

# Administrative Internship

AJ Blood

Acknowledgements: Dr. Lawrence Smith, Dr. Jeremy Boal, Dr. Marc Napp, Dr. Kris Smith, Jeff Kraut, Howard Gold, Dr. Jerry Hirsch, Alan Murray, Patrick Tong



## Objectives:

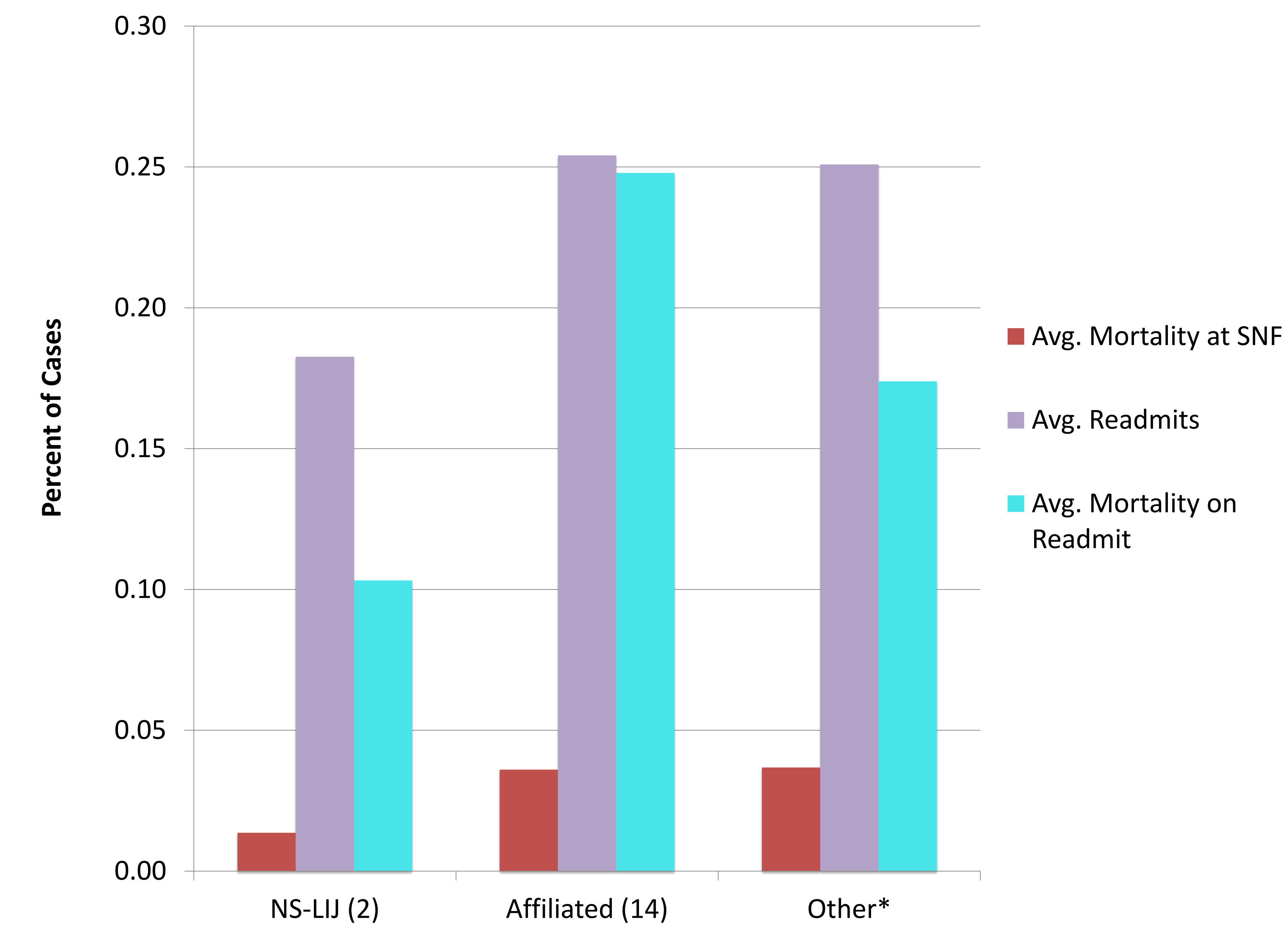
Develop an internship to opportunities for physicians as healthcare leaders and to better understand the intersection of business and medical decision making that takes place in a corporate structured Health Care System.

## Resources:

The executive leadership of NS-LIJHS allowed me to observe and participate in various administrative projects.

## Department of Strategy & Planning

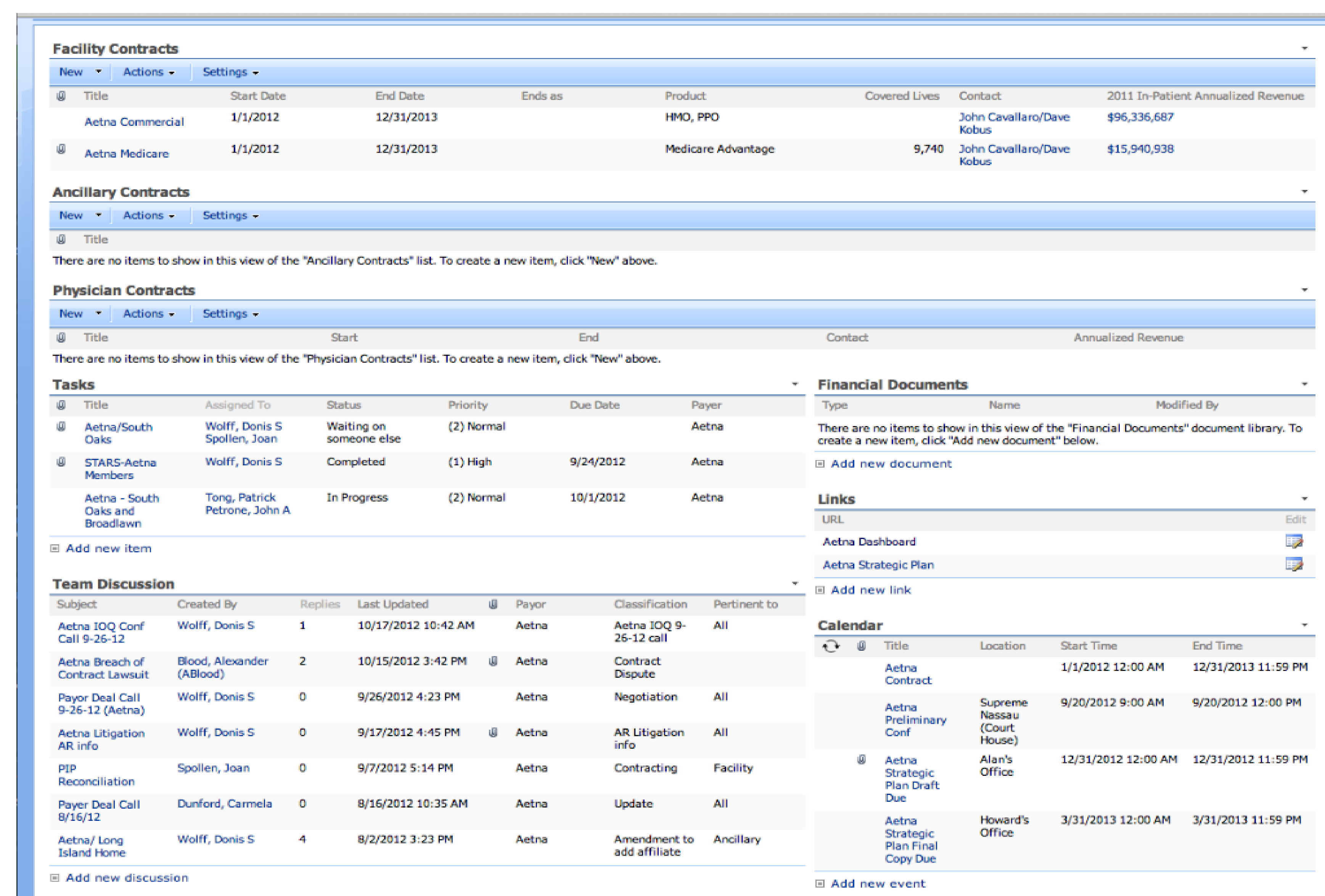
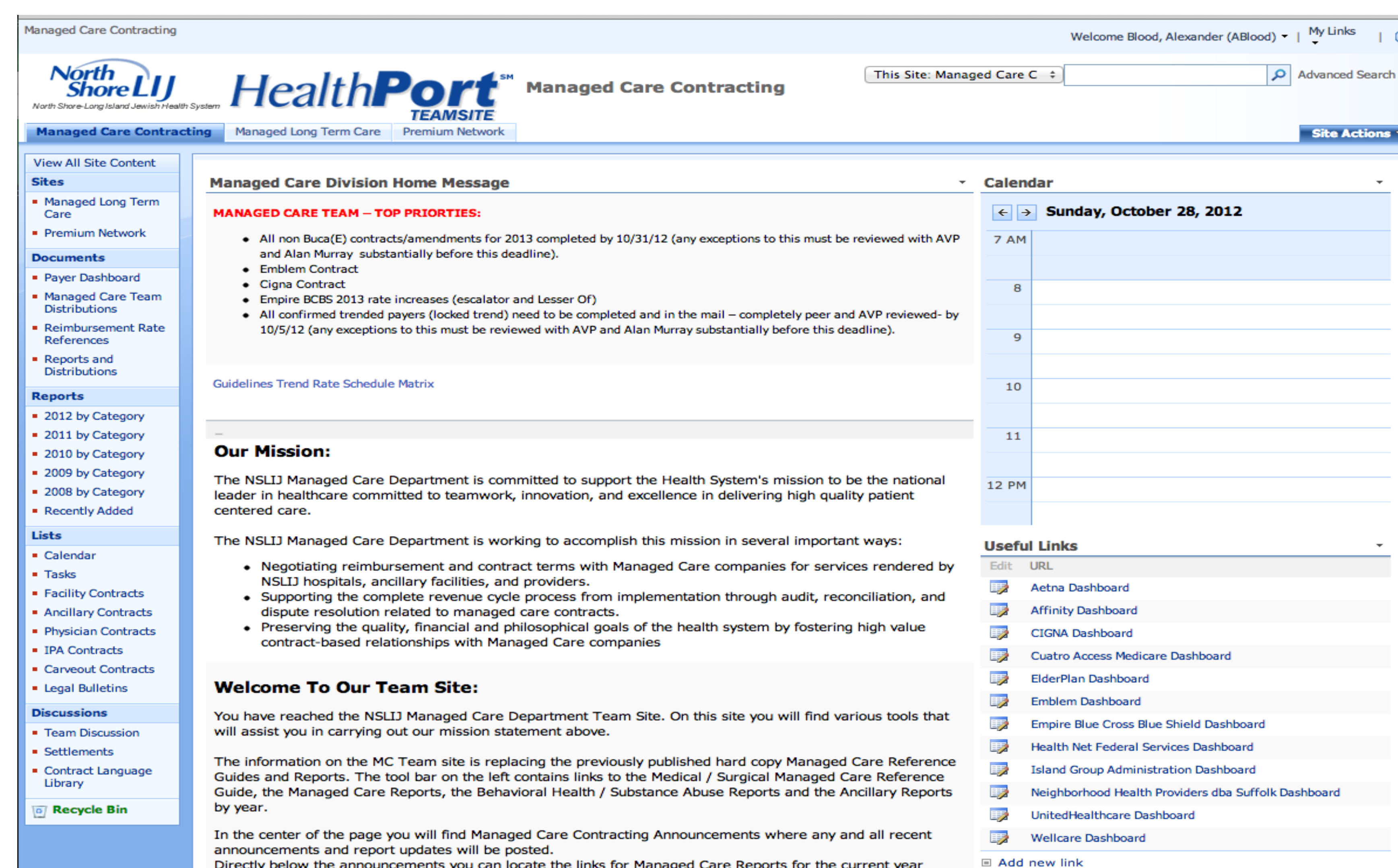
I utilized Medicare data provided to NS-LIJ Health System to create an analytic tool to determine the quality of Skilled Nursing Facilities in our region. One example of our findings is highlighted below:



These types of analyses are being combined with other metrics to better understand the relationship between the NS-LIJ Health System and its partners in healthcare in order to reduce costs, and improve quality.

## Managed Care

I developed a Sharepoint Website for the Managed Care Team as a management tool that streamlined communication and fostered collaboration within the department. This also allowed for the orchestration and implementation of a long-term strategic plan for contract negotiation and workflow.



## Business Development

As a way to integrate my experiences, I participated in the development of the United North Shore-LIJ Health System Insurance product, launching Jan. 2013.



## Resources and Wellness Programs for 2013

Just some of the tools and resources available to UnitedHealthcare members:

### Treatment Cost Estimator

It's easier to budget for a medical treatment if you have an idea of how much it will cost. The simple-to-use Treatment Cost Estimator gives you the information you need to plan ahead and you'll have a better idea of what you are spending on healthcare. Treatment cost estimates are personalized based on your health plan, zip code, physician and facility type.

### Quicken Health Expense Tracker—an easy way to track healthcare costs


Healthcare bills can be confusing. It's time consuming to keep track of costs, what expenses your medical plan covers, if your deductible has been met, and how much you should pay. But it doesn't have to be that way. Quicken Health Expense Tracker is available to all United Healthcare members on myuhc.com and provides a clear breakdown of your medical expenses. Keep track of your costs and make life easier—sign up for Quicken Health Expense Tracker.

### Clinical and Wellness Programs available through UnitedHealthcare

**myNurseLine**  
Have questions about your health? MyNurseLine is your one-stop resource for making smart healthcare decisions every day. Call myNurseLine 24 hours a day, seven days a week, at 1-800-846-4678 to speak with a live, registered nurse who can provide you with reliable information based on the latest medical and professional guidelines.

### Cancer Resource Services/Support Program

If you have been touched by cancer, dedicated nurses can provide information, answer your questions, guide you to a provider in your local community or within the Cancer Centers of Excellence network, and also help you deal with the emotional side of cancer.



Once a UnitedHealthcare member in 2013, you will have a personalized member website that offers tools and resources, along with reliable health and wellness information. Go to: [NorthShoreLIJ.com/EmployeeHealthPlan.com](http://NorthShoreLIJ.com/EmployeeHealthPlan.com) > My UHC. Once you register you can:

- Request or print ID cards, track claims and claim payments
- View your account balances
- Project your future medical expenses with the Treatment Cost Estimator tool. You can also use the Estimator Tool to help you calculate 2013 FSA pre-tax contributions.
- Keep track of your healthcare costs with the Quicken Health Expense Tracker tool
- Chat with a live nurse
- And more!

**MyNurseLine**  
To take advantage all of UnitedHealthcare's member programs, call myNurseLine at 1-800-846-4678.

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## Comments:

-A framework was established for an Administrative Internship within the leadership network of the NS-LIJ Health System.

-The work on my various projects provided an opportunity to learn how to critically analyze quality metrics and incorporate information technology in the planning of health system strategy.

-Through this experience, I have developed a better understanding of healthcare's complexity, from both operational and planning perspectives. The novel tools created will help NS-LIJ Health System position itself to adapt to an ever-changing healthcare landscape.