

2016-17 Ochsner Administrative Operations Fellows



Matt Duckworth

The University of Mississippi Medical Center

A native of Clinton, Mississippi, Matt graduated from The University of Southern Mississippi with a degree in Communications in 2001 and a Master's in Public Relations in 2005. He then pursued a law degree from Mississippi College School of Law in Jackson, MS, and graduated *Cum Laude* in 2009. During law school, Matt interned for the Mississippi Attorney General's office and the U.S. District Court for the Southern District of Mississippi. Following law school, Matt worked as a judicial law clerk for one year before turning his sites towards healthcare. For the past five years he has worked for the University of Mississippi Medical Center serving as a Health Information Technology Policy Analyst before being promoted, in May of 2014, to the Director of Health System Financial Incentive Programs. In his current role, Matt provides content expertise to the organization for the various government and commercial payer Pay for Performance quality programs. Additionally, he is currently in his final year of the Doctorate of Health Administration program at the University of Mississippi Medical Center's School of Health Related Professions. Moving forward Matt is hoping to diversify his healthcare background and pursue a career in healthcare administration. In his free time, Matt enjoys traveling with his wife, Suzanne, reading, running, relaxing and cheering on the Southern Miss Golden Eagles.



Charlotte Hedley-Piper

London School of Economics

Originally from Montreal, Canada, Charlotte completed her BA from Barnard College, Columbia University where she graduated *Magna Cum Laude* in Political Science and Microeconomics. She has since finished her Masters of Science in Management from the London School of Economics where she studied organizational innovation and excellence. After earning her Bachelor's degree, she gained valuable experience as a management consultant working in project management and strategy across healthcare, sustainability, and consumer products. When she relocated to New Orleans, Charlotte was inspired by entrepreneurship and worked as Operations Director of a startup, before working with a non-profit committed to fostering entrepreneurial talent in the region. Having passion for both business and mission-driven work, she is intent on building a career in healthcare where she can contribute to a dynamic industry while having a positive impact on her adopted community. Charlotte grew up surrounded by physicians and feels at home in a health-oriented environment. She is a board member of a local non-profit, and in her free time, she enjoys the rhythms and rituals of New Orleans, while making time for travel and visiting family.



Andrew Koenig
University of North Florida

Originally from the Chicago area, Andy Koenig graduated Cum Laude from Ball State University with a bachelor's degree in zoology and a minor in chemistry. He went on to earn his doctoral degree in physical therapy from Central Michigan University. Since finishing his doctoral work, Andy has worked as a physical therapist in a number of healthcare environments including private practice, a for-profit health system, and most recently a non-profit health system. He is a board certified specialist in orthopaedic physical therapy. Working in hospital systems nurtured Andy's desire to move into healthcare management. To facilitate the transition from clinician to administrator, Andy pursued his MHA degree from University of North Florida. While at UNF, Andy was a member of UAB Health Administration Case Competition team that finished as semi-finalists. Andy's goals for a fellowship include developing a portfolio of complex and meaningful projects, growing further as a leader, and sharpening his interpersonal skills. Andy enjoys working on projects related to efficiency, quality, and program development. Andy was recently awarded the Graduate of the Last Decade award from Ball State for his achievements and success since graduation. In his spare time Andy enjoys scuba diving as a certified rescue diver, Chicago Cubs baseball, the outdoors, travelling, and serving in the US Coast Guard Auxiliary.



Anusha Rao

Georgetown University

Originally from Kenner, LA, Anusha graduated Cum Laude from Loyola University New Orleans in 2013 with a degree in Psychology. After earning her Bachelor's degree, she worked as a Case Manager for the Rapid Treatment Program at Children's Hospital New Orleans and as a Psychometrist at Nola Psychological Services. In 2014, she moved to Washington D.C. to pursue a Master's in Health Systems Administration at Georgetown University. During her time in the capital, Anusha has had the opportunity to work within various healthcare sectors. In her first year of the program, she worked with and shadowed senior administrators at MedStar Georgetown University Hospital in addition to collaborating with a team of her peers to provide deliverables around Precision Medicine for Booz Allen Hamilton. This past summer, Anusha worked in the Office of Congressman Jeff Fortenberry, interfacing with his district's constituents and lobbyists while also gathering research on prescription drug cost-effectiveness transparency tools to guide the development of the Congressman's *Know Before You Go Act*. In addition to her time on the Hill, Anusha also worked for the Executive Office at the American Association of Blood Banks (AABB), specifically reporting to their CEO. In this role, she analyzed employee turnover and conducted research for AABB's Ghanaian Ebola Readiness and Resilience Initiative (GERRI). Currently, Anusha is interning with the Service Excellence team at Children's National Health System and will transition into her new role as their Administrative Resident in the spring. As a fellow, Anusha hopes to gain hands-on experience that will prepare her with the necessary competencies of a future healthcare leader. She hopes to collaborate with fellows in her cohort and current healthcare leaders on projects that carry out Ochsner's mission for the very same community that lent a hand in her upbringing. In her spare time, Anusha likes to travel, spend time with her family and friends and cheer on her favorite sports team, the New Orleans Saints.

2016-17 Ochsner Administrative Nursing Fellow



Tiffany Silvera **University of Central Florida**

Originally from Miami, FL, Tiffany graduated from Oakwood University in Huntsville, AL where she received her Bachelor's Degree in Finance with a minor in Accounting in 2008. While in undergrad she was an INROADS intern with Publix Supermarket Headquarters and Hospital Corporation of America (HCA) as an Accounting and Internal Audit intern, respectively. She returned to Miami, FL to pursue an Internal Audit career with Jackson Health Systems where she was responsible for financial and compliance audits. During a HIPAA compliance audit that involved the clinical side, it was there she witnessed the care nurses provided to patients and families. This inspired her to have a desire to serve others and pursue a career in Nursing. Tiffany obtained her Nursing degree from Florida Hospital College of Health Science in Orlando, FL August 2012. Upon graduation, she began her career in the Emergency Department and later on a PCU Ortho Unit. She is currently a Project Manager for Revenue Cycle Financial Operations for Florida Hospital Systems as well as works bi-weekly on the weekends as an ED/Trauma Nurse. Tiffany is passionate about graduate nurse retention and developed a 2-year retention program with positive outcomes for Florida Hospital Altamonte, entitled "*Nurse's have WINGS to S.O.A.R.*". Her experience thus far has confirmed her desire for a career in Nursing Administration. Tiffany is a member of Sigma Theta Tau and will complete her MSN in Leadership and Management in May 2016 at the University of Central Florida. During her fellowship, Tiffany hopes to contribute to meaningful projects that impact patient outcomes, enhance patient experience and align strategic initiatives with the mission of the organization. In her free time, she loves the outdoors, playing tennis, traveling, spending quality family time and cooking.

2016-18 Ochsner Administrative Finance Fellows



Matthew Craig **Louisiana State University**

Matthew is originally from Friendswood, Texas and graduated from Louisiana State University with a B.S. in International Trade & Finance. During his time as an undergraduate, he was actively involved in his fraternity, Phi Kappa Psi. He served on multiple committees and was elected Treasurer. He is currently a 2016 Flores MBA candidate specializing in Energy and Supply Chain Management. He currently serves as the Treasurer of the MBA Association. In his current position as the Fiscal Graduate Assistant for LSU Student Media, he is responsible for monitoring the day-to-day operations of the Advertising Department and the eight sources of media run within LSU Student Media. He works closely with the Business Manager and performs quarterly budget reviews, making recommendations to reduce spending. Last year, recommendations led to a reduction of \$200,000 in expenditures. Working as the Asset Management Intern for NRG, He performed market research to expand the EVGo charging infrastructure. Research he provided allowed the NRG South Central team to advance in the expansion process. In his free time he enjoys spending time with family and friends, playing sports, hiking, traveling, and watching sports, particularly the LSU Tigers.



Leigh Troppe **Tulane University**

Born in Chicago, Illinois and raised in Reno, Nevada, Leigh graduated from Tulane University with a degree in Neuroscience and a minor in French. Leigh was recognized as a Tulane University Founder's Fellow for her community service and academic leadership. After earning her bachelor's degree, Leigh taught chemistry, environmental science, neuropsychology, and biology at Carver High School in New Orleans. She successfully completed an alternative education program with The New Teacher Project and earned a Level 1 Teaching Certificate through the Louisiana Department of Education. In July 2015, Leigh returned to Tulane University to pursue a Master of Finance with an energy specialization. During her graduate studies, Leigh works as a research assistant, examining and analyzing corporate compensation measures.

Leigh is particularly interested in community service and continues to mentor her previous students. In Nevada, Leigh received state-wide recognition for her volunteerism at the Veterans Affairs Medical Center and is excited to return to her roots in healthcare. In her free time, Leigh enjoys cooking, Saints games, and playing with her bulldog.

**2016-18 Ochsner Administrative Revenue
Cycle Fellow**



Christina Rich
Columbia University

Christina is originally from metro Atlanta and graduated from the University of Alabama in May 2014 with a degree in Communication. During her time at Alabama, she developed an interest in health care through summer internship experiences and course work in health policy. She immediately continued on to Columbia University to pursue a Master of Health Administration in order to gain an in-depth understanding of the business of health care, and she will graduate in May 2016. Christina has completed a variety of internships, including work with a government affairs firm in Washington, D.C.; a large marketing firm in New York City, where she worked primarily on health and pharmaceutical client accounts; and Columbia University Medical Center's Department of Dermatology. She was also extremely involved in student groups at both Alabama and Columbia, serving on both schools' student government executive boards.

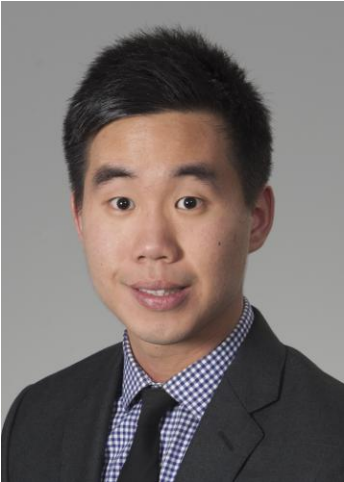
2016-18 Ochsner Administrative Supply Chain Fellow



Jessie Bowen **Loyola University**

Jessie Bowen is a Michigan native and a graduate of Michigan State University's Eli Broad College of Business where she received her undergraduate degree in Supply Chain Management. Jessie has since worked for the last 8.5 years in progressive procurement roles for Monsanto and Albemarle in St. Louis, MO and south Louisiana. In these roles she has made an impact by realizing large cost savings, making process improvements, and successfully managing procurement for multimillion dollar capital projects. In May of 2014, Jessie graduated from Loyola University of New Orleans with her Master's in Business Administration. In her program, Jessie focused on project management, systems leadership, and entrepreneurial development. She also participated in a supply chain management class that focused on the healthcare supply chain. This led to an interest in shifting industries to one in which she could use her skills to make a positive impact on healthcare in her community. Jessie also has a strong commitment to health and wellness, and recently completed her BarreAmped certification. She teaches fitness classes at a studio in Baton Rouge and enjoys helping others feel healthy and strong. In addition to teaching BarreAmped, Jessie enjoys reading, traveling and exploring all that New Orleans has to offer with her husband, Matthew.

**2016-18 Ochsner Administrative
PGY-2 Pharmacy Resident**



DongOuk (John) Lee, PharmD
Philadelphia College of Pharmacy

Originally from Seoul, Korea, John lived in Vancouver, Canada for 6 years before moving to Philadelphia, PA. He earned both his Bachelor of Science degree in Pharmaceutical and Healthcare Studies and Doctor of Pharmacy degree from the Philadelphia College of Pharmacy. After graduation, John moved to New Orleans to pursue further training as a PGY-1 pharmacy resident at Ochsner. The pharmacy residency program at Ochsner is designed to develop clinical practice skills by providing exposure to a clinical environment that offers diverse training in a variety of pharmacy practice areas. Throughout the year, John developed clinical expertise and acquired insights to hospital pharmacy operations. John is very excited to continue his career at Ochsner as a Health-System Administration Pharmacy resident. He plans to utilize his clinical knowledge and direct patient care experience to be an active member of the administrative team. Outside of residency, John enjoys playing soccer, traveling to new countries, and exploring New Orleans.