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My Healthcare Administration Experience at LifeCare Alliance

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MY HEALTHCARE ADMINISTRATION EXPERIENCE AT LIFECARE ALLIANCE

By Ayat Al Jbour

LIFECARE ALLIANCE

- My practicum site was LifeCare Alliance
“Nourishing the Human Spirits”

LifeCare Alliance is a not-for-profit organization that provides a comprehensive array of health and nutrition services to residents of Central Ohio

It was founded in 1898 as the Instructive District Nursing Association (IDNA), LifeCare Alliance was Columbus’ first in-home health care agency and Ohio’s first Visiting Nurse Association





LIFECARE ALLIANCE

IMPACT Safety

LIFECARE ALLIANCE PROGRAMS AND SERVICES:

Meals on
Wheels

Columbus
Cancer Clinic

Central Ohio
Diabetes
Association

Carries Caffe
and Dining
Canter

Help at
Home

Wellness

Project
Openhand
Columbus

Senior
Petcare

Impact safety

Visiting Nurses

Refer a
Clients

WELLNESS DEPARTMENT



**LIFECARE ALLIANCE
WELLNESS CENTERS PROVIDE
SPECIALIZED WELLNESS
ASSISTANCE FOR ADULTS
THROUGHOUT FRANKLIN
COUNTY.**



**THE PROGRAM OFFERS LOW-
COST, HIGH-QUALITY HEALTH
SERVICES, EACH COMMUNITY
WELLNESS CENTER IS STAFFED
WITH A REGISTERED NURSE AND
A REGISTERED DIETITIAN,
PROVIDING EXPERTISE IN FOOT
CARE, HEALTH ASSESSMENTS,
AND DISEASE PREVENTION AND
MANAGEMENT.**



**NURSES AND DIETITIANS WORK WITH
CLIENTS TO MONITOR AND MAINTAIN
GOOD HEALTH.**

WELLNESS DEPARTMENT PROVIDES

Biometric screening and this services are done by Registered Dietitian

Immunization vaccines including Hepatitis A & B, Influenzas, travel Vaccines, Tdap, MMR.

In Flu season Wellness departments run a lots of Flu Clinics which starts from the beginning of September to the end of November

Most of flu clinics are held in the patients working sites or colleges. Or by setting up an appointment with one of the Nurses in the office

MY ROLE AT THE WELLNESS DEPARTMENT OF LIFECARE ALLIANCE

- I was working in fall flu immunization program.
- Helping with documentation collection of insurance info, personal identification
- Assisting nurse with administrative duties
- working in electronic health records for documentation and billing purposes
- working in the community at flu clinics to assist in the running of the clinic
- Other assignments needed in the wellness department from organizing patients' files and help with office work



MOBILE FLU CLINICS

How to prepare for a mobile flu clinic?

Clerk and the nurse are both responsible for preparing and running the flu clinic, here's the basic steps that I have been doing through my practicum at the Wellness department

1. Using packing sheet list to pack all clerical supplies and medical supplies
2. Then the Nurse is going to check the list again and make sure that everything the clinic is going to need is packed and ready to go, including:
 - Consent forms
 - Vaccine information sheets
 - Payment receipt
 - Pens
 - Flu shot stickers
 - Reconciliation forms
 - Signs (Injection site), (please show your Id and insurance cards)

CONT..

- The Nurse procedure book
- Sharps containers for used vaccines and needles
- Vaccines
- Medical box supplies Contains alcohol swab, liquids hand sanitizer, cottons balls, band aids, 1" needles and 1 1/2 needles.
- Gloves
- Bio bags and trash bags
- privacy screens
- Lab tops and scanners if needed

3. Setting up the place to start the clinic
4. Making sure about having the correct personal information for each patient, getting copies of their insurance and ID cards.
5. At the end of the clinic, we go back to the Wellness department.
6. Start working on electronic health records to enter the patient's data to the system for billing purposes.

Working on EHR could take a lot of effort and time. Due to the numbers of patients. Especially in the fall season.

The patient numbers could range from 50 to 100 every week.

OTHER EXPERIENCES

- I had the chance to be a part of a donation process, where people donate to LifeCare Alliance some type of supplies that could help another patient. For examples: wheelchairs, medical supplies.
- Attending an education workshop that was held at LCA, the presentation title was Communicating Bad News. It was basically talking about how healthcare physicians should learn to deliver bad news to their patients and families.

- I Went to the Ohio Alliance for Innovation in Population Health meeting, which is an integrated, multi-sector initiative created to implement the State Health Improvement plan.
 - The meeting has a group of experts of the state's universities, researchers, hospital association, healthcare providers, and public health experts.
 - This program was created by Ohio University College of Health Sciences and professions, and The University of Toledo College of Health.
 - LifeCare Alliance is going to collaborate with The Ohio Alliance program as a healthcare provider for Nutrition 101 project
 - LCA is going to recruit Social workers to visit patient home to see if they are eligible for the project services

SENIORS DINING CENTERS

- I went to explore Harmon center or the Seniors dining center. This center is open to people aged 60 or over and provides nutritious meals daily. Sometimes they offer a free transportation too.
- This center is also the same building where LCA prepares meals for meals on wheels program. This building is also having the food pantry, dining room, and the kitchen.
- Senior Dining Centers are located throughout Franklin, Madison, Marion, Champaign, and Logan counties.



COLUMBUS CANCER CLINIC

My recent experience at LCA is working with Columbus Cancer Clinic, they offer multiple services including:

1. Breast Mammography test
2. Free transportation
3. Interpretation services for more than 200 languages
4. Homecare support program and food pantry for people battling cancer
5. They also have wigs and general healthcare supplies for anyone battling cancer who needs them.

I got the chance to get involved and work on Electronic Health Records to enter patient's data.

SERVANT LEADERSHIP

- A servant leader demonstrates the following behaviors:
 1. Focuses on the needs of followers
 2. Eschews selfish behavior, personal biases, and pursuit of personal ambition
 3. Sincerely respect all people
 4. Realizes that the contributions of followers are what enable the organization to fulfill its mission
 5. Helps, encourages, and counsels followers to hone their skills and become better at their positions because of doing so brings the organization closer to its goals.

Leadership in healthcare: essential values and skills

Carson Dye - Health Administration Press - 2017

LEADERSHIP IN HEALTHCARE

There's some way that a leader can show respect to his work team:

➤ Become a collaborator

Collaboration is a great companion for people who have different strategies or priorities, but they still share the same goal.

Collaboration could help in

increase a leader achievement

combine expertise, experience, and recourses

Minimize or prevent mistakes and waste in effort, time, and money

Produce better product or services



➤ Be aware of Others' Definition of Respect

Because everyone has his own perspective about respect.

➤ Establish a Feedback System

A successful leader should have the ability to establish a feedback system with the staff, this could improve the relationship between the team leader and his members.

➤ Be Genuine

By being visibly involved in organizational activities.

➤ Give Credit and Acknowledge Accomplishments

- 
- Offering help or coaching
 - Be self-aware
 - Take responsibility for mistakes and apologize
 - Learn the principles of affirmation
 - Show appreciation
 - Show enthusiasm

THE BENEFITS OF LCA PRACTICUM EXPERIENCE

- ✓ Acquire HealthCare Administration experience

- ✓ Networking

During my practicum I got the chance to work with a variety of professionals, experts. Each of these connections is important in working sites.

- ✓ Gain new knowledge

I became more actively engaged in the field. Instead of just learning concepts and theories in class, I was able to relate my knowledge to work.

- ✓ Develop New Skills

I was able to see how organization deal with their problem, and what they do to find solutions.

ANY QUESTIONS?



Thank You!



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