officio*)
- b. Dennis Dansby (*officio*)
- c. Sandy Malkin (*ex-officio*)
- d. Steven Riddle (*officio*)
- e. Monica Roberts (*ex-officio*)
- f. Jane Walker (*officio*)
- g. Lisa Bell (*officio*)
- h. Patty Durell (*officio*)
- i. Katherine Woods (*ex-officio*)
- j. Teri Trede (*ex-officio*)

k. **Ways to Engage Cards** – Chair Adam Smith

Cards were shown so committee members could check off where they would like to get involved with the programs.

l. **SPC and Program Vision and Values** – Professor Will Baldwin

Will covered the college and program mission/vision and identified that the committee is charged with advising on the lower division Health Sciences AS program as well as the Health Services Administration BAS program that many students articulate into.

m. **Health Sciences Curriculum Overview** – Professor Will Baldwin

A. Program Structure

Will covered the history of the program and some of the common challenges with students applying to other selective admission health programs.

B. Activity: List of Courses for Review

Checklist was shown for any committee members that would like to review the Major Learning Outcomes and Objectives for the program's major core courses. Does not include general education or support courses. Committee discussed if it was possible to rearrange support to include more program specific courses. Perhaps, revise science requirements.

C. Action: Should we pursue Lean Six Sigma certification

Action postponed due to discussion on several other certification ideas.

Certification ideas:

- a. Green belt certification is preferable to yellow belt if it can be incorporated somehow
- b. Medical Assistant Training - current community shortage
- c. Project Management (CAPM, PMP)
- d. Tobacco cessation – Tobacco Treatment Specialist (TTS)
- e. Patient Safety – Certified Professional in Patient Safety (CPPS)
- f. Something in customer experience, like Certified Customer Experience Professional (CCXP) - Customer Experience Officer is emerging role in administration
- g. Soft Skills and Leadership Skills Training
- h. Technical Writing Courses
- i. Trauma Informed Care and Adverse Childhood Experience Trainings (TIC, ACE)
- j. Conflict Resolution Skills/Behavioral Health
- k. Certified Lactation Consultant (CLC) – evidence of higher compensation

Dean inquired about Patient Navigator/Care Coordinator viability for lower division curriculum. Several committee members mentioned it depends on the level of the navigator. Some are entry-level. Others require greater amount of education and training.

n. **Health Services Administration Curriculum Overview** – Dr. Wendy Shellhorn

A. Program Structure

Dr. Shellhorn discussed the major core, subplan/concentrations, and capstone requirements.

B. Activity: List of Courses for Review

Committee was asked to look through checklist of program courses to see if there were any courses they would be interested in reviewing the Major Learning Outcomes & Objectives.

Individual appointments can be made to discuss final project assignments or group work ideas for specific courses. Program suggestions and certification ideas:

- a. Evidence-based care
- b. 7 Habits in Leadership - Covey
- c. Recordings and role-playing activities for group projects. Webinars, skype calls, or conference calls for group projects to help prepare for any remote tasks in the workforce.
- d. Look for conflict management certification.
- e. Interviewing skills (both as interviewer and interviewee) and management simulations.

o. **Inquiry into New Subplans**

Committee discussed the viability of looking into Performance Improvement or Emergency Preparedness and Response in healthcare. Both show value, but Emerg. Prep. received more favor.

A. Action: Pursue inquiry into Performance Improvement (Project Management/Lean Six Sigma) subplan/concentration

- a. 3 yes
- b. 0 no
- c. 5 abstained

B. Action: Pursue inquiry into Emergency Preparedness and Response subplan/concentration

- a. 6 yes
- b. 0 no
- c. 2 abstained

C. Action: Pursue inquiry into Global Health subplan/concentration

Postponed due to no discussion and the focus that was put on Emerg. Prep.

p. Public Comments

Samantha Staley thanked Dr. Wendy Shellhorn for her support with advocating for breastfeeding rooms on SPC campus. She passed out literature and spoke about local maternal/child health disparities and the agency's magazine.

q. Adjournment – 5:10pm