CHI Graduate Intern Job Description

CHI Graduate Intern leads projects for senior management in a variety of operational and strategic initiatives that have system-wide impact. As a graduate intern, you assume significant accountability and ownership for your project as well as have the opportunity for additional enrichment opportunities at the National Office in Denver. Most projects will involve synthesizing a variety of analyses into effective and successful implementation strategies. At the end of the program, each Graduate Intern will present his/her results to a panel of Senior Leadership, Graduate Intern Mentors and other CHI employees.

Projects could include:
- System Strategy
- New Business Opportunity Pipeline Development
- Physician Strategy/ Implementation
- Payer Contracting Strategy
- Business plan development

Graduate Interns can participate in:
- Graduate Intern Orientation
- Denver patient care facility tours
- Weekly meetings with National and/or MBO Senior Leadership
- Participation in executive level meetings

Qualifications/Requirements (No health care background required):
- Must have at least 2 years of work experience
- Must be enrolled full time in a MHA/MPH/MBA program at the time the application is submitted.
- Must have completed your first year of the graduate program
- Must hold at least a 3.0 GPA and be able to provide official school documentation
- Must be able to articulate a desire to work in the health care industry.
- Outstanding leadership skills
- Excellent teamwork abilities and emotional intelligence
- Demonstrated project management experience
- Strong analytical/financial competencies
- Ability to analyze short and long term needs
- Demonstrated persuasive communication skills

The Catholic Health Initiatives 2016 Internship Program will take place June 6 – August 10, 2016 at our headquarters office in Englewood, CO.

- Interested students should apply online: Graduate Internship at Catholic Health Initiatives
- Please attach your resume and a short essay (less than 1000 words) explaining why you want to participate in the CHI Summer Internship Program.

Review of applications and interviews will take place January 6 – March 31, 2016.

Contact Valerie Hayes with any questions you may have: valeriehayes@catholichealth.net
ABOUT CATHOLIC HEALTH INITIATIVES
Catholic Health Initiatives, a nonprofit, faith-based health system formed in 1996 through the consolidation of four Catholic health systems, expresses its mission each day by creating and nurturing healthy communities in the hundreds of sites across the nation where it provides care. The nation’s second-largest nonprofit health system, Englewood, Colorado-based CHI operates in 19 states and comprises 102 hospitals, including four academic health centers and major teaching hospitals as well as 30 critical-access facilities; community health-services organizations; accredited nursing colleges; home-health agencies; living communities; and other facilities and services that span the inpatient and outpatient continuum of care. In fiscal year 2015, CHI provided almost $970 million in financial assistance and community benefit – an 8% increase over the previous year -- for programs and services for the poor, free clinics, education and research. Financial assistance and community benefit totaled more than $1.6 billion with the inclusion of the unpaid costs of Medicare. The health system, which generated operating revenues of $15.2 billion in fiscal year 2015, has total assets of approximately $23 billion.

Mission
The Mission of Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

Vision
Our Vision is to live up to our name as one CHI:
Catholic: Living our Mission and Core Values.
Health: Improving the health of the people and communities we serve
Initiatives: Pioneering models and systems of care to enhance care delivery

Core Values
Nearly 700 employees, physicians, participating congregation members and board members from throughout Catholic Health Initiatives participated in the process of naming our core values. The core values define CHI and serve as our guiding principles. They are the roots, or anchors, from which all of our activities, decisions and behaviors follow.
Reverence: Profound respect and awe for all of creation, the foundation that shapes spirituality, our relationships with others and our journey to God.
Integrity: Moral wholeness, soundness, fidelity, trust, truthfulness in all we do.
Compassion: Solidarity with one another, capacity to enter into another’s joy and sorrow.
Excellence: Preeminent performance, becoming the benchmark, putting forth our personal and professional best.

Click on the links below to learn more about CHI:

- Catholic Health Initiatives - Culture Preview Video
- Why join Catholic Health Initiatives?
2015 Graduate Intern Projects:

**Virtual Health Services Graduate Intern Project**

Virtual Health Services is a wholly-owned subsidiary of Catholic Health Initiatives founded in 2012 as a (501)(3) organization with the aim of developing and deploying digital health solutions. Today, VHS delivers remote pharmacy to nearly 50 hospitals inside and outside of the CHI footprint and is a key player in CHI’s Pharmacy Transformation initiative. Remote pharmacy is a telehealth service that allows medication orders to be reviewed by a pharmacist virtually, which enables on-site pharmacists to be redeployed into collaborative care teams, provide patient education, and perform other high-value services. With a foundation in pharmacy, Virtual Health Services has a 5-year business plan which leverages the core medication business into new delivery models for mental and behavioral health support, weight management, and diabetes. VHS believes that these health issues are interconnected and are closely tied with medication adherence and compliance and that new digital health solutions are needed to positively impact these populations.

High Level Summary

As part of a renewed focus on customer experience, Virtual Health Services is implementing a program to redesign the customer journey for both existing and new clients. The program will be ongoing and will be a key strategic initiative for the organization as it continues to grow. In order to support the initiative, Virtual Health Services is seeking a MBA intern whose project will help drive the design, development, and implementation of the overall program as well as various supporting projects relating to the customer experience journey.

The project will touch on various areas of business, including operations, sales, marketing, product development, and analytics. The focus of the project will be on improving the customer experience journey for existing clients which are regional and critical access hospitals and will report to the Marketing Director of VHS. This is a unique opportunity for someone looking to hone their business skills in a variety of areas as well as get an understanding of both health system and hospital operations. The project will be both analytical and creative in nature and the right candidate will have experience in customer service or service delivery design and an interest in consumerism in healthcare.

**Advanced Practice Care Graduate Intern Project**

Our vision for CHI’s Advanced Practice department is to be the industry leader in Advanced Practice Care. An internship with the Advanced Practice department at CHI offers an opportunity to drive enterprise-wide, transformational change that will not only inform critical internal strategic planning, but also the larger external health care dialogue for next era health care.

The Graduate Intern will work with National and Market-based advanced practice leaders and other internal stakeholders to identify, develop, and leverage “best practice” advanced practice care delivery models. Specific project development would include:

1. Center for Advancing Provider Practices (CAP2) electronic assessment mapping & integration with the CHI-developed Advanced Practice State Regulations Grid (Excel document)
2. Electronic Gantt chart development for tracking CAP2 assessments and Advanced Practice subcommittee work
3. Development of electronic visual representations for APLC governance/organization/administration

Given the current complex financial healthcare environment and expected changes in reimbursement models, it is increasingly important to monitor and understand financial performance and competitive landscape in which CHI has to operate. Understanding the competitive landscape will lead CHI to adjust more rapidly to changes in the marketplace. In order to do so, CHI must have the appropriate tools to gain visibility into competitor’s performance relative to CHI’s assets.
Care Management
The healthcare delivery system is in a stage of transformation, moving from volume-based reimbursement (the more you do, the more you get paid) to value-based reimbursement (the more value you provide, the more you get paid). This is a fundamental shift for health systems – and CHI is a leader in this transformation journey. Across 10 wholly owned clinically integrated networks (CINs), we are managing health for over 400,000 individuals through value-based payment models and will continue to grow each year. Fundamental to successful management of a population is the network of providers who participate within a CIN – which includes both employed providers as well as independent, affiliated providers. Within CHI’s CINs, we need to more fully align our CIN providers – including clear expectations for participation – an activity that has not been performed consistently or objectively to date.

Proposed Project:
The Graduate Intern will work with the VP, Population Health and the Director, Pop Health Information Management and Network Development to analyze activities-to-date across all CINs regarding provider expectations as participants within our CINs. Comparison with other leading organizations will be conducted – identifying gaps and opportunities for improvement that will assist each CIN to recruit, hire and manage their provider network to support Population Health success. At the end of the project, a playbook will have been developed that will be provided to each market CIN leader for future work.

Prominence Health Graduate Intern Project
Prominence Health Business Solutions recognizes the healthcare industry is constantly evolving. With employer mandated health coverage, organizations feel the financial impact. Providing the highest quality of care is a measure of success, but that success must also equal savings. The balance is to increase employee productivity and lower absenteeism by implementing wellness solutions that promote results. Business Solutions identifies, models and delivers solutions for the marketplace designed to increase employee health and engagement.

Graduate Intern will conduct objective assessments of solutions’ value propositions to customers with a focused emphasis on research and discernment of product design. Project and initiative work will include secondary research, analysis of existing data sets, presentation of findings and critical thinking to develop strategic recommendations. Graduate Interns will work with key leadership from Prominence Health, Payer Strategy & Operations, other departments within CHI and the health care delivery system to refine and validate

Capital Finance and Investment Graduate Intern Project
The Graduate Intern will work with National Finance leaders and other internal stakeholders to develop a comprehensive management financial reporting framework that allows for monthly monitoring and reporting of financial performance across the enterprise as well as quarterly comparison of performance with other for-profit and not-for-profit systems.

Specific project development would include:
1. Identify key performance metrics and trends to use in reporting framework
2. Develop reporting framework for CHI performance so that it can easily be updated on a monthly and quarterly basis
3. Develop similar framework for competitors by region based on publically available information
4. Create reporting presentation to summarize performance vs competitors highlighting key metrics and trends.

In addition to this project, the Graduate Intern will engage in several other projects as needed. Projects will be shorter in nature and be focused on M&A, valuation and business line performance analysis.
Strategy and Business Development

This fall, all of CHI’s Market Based Organizations and Enterprise Business lines will participate in a Strategic Planning Review to identify market opportunity within CHI’s key strategies. The National Strategy Office is responsible for content development and analysis in preparation for the SPRs. The Strategy Graduate Intern will work with the Strategy team to develop content and conduct analysis for the SPR. The Graduate Intern will be the primary project manager and will be responsible for clearly defining the scope, timeline and deliverables that he/she will work with the rest of the team to complete by mid-August.

Additionally, one of the Strategy Planning Associates will be on maternity leave during the summer. The Strategy intern will have an opportunity to work on additional projects across the strategy function as time/bandwidth allows. These projects could include primary care strategy, physician planning, consumer engagement strategy and CRM selection, enterprise access, and service line planning.

The Strategy Graduate Intern will be trained on CHI’s analytics tool, SG2.

Mission (Group Project) (All interns will work on this project)

One of the most difficult and important tasks is preparing future leaders for the role of Mission Executives. Much like health care in general, Mission is in the process of a paradigm shift, discovering the what and how of Mission for the next generation. The Graduate Interns will assist in the development of a Mission Fellowship Program that can be used by CHI to recruit, educate and prepare candidates for Mission roles throughout CHI. The associates will consider the complexity of the role* recruitment, marketing strategies (especially social media), and budget preparation. They will be involved in researching like programs, program design, and the development of measures and accountability structures. The project will result in the program design for a multi-year fellowship program in Mission.

*In addition to the four functional roles of Mission, they will need to consider health care administration, organizational development, strategy, finance, clinical, customer experience and relationship building.